



**Rules for the provision of bulky cargo  
transportation services  
By Nova Poshta  
Limited Liability Company**

**General Section**

1. These Rules shall define the specifics of the provision of bulky cargo transportation services by Nova Poshta Limited Liability Company, as well as other additional services related to the provision of bulky cargo transportation services. Where these Rules do not specify certain features of the provision of bulky cargo transportation services, the Operator shall provide them according to the procedure prescribed by the Rules for the provision of postal services by Nova Poshta Limited Liability Company and the current legislation of Ukraine.

2. These Rules shall define the relevant terms as follows:

Shipment means large-sized shipments (cargoes) with the size and weight exceeding those established for postal shipments and accepted for transportation within Ukraine according to these Rules;

Sender means an individual or legal entity whose last name, first name, and patronymic (if any) or designation are specified in the established procedure for arranging the transportation of a shipment and the one who submits the shipment to the operator for transportation;

Branch means the operator's branch or other premises where shipment transportation services and other services specified in these Rules may be provided to customers on behalf of the operator and at its expense. To provide shipment transportation services, the operator shall ensure the operation of cargo branches listed on the website or in the mobile application;

Express waybill means a document that is created and recorded in the operator's accounting system to complete the registration of a shipment and contains the information required for the shipment transportation services.

Customer means an individual or legal entity (sender or recipient) that uses bulky cargo transportation services provided under an agreement with the operator;

Recipient (addressee) means an individual or legal entity to whom the shipment is sent;

Operator means Nova Poshta Limited Liability Company (legal entity identification code 31317618);

Shipment acceptance means a production operation that involves the shipment's transfer from the sender to the operator for subsequent transportation and delivery to the recipient;

Shipment registration means a production operation that involves accepting a shipment to be transported in the operator's accounting system by generating and executing an express waybill;

Such terms as business account, shipment delivery, mobile application, labeling, unclaimed (undelivered) shipment, operator's partner, notification of shipment delivery, website, and API shall be used in the meaning as defined by the Rules for the provision of postal services by Nova Poshta Limited Liability Company.

### **Services provided by the operator**

3. The core service provided by the operator under the provisions of these Rules shall be bulky cargo transportation within the territory of Ukraine (hereinafter referred to as the core service).

4. The core service is provided through one of the following methods (types):

Address to Address means accepting a shipment at the sender's address and delivering it to the recipient's address;

Address to Branch means accepting a shipment at the sender's address and delivering it to the recipient at a branch in the recipient's city;

Branch to Branch means accepting a shipment from the sender at a branch in the sender's city and delivering it to the recipient at a branch in the recipient's city;

Branch to Address means accepting a shipment from the sender at a branch in the sender's city and delivering it to the recipient's address;

Transfer point means accepting a shipment from the sender at a branch in the sender's city and delivering it to the recipient at the same branch.

### **Additional services provided by the operator**

5. By using the core services, the Customer may order additional services listed and specified in the Rules for the provision of postal services by Nova Poshta Limited Liability Company.

6. When using the core services, the Customer may use the offers listed and specified in the Rules for the provision of postal services by Nova Poshta Limited Liability Company.

### **Shipment addressing procedure**

7. When registering shipments, the sender shall provide the following information to the operator:

- Last name and first name of the sender and the recipient if the sender and (or) the recipient is an individual, as well as their phone numbers;
- Denomination of the legal entity if the sender and (or) the recipient is a legal entity, identification code (USREOU code) of the legal entity, and phone number of the contact person;
- Sender's address: number and address of the operator's branch or street, name of the settlement, district, and region if the operator accepts shipments at the address;
- Recipient's address: number and address of the operator's branch or street, name of the settlement, district, and region if the operator delivers shipments at the address;
- Declared value of the attachment, general description of the attachment, number of places;

- Whether the sender or the recipient shall pay for the shipment transportation services;
- List of additional services and/or offers;
- Further (additional) information about the shipment that the sender considers necessary to inform the operator about.

### **Shipment registration procedure**

8. Every shipment accepted by the operator for further transportation must be registered in the operator's accounting system. The shipment can be registered in the operator's accounting system by the sender electronically in the business account, via API, or in the mobile application, as well as by the operator itself at the branch or recipient's address.

9. When registering a shipment electronically, the operator's accounting system shall produce the number of the shipment, as well as an express waybill and a completed labeling form.

