

TERMS AND CONDITIONS OF THE *PAQ LIGERO* SERVICE

By using the *Paq Ligero* service of Sociedad Estatal Correos y Telégrafos, S.A. S.M.E. (hereinafter, CORREOS) you, as the Sender, agree that these Terms and Conditions will apply from the moment Correos accepts the postal item, except in the case of special agreements or terms arising as a result of the distinctive characteristics of the service used. CORREOS may carry out the services by its own means or subcontract them to other companies or professionals. These Terms and Conditions will apply to any label or document produced by CORREOS' automated systems, which will be considered as Delivery notes for all purposes.

CORREOS reserves the right to change these Terms and Conditions. The valid version of these terms will be the one published on CORREOS' website (www.correos.es). CORREOS will inform the customer of any changes. If the customer has not responded within 15 calendar days of communication, the change will be considered accepted and the latest version of the TERMS AND CONDITIONS OF THE *PAQ LIGERO* SERVICE published on our Website will apply.

1) Characteristics:

a. Definition: *Paq Ligero* is a service for sending postal items with a gross weight not exceeding 2 kilograms and maximum dimensions of 35 x 23 x 2 centimetres to anywhere in Spain and Andorra. If the customer requires it, and both parties agree, this service offers the added benefit of Home Collection.

b. Delivery methods: Delivery to the address of the recipient, preferably to the post box, and if delivery is not possible, the recipient will be notified that the postal item will be available for collection at the post office branch indicated for 15 calendar days from the day following the date of notification.

The delivery will be made without identifying and collecting the signature of the recipient.

c. Delivery times: this service will not have promised delivery times.

2) Dimensions:

Minimum dimensions	10 x 15 cm.
Maximum dimensions	35 x 23 x 2 cm. The gross weight of the item must not exceed 2 kg.

3) Exclusions:

Postal items whose contents may be considered prohibited under applicable regulations or whose sending through the post is subject to special requirements or provisions that have not been met cannot be sent. In the event that the sender gives CORREOS an excluded item to post, the sender undertakes to compensate CORREOS for any damage and loss caused and to reimburse the amount of any penalties and other expenses incurred.

4) Dangerous goods:

The customer undertakes, under the *Ley del Servicio Postal Universal* (Universal Postal Service Law) concerning the rights of users and the Postal Market, its implementing regulations and applicable International Postal Agreements, not to send prohibited items and dangerous goods through the postal network. The customer undertakes to compensate Correos, and keep it free from liability, for any loss or damage arising from the sender's breach of current applicable regulations and failure to comply with the following guarantees and declarations: that the postal item is not subject to the prohibitions of the *Ley del Servicio Postal Universal* (Universal Postal Service Act), and its implementing regulations, the prohibitions and restrictions of IATA, the ICAO and International Postal Agreements; that the postal item is duly identified, with the delivery note correctly completed; that the postal item is correctly packaged in a way that ensures safe transport by air or road with ordinary care and handling; and that all of the obligations and formalities established by the *Ley del Servicio Postal Universal* (Universal Postal Service Act), its implementing regulations, National Regulations on the safe transport of dangerous goods by air and applicable Technical Instructions, International Postal Agreements and other applicable legislation have been fulfilled.

5) Terms of service

The service will be provided throughout Spain and Andorra, from Monday to Friday, excluding public holidays. For the purposes of calculating delivery times, Saturdays will not be counted.

In the event that a postal item cannot be deposited in a post box, the recipient will be notified that the postal item will be available for collection at the Correos branch indicated for the following 15 calendar days.

CORREOS reserves the right to change the agreed times for deliveries or collections according to its own organisational needs.

6) Documentation

Postal items must be accompanied by the documentation established for that purpose for each type of service. This documentation is available to the sender for automatic generation through the computer application provided by CORREOS (GECO) or any other application that CORREOS makes available.

7) Use of the SMS mobile phone messaging service and emails

In the event that the customer wishes to use the arrival notification or alerts service offered by CORREOS for postal items in delivery through SMS and/or email, both parties agree to the following:

The customer will provide CORREOS with the mobile number and/or email address of the recipient of the postal item so that the postal operator, in its capacity as the entity responsible for processing, can inform the recipient of the arrival of the postal item or its availability for collection through the sending of an SMS and/or email.

The obligation of communication by SMS and/or email that CORREOS assumes will be carried out from 9:00 am to 9:00 pm from Monday to Friday and from 9:00 am to 2:00 pm on Saturdays.

The customer expressly acknowledges that the sending of an SMS and/or email by CORREOS within the agreed parameters (times and days) does not guarantee that the communication will be received by the recipient within the indicated parameters, and therefore, under no circumstances may CORREOS be held liable for any non-reception for reasons not attributable to CORREOS.

The customer also expressly states and guarantees that the recipient knows and accepts the possibility that the SMS and/or email communication may arrive outside the agreed times and days for reasons beyond CORREOS' control. The customer will exempt CORREOS from any liability arising directly or indirectly from the moment in which the recipient receives the SMS and/or email that CORREOS sends in fulfilment of the obligations assumed with the customer for these purposes.

8) Liability, claims and compensation

The sender will be liable for any damage or harm suffered during postage. Use of this service does not include any guarantee against the risks of loss, damage and/or delay of the postal item. Accordingly, CORREOS will accept no liability for any direct or indirect damage.

9) Management of delivery incidents

CORREOS offers its customers the possibility of providing new delivery instructions through various channels in the event of incidents involving postal items. The timeframe for receiving these instructions will be 72 hours from the moment the incident is reported. If no instructions are received within the indicated timeframe, Correos will proceed to return the postal item, with the cost established in this agreement.

10) Postal item charges and billing

The Sender will pay or reimburse CORREOS for all delivery charges, storage charges, fees and taxes due for services provided by CORREOS or incurred by CORREOS on behalf of the Sender, Recipient or any third party, and for all claims, damage and losses, fines and other amounts incurred if the Postal item is considered unacceptable by breaching any of the terms of this document.

Delivery charges are calculated on the basis of the actual or volumetric weight verified by CORREOS, with the highest being applied according to the following equivalence: 1 m³=167 kg. The sender must record the weight on the Delivery note or through automated systems. Either way, CORREOS may weigh and measure any postal item, with the resulting weight being calculated for billing purposes.

11) Information about postal items

Information about the status of postal items and the automatic return of files will be available to Customers through Correos Online (www.correos.es) or their contact person in Commercial Services. Enquiries can also be made by calling 902 197 197. This information will consist of postal item status date and time: drop-off,

attempted delivery, deposited in the post box (or delivered by hand) and returned, indicating, if applicable, the reasons for return or non-delivery and the measures taken.

12) Legislation and jurisdiction

The delivery service will be provided in accordance with *Ley 43/2010, de 30 de diciembre, del servicio postal universal, de los derechos de los usuarios y del mercado postal* (Law 43/2010 of 30 December on the universal postal service, the rights of users and the postal market), its implementing regulations and International Postal Agreements applicable at the time.