

POSTEDELIVERY INTERNATIONAL BUSINESS

This document describes
the features of the international products
Poste Delivery Business International Plus
Poste Delivery Business International Standard
Poste Delivery Business International Express

Posteitaliane

POSTEDELIVERY BUSINESS INTERNATIONAL PLUS

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1. SCHEDA PRODOTTO POSTE DELIVERY BUSINESS INTERNATIONAL PLUS

1.1 GENERAL SERVICE FEATURES

Poste Delivery Business International Plus is Poste Italiane's business service designed primarily to meet the shipping needs of e-commerce companies that want to expand into the European market in a convenient, reliable and simple way, with the possibility of combining different delivery options depending on the destination.

1.1.1 *Delivery zones*

Poste Delivery Business International Plus destinations are grouped into zones (see Appendix 1).

1.1.2 *Weights, sizes and multiparcels*

With the Poste Delivery Business International Plus service it is possible to ship to Europe and worldwide, with over 200 countries served.

Below are the expected weights and formats per parcel and per pallet.

Standard parcel:

- maximum real weight¹: 30 kg;
- maximum sizes¹: 225 cm, the sum of the three sides and 120 cm longest side;
- minimum sizes: 15x11x1 cm.

¹ Some countries are exceptions. For details see Annex 4 and Annex 5.

Bulky parcel (available only for certain destinations*):

- maximum real weight 30 kg;
- maximum sizes: 200 cm longest side and maximum girth 360 cm.

* Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden

Shipments >30-70Kg are only permitted if destined to companies, b2b (for specific destinations/European countries where available, see Annex 8):

- maximum parcel size: 225 cm, the sum of the three sides, 120 cm longest side (for bulky parcels 200 cm longest side and maximum girth 360 cm).

Pallets for European destinations (only if destined to companies, b2b, for specific destinations/European countries where available, see Annex 8):

- maximum real weight 800 kg (for Great Britain, the maximum weight on the pallet is 750 kg);
- maximum size: 120cm x 80cm x 170cm (longest side).

The shipment can consist of up to 4 pallets (up to 3 for France).

A pallet is identified as a consignment sent by the same sender to the same recipient consolidated on transportable rigid platforms to allow easy handling of the load. The pallets must be wide enough to accommodate the shipment without it protruding from the sides. Anything protruding from the sides of the pallet can be damaged by holes, abrasion and compression. The load must be wrapped in pallet film or otherwise secured to the pallet.

Combined shipment: ship packages and pallets in one go (with one waybill) (only for the countries listed in Appendix 8 and with the limits as stated above).

Shipments containing pallets and/or packages weighing more than 30 kg are only admissible to destination addresses 2B, i.e. to COMPANIES (these types of shipment are not admissible to private-retail destination addresses 2C).

Multi-parcel for European destinations

Multi-parcel shipments are permitted (see Annex 8 and Annex 9).

A shipment consisting of several parcels sent by the same sender to the same recipient is identified as multi-parcel.

NB: with regard to countries listed in Annex 8 **it is not possible to ship** “pallets and multi-parcels” to fairs/events/expo addresses. Furthermore, personal effects and goods on pallets for which the recipient does not have suitable unloading equipment are not accepted.

Multi-parcel shipments to private customers (2C) must comply with the above weight and size limit per individual package, i.e. maximum real weight 30 kg and maximum sizes 225 cm, the sum of the three sides and 120 cm longest side.

Any orders for shipments that do not comply with the above will not be accepted, and, if accepted, will be returned to the sender at the sender’s expense, using the same service used to send the shipment. In any case, the cost of shipping will be invoiced to the Customer.

Any excess weight will be invoiced according to the same rule as for B2B shipments to eligible countries in the Prices Annex.

1.1.3 Indicative delivery times

Delivery is made indicatively within (it’s possible to check the details on the poste.it website):

- EU: 2-3* working days in addition to the pick-up day, except for customs procedures for non-EU countries
- Rest of the world: 3-5 working days, in addition to the day of pick-up, except for customs formalities.

NB.: Public holidays and Saturdays are not counted in the delivery time.

* Main Countries

1.1.4 How to access

The Customer has the following technological solutions at its disposal for managing shipments.

MYPOSTEDELIVERYBUSINESS: The web portal that allows the complete management of all phases of the shipment, from creating a single waybill (or mass waybill through file uploads directly from the web portal), to booking pick-ups and tracking shipments. It is also possible to check shipments held in storage, configure Smart Alerts, view the signed PosteDelivery Business contract, and consult invoices and their annexes.

The web portal provides 4 access profiles:

- **System Administrator:** Main profile automatically surveyed at contract level, it receives e-mails with login credentials to the portal and has full visibility of all portal features. It is also enabled to create and manage the users to which it associates one or more profiles, cost centres (surveyed at contract level) and the products it can use (Standard, Express, Domestic, International).
- **Administrative:** Secondary profile enabled by the System Administrator for portal consulting functions: monitoring reports (pick-ups, tracking, shipments held in storage, cash on delivery), invoices and related annexes, promotions and signed contracts.
- **Operational:** Secondary profile enabled by the System Administrator for executive functions: creating waybills, booking pick-ups, requesting materials, digipod, releasing shipments held in storage, managing the address book.

Custom: Secondary profile enabled by the System Administrator according to functional combinations related to several areas.

WEB SERVICES: The solution that provides for the exchange of automated information between Poste and Customer systems through API. The functions available are: Printing of Waybills, Collection Management, Shipment Tracking, Management of Goods Held in Storage.

In the case of a Customer contracted with a prepaid payment method (through top-up to wallet), after signing the contract, once the credentials to access the web portal (Sys Administrator profile) have been received, the Customer will see all portal executive and consulting features in addition to the “wallet” with which they can:

- Top-up the wallet,
- See the remaining credit (ceiling).

- display the account statement of top-ups made and consumption (printed waybills);
- Check for any charges related to discrepancies between the weight/ volume declared on the waybill and what is found in the sorting systems.

In addition, for Customers contracted with prepaid payment methods, the waybill print function requires the portal to display, according to the last top-up made, the reference price list for shipments.

