

Official rules for participation in the promotional programme

"Delivery of a ride"

(as amended on 15 January 2026)

1. General provisions

1.1. These Official Rules (hereinafter referred to as the Rules) define the procedure, conditions and mechanism for participation in the promotional programme "Delivery of Skiing" (hereinafter referred to as the Promotion), aimed at promoting the delivery service for ski equipment and increasing the loyalty of Mastercard premium card customers.

1.2. The organiser of the Promotion is **Nova Poshta Limited Liability Company**, EDRPOU code 31316718, located at 103 Stolichne Shosse, Kyiv, 03026 (hereinafter referred to as the Organiser, Nova Poshta LLC).

1.3. The partner of the Promotion is **Mastercard Europe SA**, VAT number: BE 0448.038.446, which finances the Promotion and supports its marketing implementation through the Mastercard concierge service (hereinafter referred to as the Partner).

1.4. The Organiser is only responsible for the proper conduct of the Promotion in accordance with these Rules.

1.5. The Promotion is held in Ukraine, except for temporarily occupied territories, territories where hostilities are taking place, or territories where it is not actually possible to provide services in accordance with the official List approved by the Ministry for Reintegration of the Temporarily Occupied Territories of Ukraine.

1.6. The Promotion is not a lottery or a game of chance, does not require participants to pay a fee for participation, and does not constitute a public promise of reward in accordance with Article 641 of the Civil Code of Ukraine.

1.7. The language of the Promotion is Ukrainian. All dates and times are determined by Kyiv time.

1.8. Information about the Promotion is for advertising and informational purposes only and does not create any obligations for the Organiser, except those expressly provided for in these Rules.

1.9. The Rules for participation in the Promotion are available at:

<https://site-assets.novapost.com/3c4b977b-779d-42e5-a3a2-e5d19aa7ade5.pdf>

(hereinafter – the Link).

1.10. You can find out more about the Promotion on the website at:

<https://novaposhta.ua/ski-equipment-delivery/>.

2. Period

2.1. The Promotion is held by at **during the period from 00:00 on 15 January 2026 to 23:59 on 31 March 2026 inclusive or until the budget funds allocated for its financing are fully used (hereinafter referred to as the Promotion Period).**

31 March 2026 inclusive, or until the budget funds allocated for its financing have been fully used (hereinafter referred to as the Promotion Period).

2.2. The Organiser has the right to change the Promotion Period by giving prior notice by publishing the updated Rules at the Link.

3. Participants in the Promotion

3.1. Only adults (aged 18 and over) who:

- are holders of Mastercard premium cards (World Elite, World Black Edition) issued by Ukrainian banks;
- have contacted the Mastercard concierge service to order the Service;
- transfer ski equipment for delivery within the address-to address format;
- hand over ski equipment for delivery within within the limits of actual/volumetric weight of 50 kg and dimensions of 220 x 50 x 50 cm.

3.2. Participation in the Promotion is voluntary and implies full and unconditional acceptance by the Participant of all the terms and conditions of these Rules, including consent to the processing of personal data to the extent necessary for participation in the Promotion.

4. Essence of the Promotion

4.1. As part of the Promotion, customers are given the opportunity to use the "Ski Delivery" service free of charge – convenient delivery of ski equipment from the sender's address to the recipient's address and back.

4.2. The purpose of the Promotion is to increase the convenience of using delivery services and to promote premium Mastercard payment cards.

5. How to participate

5.1. To take advantage of the Promotion, the Participant must:

- call the Mastercard concierge service that serves their premium card at 0 800 301 272 (for calls from Ukraine) or +380 89 720 12 72 (for calls from abroad);
- provide the concierge with the following information to create an express invoice (EI):
 - Full name of sender and recipient;
 - contact telephone number;
 - delivery location (address–address);
 - declared value of the shipment;
 - dimensions and weight of the shipment;
 - brief description of the contents of the shipment.
- Wait for the Nova Poshta courier to arrive at the specified address;
- In case necessary agree a change or or date pick up/delivery time directly with the Nova Poshta courier;
- Track the delivery status via the Nova Poshta or Nova Poshta Old mobile app.