10. If the mains and (or) the Internet are not available, it is allowed to fill in the express waybill on a printed form containing the unique number of the shipment. If this is the case, the printed form shall be deemed as labeling.

11. The registration shall be completed by the operator entering the express waybill in the operator's accounting system. The operator shall enter the express waybill in the accounting system when the shipment is physically accepted by the operator at the branch or address.

12. The sender shall provide a properly packed shipment or apply for an additional Packing service to send the shipment. A properly packed shipment shall mean a shipment packed according to Annex A to the Rules for the provision of postal services by Nova Poshta LLC or, if the package is sent refrigerated, according to Annex B to the Rules for the provision of postal services by Nova Poshta LLC.

13. If the shipment is sent by a representative of a legal entity or individual entrepreneur, such a representative must provide the operator with a business client identification card when registering the shipment at the branch. If a representative has no business client identification card upon first visit to the branch, such representative shall provide the original power of attorney bearing the mandatory details as required by the operator and one of the identity documents specified in the power of attorney, namely:

- Passport of a citizen of Ukraine;
- Passport of a citizen of Ukraine for travel abroad;
- Diplomatic passport of Ukraine;
- Service passport of Ukraine;
- Seafarer's identity card;
- Crew member's identity card;
- Identity card for return to Ukraine;
- Temporary certificate of a citizen of Ukraine;
- Driver's license;
- Stateless person's certificate for traveling abroad;
- Permanent residence permit;

- Temporary residence permit;
- Migration card;
- Refugee certificate;
- Refugee travel document;
- Identity card of a person in need of additional protection;
- Travel document of a person granted additional protection;
- Foreigner's passport;

Original powers of attorney provided to the operator shall not be returned.

14. If the sender registers the shipment independently and provides a printed express waybill to the operator, he or she may not provide the above documents.

15. If there is any suspicion that the shipment contains prohibited goods, the operator shall be entitled to request that the shipment be provided for inspection and verification of the goods. In case of refusal and/or detection of prohibited goods, the operator shall refuse to accept the shipment for transportation.

16. Once the shipment has been accepted for transportation, the sender shall inform the recipient of the express waybill number, delivery time, and familiarize the recipient with these Terms.

17. The following categories of customers shall be prioritized no waiting in line when accepting a shipment for transportation:

- Elderly people (the operator's representative shall be entitled to check the pension certificate);
- Persons with disabilities regardless of the disability category (the operator's representative shall be entitled to check the pension certificate or other document confirming the disability);
- Persons accompanying children under 3 years of age;
- Pregnant women;
- Combat veterans (upon presentation of a veteran's certificate);
- Military personnel of the Armed Forces of Ukraine, the National Guard of Ukraine, the Security Service of Ukraine, the Foreign Intelligence Service of Ukraine, the State Border Guard Service of Ukraine, the Ministry of Internal Affairs of Ukraine, the State Security Administration of Ukraine, the State Service of Special Communications and Information Protection of Ukraine subject to the presentation of an official identity card or any other certificate confirming that the person is currently engaged in military service;
- Volunteers of territorial defense (upon presentation of the relevant certificate).

#### **Declared value**

18. The declared value of shipments shall be set in UAH only without kopecks. The declared value shall be limited:

- For shipments weighing up to 100 kg inclusive by UAH 399,999 (three hundred and ninety-nine thousand nine hundred and ninety-nine);
- For shipments weighing over 100 kg by up to UAH 1,000,000 (one million);

19. The operator may accept shipments even with a higher declared value for transportation, as long as the sender is a legal entity and an agreement is concluded between the operator and the sender.

20. If there is any doubt as to whether the shipment corresponds to its declared value, regardless of the amount of such declared value, the operator's representative shall be entitled to take a photo of the contents of the shipment and upload it to the operator's accounting system.

### **Types, sizes, and weight limits of shipments**

21. Shipments are classified into the following types:

Cargo means a shipment weighing over 30 kg but not more than 1000 kg (actual or volumetric weight per place), with a length not exceeding 300 cm, a width not exceeding 170 cm, and a height not exceeding 170 cm. Packaging is included in the dimensions;

Pallet means a shipment positioned and secured on a pallet with transportation straps, fastening straps, or wrapped in stretch film, with a height not exceeding 170 cm and an actual weight not exceeding 1000 kg (in certain cases, with a height not exceeding 220 cm and an actual weight not exceeding 1100 kg).