The amount for the printed waybill(s) will be deducted from the available credit.

1.1.5 Prices

The prices per area/destination/weight of shipment are given in the Prices Annex.

1.1.6 Pick-up

Pick-up, i.e. the collection of shipments at one's operational location(s), can be requested on the customer portal and the website via the technology solution used or through the service channels.

During the contracting phase, the customer may also request the scheduled collection mode (fixed collection, i.e. on defined days of the week, or scheduled collection, i.e. according to certain calendar days).

The Customer must print a duplicate copy and sign a manifest containing a list of shipments delivered to the pick-up operator. A copy signed by the operator will remain with the Customer and another signed copy with the operator as proof that the shipments were picked up.

1.1.7 Electronic Tracking

The electronic tracking service allows the status of the shipment and delivery details (date and time of delivery) to be checked.

The Customer can check the outcome of shipments from the customer portal page. On the portal, the Customer can query the shipment history using multiple search keys.

NB.: For a limited number of countries, tracking is not available or does not cover the entire territory at destination. A list of these countries can be found in Annex 2.

1.1.8 Delivery methods

Delivery is made to the address stated on the item, unless otherwise provided for in the specific country of destination.

For the Nordic countries Denmark, Estonia, Finland, Latvia, Lithuania and Sweden, delivery, as a standard process, always takes place at a proximity point close to the destination address indicated in the waybill.

1.1.9 Delivery and storage attempts, release and return to sender

Delivery Attempts and Goods Held in Storage

There are one or two delivery attempts depending on the country of destination.

If the recipient is absent, a notice of non-delivery is left on which the date and time of the delivery attempt, the foreign post office or foreign branch where the consignment is held and the deadline for delivery are indicated. The recipient may exercise the release option according to the instructions provided in the notification.:

- Deliveries single parcel up to 30 Kg: the number of delivery attempts varies from 1 to a maximum of 2 per country of destination. After the delivery attempts the shipment:
 - for EU countries, is redirected to a PUDO POINT or goes into storage, depending on the procedures required as per country of destination. The amount of storage days varies from a minimum of 1 day to a maximum of 14 days.
 - for non-EU countries, If the recipient is absent, a notice of non-delivery is left on which the date and time of the delivery attempt, the foreign post office or foreign branch where the consignment is held and the deadline for delivery are indicated. The recipient may exercise the release option according to the instructions provided in the notification. The shipments is held in storage by the foreign partner operator of the country of destination. The storage period varies according to the country and is generally for 15 days, including Saturdays and public holidays.

- Multi-parcels and shipments >30 kg (where available)
Goods are generally held at foreign branches for 10 working days, starting the day after the first delivery attempt.
Upon expiry of the storage period, the uncollected shipment will be returned to the Customer/sender.
The storage service is free of charge.
- Storage at Lockers or Servicepoints: the recipient can pick-up the consignment within an average of 7 days (including Saturdays and public holidays).

Release

The release service is free of charge and can be requested via the following channels:

- Customer portal through the relative function;
- Customer service channels

The release options available are:

- correction/supplementation/change of address of the recipient and subsequent redelivery;
- shipment returned to sender.

On EU destinations, the release is carried out directly by the recipient via the messaging systems of the foreign partners (see Annex 11).

NB: in order to enable foreign partners to contact recipients and release the consignment quickly, the **recipient's telephone number and e-mail address must be present** (contact information must be entered when creating the waybill)

Return to sender

The undelivered consignment will automatically be returned to the Customer/sender.

The service is offered:

- at no extra cost for shipping back from abroad due to non-delivery (international return). In addition, any customs clearance and customs costs (debited under the VAT non-taxable regime pursuant to Article 9 subsection 1 No. 4 of Presidential Decree No. 633/1972) and customs clearance fees will be charged.

2. ADDITIONAL SERVICES

Full coverage

The ancillary service for a charge for transport risk coverage, from acceptance to delivery, of the basic shipment-only service that cannot be activated on ancillary services can be requested up to a maximum value of €1,500 or up to a €50,000 per shipment, as follows:

- up to €1,500 in value per shipment against payment of a fixed price (as stated in the Prices Annex);
- for amounts up to €1,500 in value per consignment against payment of a fixed price;
- above €1,500 and up to €50,000 against payment of an amount equal to a % of the value of the goods (as set out in the Prices Annex).

Full coverage, in accordance with the General Terms and Conditions is limited to direct and material damage to the goods transported; any reimbursement will be made upon submission by the sender of documentation proving the damage incurred. For full coverage to apply correctly, it is at all times necessary to indicate the value of the goods shipped and the exact contents.

Delivery at PUDO POINTS (Foreign Proximity Points and Lockers)*

The availability of PUDO points and Lockers for a specific foreign destination can be checked directly on the customer portal when filling out the Waybill (LdV) or via a dedicated API for customers using a printing technology solution.

Tables A and B below list the destinations with PUDO points and their size limits.

Below are the expected weights and formats for individual packages (parcels) to PUDO POINTS (Proximity and Locker Points).

* Feature available in the first half of the new year (2025)

Availability and detailed weight and sizes per country (A)

COUNTRIES	MAX WEIGHT KG	MAX LENGTH CM	MAX HEIGHT CM	MAX WIDTH CM
AUSTRIA	30	75	44	60
BELGIUM	30	58	42	32
BULGARIA	20	59	34	36
CROATIA	30	30	30	30
CYPRUS	30	30	30	30
CZECH REPUBLIC	30	60	43	43
DENMARK	20	60	40	40
ESTONIA	30	60	60	36
FINLAND	25	59	59	36
FRANCE	N/A	N/A	N/A	N/A
GERMANY	30	75	60	40
GREECE	25	60	40	40
HUNGARY	20	50	31	35
IRELAND	N/A	N/A	N/A	N/A
LATVIA	30	60	60	36
LITHUANIA	30	60	60	36
LUXEMBOURG	30	75	44	60
HOLLAND	30	60	35	35
POLAND	25	60	40	40
PORTUGAL	N/A	N/A	N/A	N/A
ROMANIA	N/A	N/A	N/A	N/A
SLOVAKIA	10	68	57	44
SLOVENIA	N/A	N/A	N/A	N/A
SPAIN	N/A	N/A	N/A	N/A
SWEDEN	20	60	40	40

Standard parcel Proximity Point for EU destinations:

- maximum real weight*: 30 kg;
- maximum size*: 225 cm, the sum of the three sides and 120 cm longest side, max girth 360 cm (l + 2 x h + 2 x w).