5.2. The express waybill is created by the Mastercard concierge on behalf of the Participant.

6. Restrictions

6.1. The promotion is valid only for shipments arranged through the Mastercard concierge service.

6.2. Delivery type – address-to-address only, i.e. the shipment must be delivered from the specified sender's address to the specific recipient's address. Shipments to pick-up points or other types of delivery are not eligible for the Promotion.

6.3. The actual and volumetric weight of the shipment must not exceed 50 kg.

6.4. The dimensions of the shipment must not exceed 220 × 50 × 50 cm. 6.5. The declared value of the shipment must not exceed UAH 20,000.

6.6. Failure to comply with any of the requirements set forth in clauses 6.1–6.5 of these Rules shall be grounds for refusal to participate in the Promotion.

6.7. The list of items permitted for transport is available at: <https://novaposhta.ua/forbidden-items/?from=ua&to=ua>.

6.8. The Organiser has the right to terminate or change the terms of the Promotion early in the event of exhaustion of funds, technical or legal obstacles, by announcing this on the official website at: <https://novaposhta.ua/ski-equipment-delivery/>.

6.9. Changes to the terms and conditions of the Promotion do not apply to shipments that have already been processed.

7. Payment within the Promotion

7.1. Within the Promotion, the "Delivery by Ride" service is provided to the Participant free of charge.

7.2. The Promotion Participant does not pay for the cost of delivery, provided that the requirements of these Rules are met.

7.3. No additional fees or hidden charges are charged to the Participant.

7.4. Additional storage, redelivery, change of address, return delivery, processing of non-standard shipments, repackaging, returns, and any other additional or related services shall be paid for by the Promotion Participant independently and are not covered by the Promotion.

7.5. The Operator's service rates may be changed by the Operator unilaterally by posting the changed rates on the website at: <https://novaposhta.ua/shipping-cost/>. The Promotion Participant's disagreement with the Operator's new rates is grounds for unilateral termination of the contract/cessation of services by the Operator in accordance with the procedure provided for by current legislation and the terms of service.

8. Processing of personal data

8.1. Participation in the Promotion implies the Participant's consent to the processing of their personal data in accordance with the Law of Ukraine "On the Protection of Personal Data" and the Organiser's privacy policy.

8.2. The Organiser is the owner of the personal data.

8.3. The purpose of personal data processing is to ensure participation in the Promotion, identify Participants, communicate with them, provide information messages, and comply with accounting and tax legislation requirements.

8.4. The categories of personal data that may be processed include:

- surname, first name, patronymic;
- contact telephone number;
- Mastercard BIN code (without storing the full details of the

payment card).

8.5. The BIN code is processed only to confirm the right to participate and is not stored in full.

8.6. Personal data is stored for the duration of the Promotion and 90 (ninety) calendar days after its completion, after which it is subject to destruction or depersonalisation.

8.7. Participants have the right to withdraw their consent to the processing of personal data by contacting dpo@novaposhta.ua, which automatically terminates their participation in the Promotion.

8.8. All personal data is processed in accordance with the principles of legality, confidentiality and security, using technical and organisational protection measures.

9. Final provisions

9.1. Participation in the Promotion means that the Participant has read and unconditionally agrees to these Rules.

9.2. The Organiser and Partner are not responsible for the actions of third parties, technical failures or other circumstances that make it impossible to participate in the Promotion.

9.3. All disputes arising in connection with the Promotion shall be resolved through negotiations, and if no agreement is reached, in accordance with the procedure provided for by the legislation of Ukraine.

9.4. The Organiser reserves the right to amend these Rules without prior notice by publishing the updated version at the Link. The updated version shall come into force from the moment of publication on the website at the link: <https://novaposhta.ua/ski/equipment-delivery/>.

9.5. If you need help understanding these Rules, you can email us at corp.com@novaposhta.ua.