Tires and wheels type means a shipment consisting of one or more tires and/or wheels for vehicles, cars, and mechanisms, either as a whole or separately.

22. The greater value of the actual or volumetric weight is used to calculate the cost of transportation services.

The actual weight is defined in kilograms by weighing the shipment on the scales. The volumetric weight is defined by measuring the dimensions of the shipment using any of the formulas:

1) Volumetric weight [kg] = Length [cm] x Width [cm] x Height [cm] / 4,000;

2) Volumetric weight [kg] = Volume [m<sup>3</sup>] x 250

The weight is rounded up to the nearest whole kilogram according to the following rules: if the amount of grams after the kilogram is 499 grams or less, the grams are ignored. If more, one is added to the amount of kilograms after rounding.

### **List of goods prohibited for transportation**

23. The following goods are not allowed for transportation:

- National currency (except for numismatic coins of the National Bank of Ukraine, investment coins of Ukraine, coins used for numismatic purposes and related collections), foreign currency;
- Firearms of all kinds, main weapon parts and ammunition;
- Devices for firing bullets equipped with rubber or similar non-lethal projectiles and ammunition;
- Cold steel arms and other items, specially designed for offense and defense (brass knuckles, stilettoes, cans with paralytic liquid, etc.);
- Other munitions, explosive initiating devices, explosive substances or devices, flammable or other hazardous substances;
- Hydrogen peroxide, acids, high-octane oxygen-containing impurities (chemical compounds added to gasoline), as well as liquids and substances in containers and other vessels with

class 1 to 7 hazard signs on the manufacturer's label (sticker) inclusive: flammable, ignitable, and explosive substances, radioactive substances and other dangerous shipments with appropriate labeling ("explosive materials and substances", "pyrotechnic products", "gases", "flammable liquids", "spontaneously combustible substances", "toxic and infectious substances", "oxidizing substances", "radioactive materials", "corrosive and caustic substances", "other dangerous substances and products"). Substances labelled with hazard classes 8 and 9 are permitted for transportation, except for acids (regardless of concentration) and substances containing any amount of acid, mercury, hydrogen peroxide, or other chemical compounds with oxidizing properties;

- poisonous plants;
- Cylinders with liquid and gas, including fire extinguishers of all types (except for empty cylinders without a valve);
- Cans/cartridges with propane, butane, isobutane, and other flammable gases;
- containers with liquids: without the manufacturer's label (sticker) bearing information on the name of the substance, its purpose, specifications, and storage conditions; with signs of damage to the container, traces of leakage, or unpleasant odor; wrapped in corrugated cardboard, opaque film, adhesive tape, or other wrapping materials or packed in boxes (except for the manufacturer's packaging bearing information on the name of the substance and its specifications). If the liquid (substance) is of chemical origin, it is required to bear hazard signs.
- Fluorescent lamps and other products containing mercury;
- Asbestos and its products (pipes, slate, etc.);
- Used batteries and accumulators, including batteries for automotive, motorcycle, and agricultural equipment. New batteries for automotive, motorcycle, and agricultural machinery, as well as other new batteries with terminals covered with factory plastic covers (both in the factory packaging and without it) are allowed for transportation;
- Animals, insects, animal remains, unprocessed fur, animal or human ashes;
- Foodstuffs, if the expiration date of such foodstuffs expires on the scheduled date of delivery of the respective shipment to the recipient. The operator shall not accept food products requiring special temperature control or with a shelf life of up to 10 days (expiration dates must be specified on the manufacturer's packaging), chilled or frozen goods, dairy products (except for vegetables, fruits, berries, and greens that are packaged according to Annex B to these Rules and do not pose a risk of contaminating other shipments). Chilled shipments in transport packaging that meets the requirements specified in Annex B to these Rules are allowed for transportation. The operator shall not ensure temperature control when transporting shipments and shall not be liable for temperature-related damage to the goods. Sending shipments with vegetables, fruits, seeds, plants, and ready-to-eat food products of animal origin may also be restricted or prohibited in areas where a special quarantine regime has been declared;
- Alcoholic beverages with an ethyl alcohol content of more than 8.5 percent by volume, except for those that are not subject to excise labels according to the tax legislation of Ukraine, tobacco products, liquids used in electronic cigarettes without standardized excise labels. In particular, alcoholic beverages with an alcohol content of up to 70% in glass and other containers with a capacity of no more than 5 liters and a standardized excise label, ordinary (non-sparkling) wines and fermented beverages with an actual alcohol content of more than 1.2 percent by volume of ethyl

alcohol, but not higher than 15 percent, where excise labels are not required by law, provided that the ethyl alcohol contained in the finished product is of fully enzymatic (endogenous) origin, are allowed for transportation;