* List of countries with different weight and size limits (B):

COUNTRIES	MAX WEIGHT KG	MAX LENGTH CM	MAX HEIGHT CM	MAX WIDTH CM
CZECH REPUBLIC	30	100	50	50
DANIMARCA	20	120 L+2H+2W=max. 300cm	60	60
ESTONIA	30	60	60	36
FRANCIA	20	100 cm L+l+h: 150	60	60
UNGHERIA	30	200	60	60
LETONIA	30	60	60	36
LITUANIA	10	60	60	36
POLONIA	25	80	60	60
SLOVACCHIA	20	80	girth+lungh max 2 m	girth+lungh max 2 m
SVEZIA	20	120	60	60

Delivery to P.O. box or poste restante (only available for deliveries to single-parcel shipments up to 30 Kg to Extra EU countries).

The additional poste restante or P.O. box delivery service is available free of charge for all countries that provide it.

To request the delivery service at authorised foreign post offices/post office boxes, in addition to the recipient's data, the words "Poste restante" must be written on the waybill in bold and, if known, the address/code of the foreign post office to which delivery is requested.

Example: Mademoiselle
Louise Bertholet
Posta restante
1211 GENÈVE
SUISSE

The list of countries that do not offer a poste restante or P.O. box service can be found in Appendix 5.

DIGIPOD

The ancillary service to request, within 4 months under penalty of forfeiture in cases of dispute regarding the delivery of the shipment, the Proof of Delivery (POD), proof of delivery in digital format, signed by the recipient and viewable from the customer portal. DIGIPOD can be requested via the web, through the business portal, or through customer service channels. Delivery of the shipment requires the signature of the recipient or other evidence that is legally valid in the country of destination, in accordance with the regulations of the Country.

SMART ALERT

The Smart Alert ancillary service involves sending an e-mail (free of charge) to the sender or recipient or a text message to the recipient (subject to a charge) to inform them of the status of the shipment. The service can be activated directly on the customer portal by selecting the statuses for which the alert is to be received.

OTHER ACCESSORIES AND OPTIONS

IMPORT (only available for **foreign pick-ups at companies** and for the “deferred” payment method).

Ancillary service available for a fee only for customers with postpaid billing, and consists of a request for a pick-up at a foreign address (ancillary service only available for pick-ups to foreign companies and for enabled countries). The option is selectable in the customer portal, “book foreign pick-up (Import)” function based on the following parameters: Foreign country enabled for accessory and foreign pick-up address at a company (not to private individuals).

The list of countries offering the ancillary import service can be found in Annex 8.

REVERSESES

An optional fee-based service designed primarily for the e-commerce market: it simplifies the handling of returns for e-shoppers thanks to the extensive network of foreign post offices.

The service is accessible via web and technological solutions.

This service may only be used for return shipments. First flows from abroad to Italy are not permitted. The service is available in the European countries (see list below). The reverse option is only available for single-parcel shipments (multi-parcel shipments are not allowed) that comply with the following weight and size limits.

Standard parcel:

- maximum real weight 30 kg;
- maximum size: 225 cm, the sum of the three sides and 150 cm longest side.

The delivery of a reverse international return shipment is made approximately within:

- **EUROPE:** 3 working days, plus the day of pick-up (public holidays and Saturdays are not counted in the delivery time).

Methods for printing the WAYBILL REVERSE: via the customer portal or technological solution used.

The Customer can choose one of the following printing options from the Customer portal:

- “Simultaneous” reverse waybill (simultaneous with the waybill for EU countries only and for deferred payment only), which the Customer shall insert inside the parcel being shipped;
- Reverse on demand waybill, i.e. creation of a reverse waybill following a specific return request with which the Customer will deal by sending an e-mail to their e-shopper.

NB: the waybill produced has a validity date, usually 60 days from the date of creation. The exact validity date is printed and visible, on the reverse waybill. After the indicated validity date, the reverse waybill will not be accepted by the post offices of the foreign partner’s network in the relevant country.

The international reverse will allow the Business Customer to handle the return shipment by preparing a waybill to be transmitted to the recipient (the sender of the return):

- via email;
- in paper format (by inserting the copy of the waybill in the outward shipment).

The Customer may use this solution independently of the the one used to send the outward shipment.

The consumer who needs to return the consignment to the sender shall:

- apply the waybill on the package;
- deliver the shipment to a foreign post office in their city.

LIST OF COUNTRIES QUALIFIED FOR THE REVERSE OPTION

ZONE 1	ZONE 2	ZONE 3	ZONE 5
Austria	France	Croatia	Bulgaria
Belgium	United Kingdom	Estonia	
Denmark	Spain	Finland	
Germany		Greece	
Luxembourg		Ireland	
Holland		Latvia	
Poland		Lithuania	
Czech Republic		Malta	
Slovakia		Portugal	
Slovenia		Romania	
Hungary		Sweden	

3. SURCHARGES

FUEL SURCHARGE

A fuel surcharge is included in the price.

EXTRA WEIGHT-SIZE SUPPLEMENT

In the event that a Poste Delivery Business Plus shipment consists of bulky parcels and/or pallets in excess of the standard limits of the service, a surcharge will be applied to the total price of the shipment in accordance with the Prices Annex for each bulky parcel and/or pallet in excess.

PEAK SEASON SURCHARGE

Tariff supplement in addition to the basic price, applicable only to customers with final payment methods for shipments entrusted in periods of the year of greatest stress on the logistics network (the period and the supplement applied in accordance with the contractual provisions).

NB: see the Prices Annex for details of shipping surcharges.

