

Terms and conditions of bonus discounts

A bonus discount is a conditional unit credited to the Bonus Account of a Nova Poshta LLC (hereinafter – Organizer) client, an individual (hereinafter – Participant) subject to compliance with the rules of the relevant programs and promotions.

Bonus Discounts for Participants are accrued during advertising campaigns, special promotions and offers conducted by the Organizer independently and/or jointly with partners.

One Bonus Discount equals 1 UAH. Bonus Discounts can be exchanged for services provided by the Organizer.

Bonus Discounts are credited to the Participant's personal bonus account provided they register through the mobile application and/or business account on the website: www.novaposhta.ua.

Bonus Discounts can be credited immediately upon the fulfillment of all requirements of the promotion/program (for example, receipt of a postal item) or when a certain reporting period ends (for example, a month). The calculation procedure is determined by the specific terms and conditions of the promotion/program.

Program Participants may exchange their accumulated Bonus Discounts for basic and additional services provided by the Organizer, both in full and in part, at branch locations and in online channels.

Terms and conditions for exchanging Bonus Discounts:

- In person: Participant must present their personal number prior to the registration/receipt of a postal item. The Participant must be identified as the payer on the waybill and be the owner of the personal number from which bonus discounts are deducted.
- Online: Bonus Discounts must be available on an active bonus account and the waybill must be paid in cash.

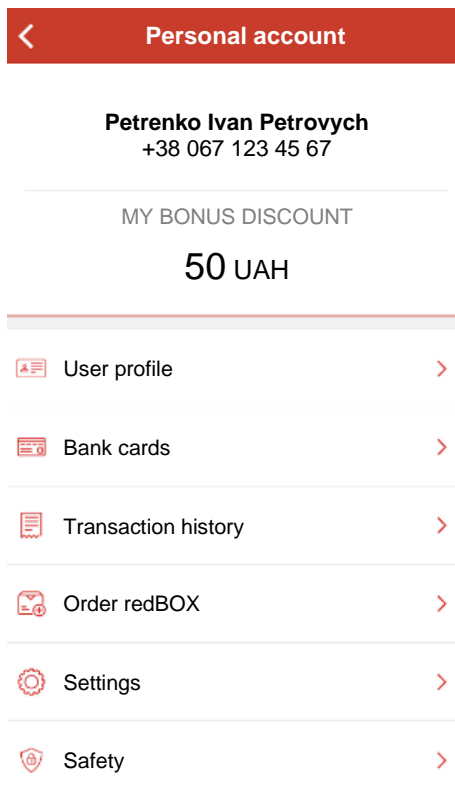
No Bonus Discounts are accrued or exchanged when using a promo code

The Organizer has the right to write off (cancel) the Bonus discount in full or in part from the Participant's personal account if the Participant violates the terms of the agreement on the provision of transportation services or the public agreement on the provision of transportation services. Writing off (cancellation) of Bonus Discounts from the Participant's Personal account can be made by the Organizer any number of times.

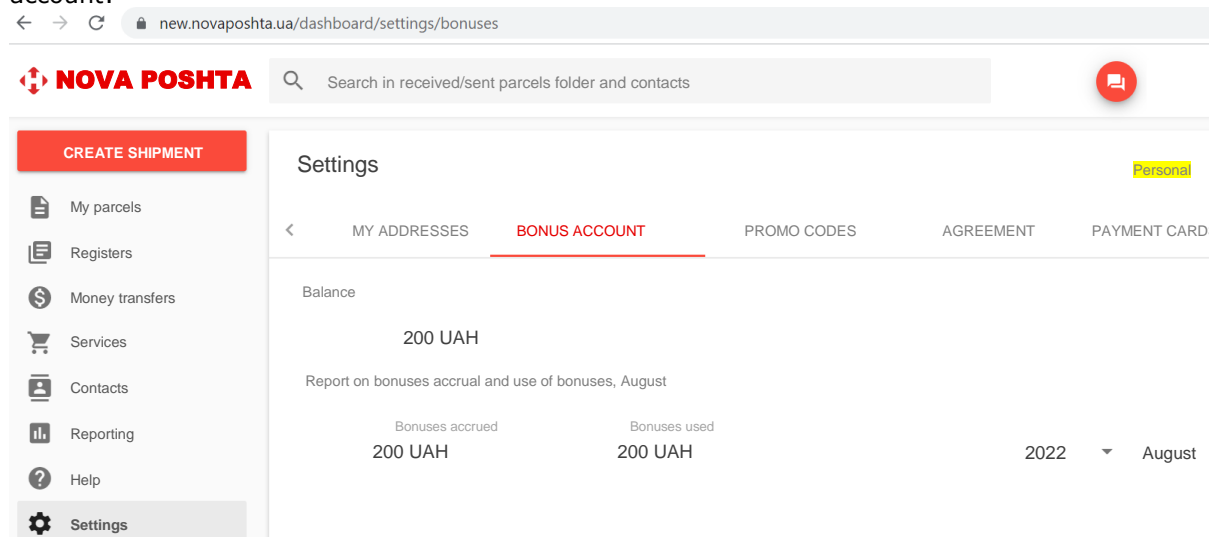
The Organizer has the right to make adjustments to the number of Bonus Discounts on the Participant's Bonus account if a Bonus Discount is accrued or written off incorrectly or as a result of a technical error, etc.

The Participant independently monitors the Bonus Discounts balance on online services and, if any discrepancies are detected, contacts the representative of the Organizer at 0-800-500-609.

In the mobile application, the Bonus Account is displayed in the Participant's personal account:



For business accounts, the Bonus Discounts balance can be checked in the section Settings – Bonus account:



The Bonus Discount is accumulated on a personal bonus account and cannot be added to the Bonus Discounts of other Participants or converted into cash. It is not a product or an intangible asset.

If the Participant does not use the accumulated Bonus Discount within 6 months (180 days) from the moment of the last accrual or writing off of bonus discounts (express waybill), all Bonus Discounts available on the Participant's bonus account are deemed to have expired and are subject to cancellation.

In light of the current situation in the country, we have decided to terminate the “Raising Opportunities” program effective 09.04.2022.

Many clients have accumulated a large number of Bonus discounts during the Program, so they will be able to use their accumulated bonuses until 31.08.2022. We hope this will help reduce the cost of our services, which is extremely important at this time.

Frequently asked questions and answers about the program termination are available at [the link](#).

The terms and conditions of the program are available at [the link](#).

Our team is designing special offers and solutions so that you can enjoy and benefit from continuous use of our services. Follow the news on our website and [mobile application](#).