- Medicinal products requiring special storage and transportation conditions, ethyl alcohol, veterinary immunobiological products. The prohibition on transportation shall not apply to human biological material as a smear (including from the oral cavity), medical, antiseptic, disinfectant, and detergent products with an alcohol content of up to 70% inclusive in plastic and metal containers with a capacity not exceeding 10 liters.

- Biological agents (microorganisms, viruses, biological toxins, particles, or other infectious substances, whether of natural origin or genetically modified, that can cause infection, allergy, toxicity, or otherwise endanger humans, animals, or plants);

- Narcotic drugs, psychotropic substances, and precursors included in the list approved by the Resolution of the Cabinet of Ministers of Ukraine No. 770 “On Approval of the List of Narcotic Drugs, Psychotropic Substances, and Precursors” as of May 6, 2000, and their analogues;

- Shipments emitting intense odors, being dirty and likely to damage other shipments or harm human or animal health (finished food products, heavily contaminated spare parts, objects in oil or other corrosive substances, bacteria and live viruses, toxic substances, etc.);

- Special technical means of secretly obtaining information, the list of which is defined by the Resolution of the Cabinet of Ministers of Ukraine No. 669 “Some questions of special technical means for removal of information from communication channels of other technical means of secretly obtaining information” as of September 22, 2016;

- Other goods prohibited by the current legislation of Ukraine (non-standard goods that are not included in any of the listed categories but are prohibited for transportation by the current regulatory legal acts);

- Containers with liquids without a manufacturer's label (sticker) bearing information on the name of the substance, its purpose, specifications, and storage conditions;

- Containers with liquids showing signs of damage, leakage, or unpleasant odor;

- Containers with liquids wrapped in corrugated cardboard, opaque film, scotch tape or other wrapping materials or packed in boxes (except for the manufacturer's packaging containing information on the name of the substance and its properties). If the liquid (substance) is of chemical origin, it is required to bear hazard signs.

24. The labeling of hazardous goods that are prohibited for transportation is provided in Annex A to the Rules for the provision of postal services by Nova Poshta Limited Liability Company.

25. The following chemicals with hazard class 2 and 3 signs are allowed for transportation in containers (packaging) of the manufacturer:

- Paints in metal containers with a volume of not more than 10 liters (no limit on quantity);

- Aerosols and sprays, cans with paints, as well as household, construction, cosmetics, and automotive chemicals with a capacity of up to 1000 ml;

- Medicinal, antiseptic, disinfectant, and laundry detergents containing up to 70% alcohol in plastic and metal containers of a capacity not exceeding 10 litres;

- Perfumes and cosmetic products with an alcohol content of up to 70% in glass and plastic containers;
- Automobile oils (motor, transmission) without limitation of the container volume.

26. The sender shall be liable for the presence of goods prohibited for transportation by these Rules inside shipments that are delivered in a closed form and for damage caused to the operator or third parties.

27. If there are reasonable suspicions that the shipment presented for transportation contains goods prohibited for transportation by these Rules, the operator shall be entitled to inspect the contents of the shipment in the presence of the sender and with his or her consent. The sender shall be required to prove that the goods are not prohibited for transportation by these Rules. If it is determined that the goods are prohibited for transportation or if the sender denies inspection of the shipment's contents, the operator shall be entitled to refuse to accept the shipment for transportation. If, when transporting the shipment, it is found to contain goods prohibited for transmission, the operator shall be entitled to stop the transportation, seize the shipment, and take measures to dispose of it according to the current legislation. The operator shall not be liable for the loss, damage, or destruction of the shipment containing goods prohibited for transportation.