4. CONSUMABLES

Included in the price are adhesive pockets for parcels and flyers.
Consumables can be ordered directly from the Customer portal.

5. ANNEXES

ANNEX 1 - DESTINATIONS AND TARIFF ZONES

ZONE 1					
Germany ¹	Netherlands ¹	Poland ¹			
ZONE 2					
Austria ¹	Belgium ¹	Denmark	Estonia	France ¹	Latvia
Liechtenstein ¹	Lithuania	Principality of Monaco ¹ (France)	Portugal ¹	Czech Republic ¹	Romania ¹
Slovakia ¹	Slovenia ¹	Spain ¹	Hungary ¹		
ZONE 3					
Bulgaria ¹	Canary Islands	Croatia ¹	Finland	Greece	Luxembourg ¹
Malta	Sweden	Switzerland ¹			
ZONE 4					
Azores	Cyprus	Germany (Locality Heligoland Islands - non-EU)	Germany (Locality Busingen - non-EU)	Ireland ¹	Madeira (Islands)
Mount Athos - Greece non-EU	Norway	Spain (Locality Ceuta - non-EU)	Spain (Locality Melilla - non-EU)	Spain – Balearic Islands	
ZONE 5					
Afghanistan	Armenia	Azerbaijan	Belarus	Bosnia and Herzegovina ¹	Kazakhstan
Kyrgyzstan	Kosovo	Macedonia	Moldova	Montenegro ¹	Serbia ¹
Tajikistan	Turkmenistan	Ukraine	Uzbekistan		
ZONE 6					
Albania	Algeria	Saudi Arabia	Bahrain	Bangladesh	Benin
Bolivia	Burkina Faso	Cambodia	Cameroon	Colombia	Ivory Coast
Egypt	United Arab Emirates	Ethiopia	Georgia	Ghana	Gibraltar
Jordan	Hong Kong	India	Iran	Iraq	Israel
Kenya	Kuwait	Lebanon	Liberia	Libya	Malawi
Malaysia	Morocco	Mauritania	Mauritius	Nepal	Niger
Nigeria	Oman	Pakistan	Palestine (Palestinian Authority)	Puerto Rico	Qatar

ZONE 6					
Central African Republic	Republic of Congo	Democratic Republic of Congo	Dominican Republic	Rwanda	Russia
Senegal	Sierra Leone	Syria	Sri Lanka	South Africa	Sudan
Taiwan	Tanzania	Thailand	Trinidad & Tobago	Tunisia	Turkey
Uganda	Venezuela	Yemen	Zimbabwe		
ZONE 7					
China					
ZONE 8					
Angola	Anguilla	Antigua & Barbuda	Argentina	Aruba	Australia
Bahamas	Barbados	Belize	Bermuda	Bhutan	Bonaire (Netherlands Antilles)
Botswana	Brazil	Brunei	Burundi	Cape Verde	Cayman Islands
Chad	Chile	Comoros	South Korea	Costa Rica	Cuba
Curaçao (Netherlands Antilles)	Dominica	Ecuador	El Salvador	Eritrea	Fiji (Islands)
Philippines	Gabon	Gambia	Jamaica	Japan	Djibouti
Grenada	Guatemala	Guinea	Guinea Bissau	Equatorial Guinea	Guyana
Haiti	Honduras	Indonesia	Iceland	Kiribati	Laos
Lesotho	Macao	Madagascar	Maldives	Mali	Mexico
Mongolia	Mozambique	Myanmar Burma	Namibia	Nicaragua	New Caledonia
New Zealand	Panama	Papua New Guinea	Paraguay	Peru	Polynesia (French)
Saba (Netherlands Antilles)	Saint Eustatius (Netherlands Antilles)	Saint Kitts And Nevis (Saint Christopher)	Saint Lucia	St. Maarten (Netherlands Antilles)	Saint Vincent (and Granadines) (or Union Island)
Solomon Islands	Samoa (Western)	São Tomé and Príncipe	Seychelles	Singapore	Suriname
Swaziland	Togo	Tonga (Islands)	Uruguay	Vanuatu	Vietnam
Zambia					
ZONE 9					
United States	Canada				
ZONE 10					
United Kingdom ¹					

Note: The suspension of the service to certain destinations, due to events beyond Poste Italiane's control, will be promptly communicated on the website www.poste.it in the section dedicated to Poste Delivery Business International Standard.

¹ Countries enabled for B2B Multi-package/Pallet shipments, Import (for packages weighing up to 70 kg). See Annex 8 for details.

ANNEX 2 - COUNTRIES WITH NO TRACKING AVAILABLE

ANNEX 2 COUNTRY LIST - TRACKING NOT AVAILABLE
Gabon
Guatemala
Equatorial Guinea
Iraq
Lesotho
Central African Republic
Sudan
Tajikistan
Turkmenistan

ANNEX 3 - DESTINATIONS WITH A WEIGHT LIMIT OF LESS THAN 30 KG

LIST OF DESTINATIONS WITH A WEIGHT LIMIT OF LESS THAN 30 KG	
IMPORT WEIGHT LIMITS IN KG: 10	IMPORT WEIGHT LIMITS IN KG: 20
Cuba	Anguilla
Gambia	Argentina
Cayman Islands	Aruba
	Australia
	Bahrain
	Bermuda
	Dominica
	Gibraltar
	Equatorial Guinea
	Guyana
	Israel
	Kazakhstan
	Malawi
	Mongolia
	Myanmar
	New Caledonia
	Suriname
	Sweden
	Trinidad and Tobago
	Ukraine

ANNEX 4 - DESTINATIONS WITH SIZE LIMITS

ARGENTINA	Size of longest side 105 cm; the sum of the three sides must not exceed 205 cm
AUSTRALIA	Size of longest side 105 cm; the sum of the three sides must not exceed 205 cm
BERMUDA	Size of longest side 120 cm; the sum of the three sides must not exceed 150 cm
COLOMBIA	Size of longest side 120 cm; the sum of the three sides must not exceed 200 cm
GIBRALTAR	Size of longest side 120 cm; the sum of the three sides must not exceed 200 cm
CAYMAN ISLANDS	Size of longest side 106 cm; the sum of the three sides must not exceed 150 cm
MACAO (CHINA)	Size of longest side 105 cm; the sum of the three sides must not exceed 178 cm
URUGUAY	Size of longest side 105 cm; the sum of the three sides must not exceed 150 cm