28. The operator shall be entitled to refuse to accept the shipment for transportation if:

- goods, based on their attributes or properties, inside the shipment pose a risk of causing harm to the life or health of employees or third parties, and/or may lead to contamination or damage (deterioration) of other shipments or equipment;
- when providing services under these Rules, the operator cannot warrant the preservation of consumer properties of the goods inside the shipments submitted for transportation;
- the shipment's packaging fails to meet the requirements specified by the operator.

#### **Shipment handing over**

29. In order to receive shipments with a declared value of less than UAH 30,000 (thirty thousand) at the branch or address, the recipient shall present to the operator any document in hard copy (paper, plastic) or electronic form (from the Diia application by scanning the QR code) according to the [list](#) specified in Article 13 of the Law of Ukraine “On the Unified State Demographic Register and Documents Confirming the Citizenship of Ukraine, Certifying the Identity or its Special Status”, namely:

- Passport of a citizen of Ukraine;
- Passport of a citizen of Ukraine for travel abroad;
- Diplomatic passport of Ukraine;
- Service passport of Ukraine;
- Seafarer's identity card;
- Crew member's identity card;
- Identity card for return to Ukraine;
- Temporary certificate of a citizen of Ukraine;
- Driver's license;



- Stateless person's certificate for traveling abroad;
- Permanent residence permit;
- Temporary residence permit;
- Migration card;
- Refugee certificate;
- Refugee travel document;
- Identity card of a person in need of additional protection;
- Travel document of a person granted additional protection;
- Foreigner's passport;

31. Shipments with a declared value of less than UAH 30,000 (thirty thousand) sent to an individual may be issued to such individual upon presentation of a dynamic barcode (customer card) from the mobile application to the operator (to scan it) if the phone number, last name, and first name of the recipient in the express waybill match the data of the customer card.

32. In order to receive a shipment with a declared value of UAH 30,000 (thirty thousand) or more, the recipient shall provide one of the documents according to the [list](#) specified in Article 13 of the Law of Ukraine “On the Unified State Demographic Register and Documents Confirming the Citizenship of Ukraine, Certifying the Identity or its Special Status,” as well as to provide the SMS code sent by the operator to the recipient's phone number specified in the express waybill or, if the SMS code is not received, by receiving an incoming call from the operator to the recipient's phone number.

33. If there are no documents confirming the recipient's identity, the operator can issue the shipment under one of the following conditions:

- The recipient can give the full number of the express waybill, and the amount of the shipment's declared value and the cost of the operator's services is less than UAH 5,000 (five thousand);
- The recipient can name the number of the express waybill and the SMS code sent by the operator to the recipient's phone number indicated in the express waybill, and the amount of the shipment's declared value is less than UAH 30,000 (thirty thousand).

34. The operator reserves the right to change the terms of receiving shipments in order to preserve the shipment and/or deliver it to the proper recipient.

35. The operator shall record the fact of shipment delivery in the accounting system.

36. The shipment can be delivered to an individual not specified as the recipient if the sender has not ordered such additional services as Personal Delivery or Person Identification.

37. A person not specified as a recipient may receive a shipment with a declared value of up to UAH 30,000 (thirty thousand) subject to the provision to the operator of an identity document, express waybill number, and:

- A power of attorney duly executed according to the current legislation or
- A document confirming the degree of kinship if the individual is the recipient's close relative. For example: a certificate confirming marriage with the recipient or a stamp in the passport confirming such marriage; a birth certificate indicating the degree of kinship with the recipient

as a parent or child or a stamp in the passport confirming such kinship or

- A document from the guardianship authorities and a document identifying the tutor/guardian of the incapacitated person who is indicated as the recipient of the shipment.

If the recipient of the shipment is a married woman and her relative's passport contains her maiden name, it is mandatory to present the marriage certificate of such a woman.

If the recipient has died, the shipment that was sent to him or her before such death may be received by a person presenting the original death certificate, a document certifying the kinship with the deceased, and a document certifying the identity of the person receiving the shipment instead of the deceased.

38. To receive shipments, representatives of legal entities and individual entrepreneurs shall provide the operator's representative with a business client identification card. The phone number, last name, and first name of the recipient indicated on the express waybill must match the data on the identification card. If there is no such card, the original power of attorney bearing the mandatory details as required by the operator must be provided. The representative shall provide the power of attorney upon the first visit to the branch and keep it with the operator. Once the power of attorney is provided, subsequent deliveries to a representative of a legal entity or individual entrepreneur shall be made upon presentation of the identity document of the representative specified in the power of attorney.

#### **Features of providing addressed services**

39. Services shall be provided at the address subject to the peculiarities specified in this section.

40. Services at the address shall be provided subject to the following conditions:

- The client is willing to hand over the shipment to the operator or receive it from the operator at the delivery address during the business day or within the appropriate time interval agreed for collection or delivery, respectively;

- The operator's representative can reach the customer's address by vehicle;

- The operator shall not move the shipment inside the customer's premises;

- The time the operator's representative stays at the customer's address shall not exceed 15 minutes.

41. If the shipment has not been delivered on the scheduled delivery date due to the recipient's or his or her representative's unreadiness, it shall be attempted to be delivered within three calendar days. Subsequently, the shipment shall be delivered to the cargo branch nearest to the recipient's address and shall be handed over at such branch.

42. The shipment shall be delivered to the recipient's residence only. If the recipient's address is a residential space in an apartment building or a non-residential space in any facility with more than one such space, delivery shall be made to such apartment building or facility. The shipment can be delivered to the door of an apartment or other non-residential premises if the additional To the Door service is ordered.

43. The shipment shall be picked up near the recipient's residence. If the recipient's address is a residential space in an apartment building or a non-residential space in any facility with more than one such space, the shipment shall be collected near such apartment building or facility. The shipment can be picked up near the door of an apartment or other non-residential premises if the additional From the Door service is ordered.

44. If the Personal Delivery service has not been ordered and the shipment's declared value is less than UAH 30,000 (thirty thousand), the shipment can be handed over to a person at the address specified in the express waybill.

#### **Procedure and method of payment for services**

45. The operator's services shall be paid for when ordered by the sender or when delivered by the addressee (recipient), or by another person if the relevant agreement provides therefor. The operator's services shall be paid in national currency at the effective rates.

46. The consumer can pay for the operator's services at the operator's cash desks (if any) or at the cash desks or through the software interface of NovaPay

LLC, a partner payment institution, by initiating a money transfer to the operator's name. The terms and conditions of money transfers are available on the official website of NovaPay LLC at <https://novapay.ua/>. No fee is charged for initiating money transfers to the operator's name.

47. The customer being a business entity (individual entrepreneur or legal entity) can pay for the operator's services in a non-cash way by transferring funds to the operator's bank account according to the terms of the agreement.

#### **Shipment transportation times**

48. The operator shall ensure the transportation of the shipment according to the terms published on the operator's website at <https://novaposhta.ua/onlineorder/estimatedate>. The terms of shipment transportation shall be determined separately for each type of shipment and depending on the geographical area. If the operator delays the shipment delivery due to the recipient's fault (queue, absence of an authorized person, refusal to sign documents), the operator shall not warrant timely shipment delivery to the recipient and shall not be liable for the delay in shipment delivery.

#### **Shipment safekeeping time**

49. The shipment, upon their receipt to be delivered to the recipient, shall be stored by the operator for thirty calendar days following the day of such receipt. If it is impossible to deliver the shipment to the recipient within these terms, such shipment shall be returned to the sender, unless the sender has specified, when registering it, not to return the shipment. If the recipient refuses to receive the shipment, the shipment shall be returned on the day of refusal. No storage fee is charged for storing Cargo and Tires-Wheels shipments within 7 calendar days following the day of receipt of the shipment at the recipient's branch and for 3 calendar days for Pallet shipments.

A storage fee is charged for storing Cargo and Tires-Wheels shipments from the 8th to the 30th calendar day

and from the 4th to the 30th calendar day for Pallet shipments.

If the shipment is returned, the sender shall be charged for the transportation according to the established operator's rates.

50. Shipments that are not delivered to recipients or senders shall be stored by the operator for the period specified in these Rules. Once the specified period expires, the shipments shall be considered undelivered (unclaimed). Undelivered shipments shall be stored by the operator for one month. The safekeeping fee shall be charged according to the operator's rates. During the specified period, the sender or the recipient may

apply to the operator to receive the shipment or to extend its safekeeping time, but not more than for thirty calendar days.

51. Once the safekeeping period for undelivered shipments is over, such shipments shall become the property of the operator or be destroyed at the operator's discretion.