ANNEX 5 - POST RESTANTE AND P.O. BOX SERVICES THE TABLE SHOWS THE LIST OF COUNTRIES THAT DO NOT HAVE A POST RESTANTE SERVICE

The table shows the list of countries that do not provide the Post Restante Service

COUNTRIES WITH NO POST RESTANTE SERVICE AVAILABLE		
All EU countries	Bes Islands*	Uzbekistan
Afghanistan	Kazakhstan	
Bangladesh	Maldives	
China	Mozambique	
Comoros	Nauru	
South Korea	Pakistan	
Eswatini	Senegal	
Guatemala	South Sudan	
Equatorial Guinea	Switzerland	
Honduras	Tajikistan	
Hong Kong	Ukraine	

* BES islands: Bonaire, Sint Eustatius and Saba.

The table shows the list of countries that do not provide a P.O. box delivery service.

COUNTRIES WITH P.O. BOX SERVICE UNAVAILABLE		
All EU Countries	Equatorial Guinea	Sudan
Algeria	Honduras	South Sudan
Angola	India	Suriname
Antigua & Barbuda	Iceland	Tajikistan
Aruba	Bes Islands	Tanzania
Bahamas	Turks and Caicos Islands	Togo
Bangladesh	British Virgin Islands	Tonga
Belize	Kazakhstan	Tunisia
Benin	Madagascar	Turkey
Bermuda	Maldives	Turkmenistan
Bhutan	Malaysia	Tuvalu
Bosnia and Herzegovina	Moldova	Ukraine
Burundi	Mozambique	Uzbekistan
Cameroon	Myanmar	
China	Nauru	
Egypt	Nigeria	
Eswatini	United Kingdom	
Gabon	Central African Republic	
Ghana	Republic of Congo	
Jamaica	Democratic Republic of Congo	
Jordan	Rwanda	
Grenada	São Tomé and Príncipe	
Guatemala	Senegal	
Guatemala	Senegal	

ANNEX 6 - FULL COVERAGE ANCILLARY SERVICE NOT ALLOWED

COUNTRIES FOR WHICH FULL COVERAGE ANCILLARY SERVICE IS NOT ALLOWED
Afghanistan
Algeria
Bolivia
Chad
Congo
Ivory Coast
Georgia
Djibouti
Guinea
Guinea Bissau
Iraq
Nigeria
Pakistan
Central African Republic/Central Africa
Democratic Republic of Congo
Sri Lanka
Sudan
Yemen

ANNEX 7 - DESTINATIONS AND REFUNDS

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Afghanistan		✓
Albania		✓
Algeria		✓
Angola		✓
Anguilla		✓
Antigua and Barbuda		✓
Dutch Antilles		✓
Saudi Arabia		✓
Argentina		✓
Armenia		✓
Aruba		✓
Australia		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Austria	✓	
Azerbaijan		✓
Azores		✓
Bahamas		✓
Bahrain		✓
Bangladesh		✓
Barbados		✓
Belgium	✓	
Belize		✓
Benin		✓
Bermuda		✓
Belarus		✓
Bolivia		✓
Bosnia and Herzegovina		✓
Botswana		✓
Brazil		✓
Brunei		✓
Bulgaria	✓	
Burkina Faso		✓
Burundi		✓
Busingen		✓
Buthan		✓
Cambodia		✓
Cameroon		✓
Canada		✓
Cape Verde		✓
Ceuta		✓
Chad		✓
Chile		✓
Cina		✓
Cipro	✓	
Colombia		✓
Comore		✓
Corea del sud		✓
Costa d'avorio		✓
Costa rica		✓
Croazia	✓	
Cuba		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Danimarca	✓	
Dominican Republic		✓
Ecuador		✓
Egypt		✓
El salvador		✓
Emirati Arabi Uniti		✓
Eritrea		✓
Estonia	✓	
Ethiopia		✓
Fiji		✓
Philippines		✓
Finland	✓	
France	✓	
Gabon		✓
Gambia		✓
Georgia		✓
Germany	✓	
Ghana		✓
Jamaica		✓
Japan		✓
Gibraltar		✓
Djibouti		✓
Jordan		✓
Greece	✓	
Grenada		✓
Guatemala		✓
Guinea		✓
Guinea Bissau		✓
Equatorial Guinea		✓
Guyana		✓
Haiti		✓
Helgoland		✓
Honduras		✓
Hong Kong		✓
India		✓
Indonesia		✓
Iran		✓
Iraq		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Ireland		✓
Iceland		✓
Balearic Islands		✓
Canary Islands		✓
Cayman Islands		✓
Solomon Islands		✓
Israel		✓
Kazakhstan		✓
Kenya		✓
Kyrgyzstan		✓
Kiribati		✓
Kosovo		✓
Kuwait		✓
Laos		✓
Lesotho		✓
Latvia	✓	
Lebanon		✓
Liberia		✓
Libya		✓
Liechtenstein		✓
Lithuania	✓	
Luxembourg	✓	
Macao		✓
Madagascar		✓
Madeira		✓
Malawi		✓
Malaysia		✓
Maldives		✓
Mali		✓
Malta		✓
Morocco		✓
Mauritania		✓
Mauritius		✓
Melilla		✓
Mexico		✓
Moldova		✓
Mongolia		✓
Mount Athos		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Montenegro		✓
Mozambique		✓
Myanmar		✓
Namibia		✓
Nepal		✓
Nicaragua		✓
Niger		✓
Nigeria		✓
Norway	✓	
New Caledonia		✓
New Zealand		✓
Holland	✓	
Oman		✓
Pakistan		✓
Palestine		✓
Panama		✓
Papua New Guinea		✓
Paraguay		✓
Peru		✓
French Polynesia		✓
Poland	✓	
Portugal	✓	
Principality of Monaco		✓
Qatar		✓
United Kingdom		✓
Central African Republic		✓
Republic of Congo		✓
Democratic Republic of Congo		✓
Republic of Macedonia		✓
Republic of South Africa		✓
Czech Republic	✓	
Romania	✓	
Rwanda		✓
Russia		✓
Saint Kitts and Nevis		✓
Saint Lucia		✓
Saint Vincent and the Grenadines		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Samoa		✓
São Tomé and Príncipe		✓
Senegal		✓
Serbia		✓
Seychelles		✓
Sierra Leone		✓
Singapore		✓
Syria		✓
Slovakia	✓	
Slovenia	✓	
Spain	✓	
Sri Lanka		✓
Sudan		✓
Suriname		✓
Sweden	✓	
Switzerland		✓
Swaziland		✓
Tajikistan		✓
Taiwan		✓
Tanzania		✓
Thailand		✓
Togo		✓
Tonga		✓
Trinidad and Tobago		✓
Tunisia		✓
Turkey		✓
Turkmenistan		✓
USA		✓
Ukraine		✓
Uganda		✓
Hungary	✓	
Uzbekistan		✓
Vanuatu		✓
Venezuela		✓
Vietnam		✓
Yemen		✓
Zambia		✓
Zimbabwe		✓

ANNEX 8 - LIST OF COUNTRIES AUTHORISED FOR SHIPMENTS OF HEAVY PARCELS (UP TO 70 KG), MULTIPARCELS, PALLETS AND IMPORTS

Shipments of pallets and parcels over 30 kg are only admissible to BUSINESS addresses (companies).

COUNTRY OF DESTINATION	MULTIPARCELS AND PALLETS	SINGLE-PARCELS (0-70KG)	IMPORT
Austria	x	x	x
Belgium	x	x	x
Germany	x	x	x
Luxembourg	x	x	x
Holland	x	x	x
Poland	x	x	N/A
Czech Republic	x	x	x
Slovakia	x	x	x
Slovenia	x	x	N/A
Hungary	x	x	x
France	x	x	x
Principality of Monaco	x	x	x
United Kingdom	x	x	N/A
Spain	x	x	x
Croatia	x	x	x
Republic of Ireland	x	x	N/A
Portugal	x	x	x
Romania	x	x	x
Azores	x	x	N/A
Ceuta	x	x	N/A
Balearic Islands	x	x	N/A
Canary Islands	x	x	N/A
Liechtenstein	x	x	N/A
Madeira	x	x	N/A
Melilla	x	x	N/A
Switzerland	x	x	N/A
Bosnia and Herzegovina	x	x	N/A
Bulgaria	x	x	x
Montenegro	x	x	N/A
Serbia	x	x	N/A

ANNEX 9 - LIST OF COUNTRIES AUTHORISED FOR MULTIPARCEL TO “PRIVATE” DESTINATIONS (FOR PACKAGES UP TO A MAXIMUM WEIGHT OF 30 KG)

ZONE 1	ZONE 2	ZONE 3
Austria	France	Croatia
Germany	United Kingdom	Ireland
Holland	Spain	Portugal
Slovakia		
Hungary		

ANNEX 11 - LIST OF COUNTRIES WHERE PUDO POINT IS AVAILABLE

LIST OF EU COUNTRIES	PROXIMITY POINTS	LOCKERS
Austria	x	x
Belgium	x	x
Bulgaria	x	x
Croatia	x	N/A
Cyprus	x	N/A
Czech Republic	x	x
Denmark	x	x
Estonia	x	x
Finland	x	x
France	x	N/A
Germany	x	x
Greece	x	x
Hungary	x	x
Ireland	x	N/A
Latvia	x	x
Lithuania	x	x
Luxembourg	x	x
Holland	x	x
Poland	x	x
Portugal	x	N/A
Romania	x	N/A
Slovakia	x	x
Slovenia	x	x
Spain	x	N/A
Sweden	x	N/A

ANNEX 12 - SERVICES AVAILABLE BY COUNTRY ON DELIVERY - TO RECIPIENT

Recipient services	AT	BE	BG	CZ	CY	DE	NL	PL	ES	RO	FR	GR	HR	HU
Digital delivery pre-notification message	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Info on expected delivery day in pre-notification message	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Choice of day after pre-notification	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Re-routing to service point after pre-notification	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	
Re-routing to alternative address after pre-notification	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Re-routing after unsuccessful delivery attempt	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Pro-active notification in case of delays			✓	✓	✓	✓	✓	✓	✓			✓		
Channel of pre-notification (consumer preference bold)	Email SMS	Email push message	Email SMS	SMS Chat Email	Email SMS	Email App	Email App	Email SMS	Email SMS	Email SMS	Email SMS	Email SMS	Viber Email SMS	Email SMS

Recipient services	IE	PT	SK	SI	LU	SE	LV	EE	DK	FI	LT
Digital delivery pre-notification message	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Info on expected delivery day in pre-notification message	✓	✓	✓	✓	✓	✓			✓		
Choice of day after pre-notification	✓	✓	✓	✓	✓	✓					
Re-routing to service point after pre-notification	✓	✓	✓	✓							
Re-routing to alternative address after pre-notification	✓	✓	✓	✓							
Re-routing after unsuccessful delivery attempt	✓	✓	✓								
Pro-active notification in case of delays		✓			✓						
Channel of pre-notification (consumer preference bold)	Email SMS	Email SMS	Email SMS	Email SMS	Email	Email SMS	Email	Posti App/SMS	Email	Posti App/SMS	Email

Countries with parcelshop delivery as standard

6. CUSTOMER SERVICE

The Customer (sender) may request assistance:

- by calling +39 06.4526.1600 from a landline or mobile phone according to the costs of the telephone operator from which the call is made, or the toll-free landline number 800.160.000, both available from 8 a.m. to 8 p.m.;
- by using the “Scrivici” (write to us) form in the Assistenza (Help) section of www.business.poste.it.