### **Rights, obligations, and responsibilities of customers**

52. Before the shipment is delivered to the recipient, the sender shall be entitled to file an application for:

- Returning the shipment;
- Delivering the shipment to another person and at another address or to the same recipient at another address;
- Extending the shipment safekeeping period within the safekeeping period specified by the operator;
- Receiving information about the shipment delivery.

The fee for providing services under the above applications shall be collected from the applicant according to the rates set by the operator.

53. The sender is also entitled to:

- Collect the shipment if it has not yet been sent to its destination. If so, the sender shall be refunded the transportation fee paid by him or her, except for the cost of the packaging service;
- Refuse to receive the shipment returned to him or her, whereby the contents are partially or completely damaged, subject to compensation for the damages incurred;
- File an application to search for the shipment sent by him or her.

54. The sender's applications may be accepted by submitting them in hard copy at the operator's branches, by telephone or electronically by submitting them via the personal account or mobile application. Applications shall be accepted within six months from the date the shipment was accepted for transportation.

55. The recipient shall be entitled to file an application for:

- Extending the shipment safekeeping period within the period specified by the operator;
- Transporting or delivering shipments sent to him or her to another address (if the operator provides shipment delivery services to another address specified by the recipient).

56. The recipient is also entitled to:

- Refuse to receive the shipment;
- File an application to search for the shipment sent to him or her;
- Refuse to receive the shipment, whereby the contents are partially or completely damaged, subject to compensation for the damages incurred.

57. The recipient's applications may be accepted by submitting them in hard copy at the operator's branches, by telephone or electronically by submitting them via the personal account or mobile application. Applications shall be accepted within six months from the date the shipment was accepted for transportation. The application shall not be considered by the postal operator if:

- The person submitting the application is neither the sender, nor the addressee (recipient), nor their authorized person;

- The time limit for accepting applications has expired.

Any information about the shipment or the sender (name, address) shall be provided only to the recipient or his or her legal representative upon his or her request.

### **Operator's responsibility**

58. If the operator loses or completely damages the shipment after accepting it for transportation, the operator shall refund the cost of services paid by the customer according to the relevant express waybill and reimburse the amount equal to the declared value of the shipment, but not more than the actual value of its contents.

59. In case of partial loss or partial damage of the shipment by the operator after accepting it for transportation, the operator shall refund the cost of services paid by the customer according to the relevant express waybill and reimburse the customer for the corresponding part of the declared value.

60. If, following the examination of the claim filed by an individual customer (except for an individual entrepreneur), the operator shall independently, out of court, acknowledge its guilt for the loss or damage of the shipment and pay a fine of 24.23% of the compensation amount in addition to the compensation amount.

61. The compensation amount paid voluntarily by the operator in favor of an individual customer, out of court following the examination of the claim, and the fine shall be considered income of such individual customer as defined in subclause 164.2.14 of clause 164.2 of Article 164 of the Tax Code of Ukraine and shall be taxed upon payment according to the procedure provided by law. The operator shall notify the State Tax Service of the amounts paid by submitting reports according to the procedure and within the time limits stipulated by the current legislation of Ukraine.

62. a shipment found after the customer has been paid the due compensation amount shall become the property of the operator or be destroyed at the operator's discretion.

63. The operator shall not be liable for damage to the unpacked shipment or shipment in a package that does not ensure its integrity or does not meet the shipment's specifications.

64. If, when delivering the shipment, damaged or missing contents are found in an intact (undamaged) package, the sender shall be liable for such damages, missing contents, or lack of contents in the shipment. The operator shall not be liable for damage to the contents of the package if the damage to the package does not coincide with the damage to the contents.

65. The operator shall cease to be liable for the safety of the shipment from the moment it is delivered to the recipient.

66. The operator shall not be liable for:

- Maintaining the temperature regime while transporting or storing the shipment;
- The customer's indirect losses or lost profits.

67. The operator shall not check the compliance of the packaging with the shipment's specifications, the requirements of current legislation, and state standards.

### **Ensuring the shipment's safety**

68. The operator shall ensure the shipment's safety as follows:

- Implementing physical security measures in branches and terminals (fencing, protection of windows, doors, gates, locking systems);

- Proper illumination of the territory;
- Video surveillance system;
- Security alarm system;
- Implementing fire protection measures;
- Introducing an access control system for unauthorized persons to office premises and non-customer areas;
- Introducing an access control system for vehicles;
- Introducing a staff and visitor identification system;
- Introducing a postal facility security standard;
- Recruiting and training staff.