The Customer (sender) or the person designated may file a complaint according to the General Terms and Conditions:

- by sending a certified email to eclamibusiness@postecert.it;
- by sending a registered letter to P.O. Box 600
- by sending a fax to +39 069 868 5921

When filling in the appropriate form available in the “Assistenza” section of www.business.poste.it, the Customer must indicate the following information:

- waybill number;
- sender data;
- recipient data;
- shipment characteristics (e.g. cash on delivery, full coverage, etc.);
- contract references;
- reason for the complaint;
- IBAN data for possible refund.

In the case of damage or tampering, compensation may only be paid to the sender if the recipient has complained to the foreign operator about the damage in accordance with the rules and timeframe established in the country itself. The definition of complaint and the respective refund depend, therefore, on the response of the foreign operator and what is laid down in its national law.

In cases of damage and/or tampering, if the tracking system does not show any irregularities and if the recipient has not signed with reservation the

POD, the complaint will not be considered. The Customer must contest any tampering or damage (partial or total) at the time of delivery by signing with reservation with a description of the irregularity. In any case, the irregularity must be confirmed by the competent facility.

As far as technical assistance related to technological solutions is concerned, the Customer may write an email to supportotecnico@posteitaliane.it or contact the number +39 06.4526.1600 from landline and mobile phones according to the costs of the telephone operator from which the call is made, or the toll-free number 800.160.000 (landline only), both available from 8 a.m. to 8 p.m.

7. USE OF POSTEDELIVERY BUSINESS LOGO

The Customer acting on behalf of a third party may use the following identifying logos of the “Poste Delivery Business” Service, owned by Poste Italiane, exclusively under the terms and conditions, according to the methods and with the limitations set forth in Article 11 “Use of the Logo” of the General Terms and Conditions.

The technical specifications are indicated below:

The product lettering, as written in the PDF, is specially designed for use in combination with the Poste Italiane logo.



AREE DI RISPETTO



POSTEDELIVERY BUSINESS INTERNATIONAL STANDARD

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1. POSTEDELIVERY BUSINESS INTERNATIONAL STANDARD PRODUCT SHEET

1.1 GENERAL SERVICE FEATURES

Poste Delivery Business International Standard is Poste Italiane's business service that, depending on the destination, allows the type of recipient, i.e. Business or Retail (private) to combine single-parcel, multi-parcel and pallet shipments.

1.1.1 *Delivery zones*

Poste Delivery Business International Standard destinations are grouped into zones (see Appendix 1).

1.1.2 *Weights, sizes and multiparcels*

With the Poste Delivery Business International Standard service it is possible to send single-parcel, multi-parcel and pallet shipments to more than 200 countries worldwide.

Below are the expected weights and formats per package (parcel) and per pallet.

Standard package for European destinations (see Annex 8):

- maximum real weight 70 kg;
- maximum sizes: 225 cm, the sum of the three sides and 150 cm longest side.

Shipments intended for delivery to “**private persons**” may not exceed: 30 kg maximum real weight per package and 225 cm, the sum of the three sides and 150 cm longest side as maximum size per package.

Attention: it is understood that the extra weight-dimensions supplement will also be due by the Customer for any excess detected after acceptance, even if the relevant shipments have been delivered to destination.

Standard parcel for global destinations:

- maximum real weight¹: 30 kg;
- maximum sizes¹: 225 cm, the sum of the three sides and 150 cm longest side.

Pallets for European destinations (see Annex 8):

- maximum real weight 800 kg (for Great Britain, the maximum weight on the pallet is 750 kg);
- maximum size: 120 cm x 80 cm x 170 cm (longest side).

The shipment can consist of up to 4 pallets (up to 3 for France).

A pallet is identified as a consignment sent by the same sender to the same recipient consolidated on transportable rigid platforms to facilitate easy handling of the load. The pallets must be wide enough to accommodate the shipment without it protruding from the sides. Anything protruding from the sides of the pallet can be damaged by holes, abrasion and compression. The load must be wrapped in pallet film or otherwise secured to the pallet.

Combined shipment: ship packages and pallets in one go (with one waybill) (only for the countries listed in Appendix 8 and with the limits as stated above).

Shipments containing pallets and/or packages weighing more than 30 kg are only admissible to destination addresses 2B, i.e. to COMPANIES (these types of shipment are not admissible to private-retail destination addresses 2C).

Multi-parcel for European destinations

Multi-parcel shipments are permitted (see Annex 8 and Annex 9).

A shipment consisting of several parcels sent by the same sender to the same recipient is identified as multi-parcel.

NB: it is not possible to ship to countries listed in Annex 8 “pallets and multiparcels” to fairs/events/expo addresses. Furthermore, personal effects and goods on pallets for which the recipient does not have suitable unloading equipment are not accepted.

Multi-parcel shipments to private customers (2C) must comply with the above weight and size limits per individual package, i.e. maximum real weight 30 kg and maximum size 225 cm, the sum of the three sides and 150 cm longest side.

¹ Some countries are exceptions. For details see Annex 4 and Annex 5.

Any orders for shipments that do not comply with the above will not be accepted, and, if accepted, will be returned to the sender at the sender's expense, using the same service used to send the shipment. In any case, the cost of shipping will be invoiced to the Customer.

Any excess weight will be invoiced with the same rule as B2B shipments for enabled countries present in the Price Annex.

1.1.3 Indicative delivery times

Delivery is made indicatively within:

Europe and the world: 5 working days in addition to the pick-up day, except for customs procedures for non-EU countries

NB.: Public holidays and Saturdays are not counted in the delivery time.

1.1.4 How to access

The Customer has the following technological solutions at its disposal for managing shipments.

MYPOSTEDELIVERYBUSINESS: The web portal that allows the complete management of all phases of the shipment, from creating a single waybill (or mass waybill through file uploads directly from the web portal), to booking pick-ups and tracking shipments. It is also possible to check shipments held in storage, configure Smart Alerts, view the signed Poste Delivery Business contract, and consult invoices and their annexes.