### **Protection of information secrecy**

69. Storing classified information and protecting personal data of users is part of the operator's security system. The operator shall make all physical and technical efforts to protect personal data from loss, damage, disclosure to unauthorized persons, alteration, or improper use by applying appropriate technical and organizational measures. The operator shall undertake measures to protect the personal data of service recipients, information about the content of shipments, and other data of website and mobile application users to the extent and in the manner specified in the Privacy Policy.

70. The operator shall keep accounting documents on the provision of postal services for the period specified by the current legislation of Ukraine.

71. The operator shall store hard copies and electronic documents containing personal data subject to the following requirements:

Goal	List of data	Legal basis	Storage period
Organization of shipment transportation	Last name and first name of the sender or the recipient of the shipment, addresses where the shipment is received and collected, telephone numbers, e-mail addresses, and other information provided by the sender or the recipient, and the signature of the recipient of the shipment. Data generated by the operator: express waybill number, delivery confirmation, GPS data of the delivery location	In the case of the sender: (1) the execution and conclusion of a contract (Article 6(1)(b) of the GDPR); and (2) the fulfillment of a legal obligation pursuant to Article 6(1)(c) of the GDPR; in the case of the recipient of the parcel (1) the fulfillment of a legal obligation pursuant to Article 6(1)(c)	Within 3 (three) months, and upon the expiration of this period, personal data is anonymized and archived for 3 (three) years

		of the GDPR; and (2) the operator's legitimate interest in delivering the parcel to the intended recipient (identification pursuant to Article 6(1)(f) of the GDPR	
Execution of contracts (offers)	For individuals who accept the contract: last name, first name, patronymic, address, telephone number, e-mail address. For representatives of legal entities on whose behalf the contract is concluded (for example, company employees): last name, first name, patronymic, position, telephone number, e-mail address, signature, and the contract being concluded.	Contract conclusion and execution (Article 6(1)(b) of the GDPR) Our legitimate interest in concluding and executing a contract with the other party to the contract through its representative (for the purpose of concluding, executing, communicating, identifying, signing documents, etc.) (Article 6(1)(f) of the GDPR	Within 3 (three) months, and upon the expiration of this period, personal data is anonymized and archived for 3 (three) years, unless there is a need to store data for a longer period, for example, to defend legal claims
Making payments and keeping accounting records	Data contained in accounting documents: last name, first name, patronymic, TIN, contact information, bank account number, payment details, services provided, and other information according to the accounting procedures	Fulfillment of the legal obligation to keep proper accounting records according to Article 6(1)(c) of the GDPR (the Law of Ukraine “On Accounting and Financial Reporting in Ukraine” and the Tax Code of Ukraine)	Within five years, unless it is necessary to retain data for a longer period, for example, for legal defense
Ensuring the security of shipments stored in the branches and	Video data (video recording), date and time of recording	Legitimate interest in ensuring the safety of parcels stored in the branches and	No more than 30 calendar days, except when there is reason to believe that: (1) the video recording is

<p>the Company's assets (video surveillance)</p>		<p>the security of the Company's assets (Clause 6 of Article 11 of the Law of Ukraine “On Personal Data Protection” and Article 6(1)(f) of the GDPR)</p>	<p>a footage of an administrative offense, criminal offense, or other violation of the law or violation of labor discipline and/or professional ethics; (2) the video data is required for pretrial or court proceedings; or (3) the request for access to video data is received before the expiration of the data storage period. In such cases, the video data must be stored for as long as required for these purposes and destroyed as soon as it is no longer needed</p>
<p>Processing of inquiries, complaints, and requests (internal administration)</p>	<p>First name, last name, contact details and any other information or documents you provide to us</p>	<p>Legitimate interest in proper and prompt consideration of complaints, requests, and inquiries received according to Clause 6 of Article 11 of the Law of Ukraine “On Personal Data Protection” and Article 6(1)(f) of the GDPR</p>	<p>The data is stored for 1 (one) year after the issue is resolved. Personal data may be stored for a longer period of time if it is necessary for the operator to defend itself against claims, demands, or lawsuits filed against it.</p>