The web portal provides 4 access profiles:

- **System Administrator:** Main profile automatically surveyed at contract level, it receives e-mails with login credentials to the portal and has full visibility of all portal features. It is also enabled to create and manage the users to which it associates one or more profiles, cost centres (surveyed at contract level) and the products it can use (Standard, Express, Domestic, International).
- **Administrative:** Secondary profile enabled by the System Administrator for portal consulting functions: monitoring reports (pick-ups, tracking,

shipments held in storage, cash on delivery), invoices and related annexes, promotions and signed contracts;

- **Operational:** Secondary profile enabled by the System Administrator for executive functions: creating waybills, booking pick-ups, requesting materials, DigiPOD, releasing shipments held in storage, managing the address book.
- **Custom:** Secondary profile enabled by the System Administrator according to functional combinations related to several areas.

SYSTEM INTEGRATION: SFTP folder solutions that Poste enables for the Customer, once the identified technological solution has been activated, to transmit data to/from Poste.

Below are the opportunities to use the different system integrations:

InvioFile: The Customer produces a parcel marker to be applied to the packages and creates the route which it sends to Poste with the list of the shipments assigned. Waybill printing and parcel matching is done by the operations centres.

- **InvioSystem:** The Customer produces waybills from its own systems and matches them to the parcels, sending Poste the route with the list of self-produced waybills.
- **InvioEasy:** The option enables the customer to mass-book pick-ups by sending the information on an SFTP folder.

WEB SERVICES: This solution provides for the exchange of automated information between Poste and Customer systems through API. The functions available are: Printing of Waybills, Collection Management, Shipment Tracking, Management of Goods Held in Storage.

In the case of a Customer contracted with a prepaid payment method (through top-up to wallet), after signing the contract, once the credentials to access the web portal (Sys Administrator profile) have been received, the Customer will see all portal executive and consulting features in addition to the “wallet” with which they can:

- Top-up the wallet,
- See the remaining credit (ceiling).
- display the account statement of top-ups made and consumption (printed waybills);

- Check for any charges related to discrepancies between the weight/size declared on the waybill and what is found in the sorting systems.
- In addition, for Customers contracted with prepaid payment methods, the waybill print function requires the portal to display the reference price list for shipments, according to the last top-up made.
- The amount for the printed waybill(s) will be deducted from the available credit.

1.1.5 Prices

The prices per area/destination/weight of shipment are given in the Prices Annex.

1.1.6 Pick-up

Pick-up, i.e. the collection of shipments at one's operational location(s), can be requested on the customer portal, the website, via the technological solution used, or through the service channels.

During the contracting phase, the customer may also request the scheduled collection mode (fixed collection, i.e. on defined days of the week, or scheduled collection, i.e. according to certain calendar days).

Shipment pick-up is set by sending specific information according to the technological solution chosen by the Customer. In particular, if using the InvioSystem technological solution, before the vehicle leaves the Customer's warehouse, the Customer must send Poste a file containing the information related to each shipment, using the format and methods described in the technical specifications. Each package must bear, on the largest side, some paper media containing all the information related to the shipment. For the scenario described above, the Customer remains solely responsible for the consequences resulting from omitted, incomplete or incorrect indication of the information requested. Neither Poste nor any third party designated by Poste to perform the service are in any way required to detect any errors. Once the pick-up data has been entered using the channels indicated, the Customer receives a pick-up booking code with which it can track/cancel them.

Whatever technological solution is chosen, the Customer must print a duplicate copy and sign a manifest containing a list of shipments.

1.1.7 Electronic tracking

The electronic tracking service allows the status of the shipment and delivery details (date and time of delivery) to be checked.

If the Customer uses the InvioSystem, they can check the outcome and status of shipments through the outcome file in the FTP folder. Each Customer is assigned a login and password to send the outgoing package data and receive the files containing the information on the packages delivered. Alternatively, the Customer can also check the outcome of shipments from the personalised page of the Customer portal. On the portal, the Customer can query the shipment history using multiple search keys.

NB: For a limited number of countries, tracking is not available or does not cover the entire territory at destination. A list of these countries can be found in Annex 2.

1.1.8 Delivery methods

Delivery is made to the address stated on the item, unless otherwise provided for in the specific country of destination.

1.1.9 Delivery and storage attempts, release and return to sender

Delivery Attempts and Goods Held in Storage

There are one or two delivery attempts depending on the country of destination.

If the recipient is absent, a notice of non-delivery is left on which the date and time of the delivery attempt, the foreign post office or foreign branch where the consignment is held and the deadline for delivery are indicated. The recipient may exercise the release option according to the instructions provided in the notification.

- Deliveries to “private” recipients (to residential addresses). After the delivery attempts required for each country (1-2 attempts), the shipment is held by the postal operator in the country of destination, generally for

15 days, including Saturdays and holidays.

- Deliveries to business recipients
- Goods are generally held at foreign branches for 10 working days, starting the day after the first delivery attempt.
- Upon expiry of the storage period, the uncollected shipment will be returned to the Customer/sender.
- The storage service is free of charge.

Release

The release service is free of charge and can be requested via the following channels:

- Customer portal through the relative function;
- customer service channels.

The release options available are:

- correction/supplementation/change of address of the recipient and subsequent redelivery;
- shipment returned to sender.

NB: in order to enable foreign partners to contact recipients and release the consignment quickly, the recipient's telephone number and e-mail address must be present (contact information must be entered when creating the waybill)

Return to sender

The undelivered consignment will automatically be returned to the Customer/sender.

The service is offered:

- at no extra cost for shipping back from abroad because the item cannot be delivered (international return). In addition, any customs clearance and customs costs (debited under the VAT non-taxable regime pursuant to Article 9 subsection 1 No. 4 of Presidential Decree No. 633/1972) and customs clearance fees will be charged.

2. ADDITIONAL SERVICES

Full coverage

The ancillary service for a charge for transport risk coverage, from acceptance to delivery, of **the basic shipment-only service that cannot be activated on ancillary services** can be requested up to a maximum value of €1,500 or up to a €50,000 per shipment, as follows:

up to €1,500 in value per shipment against payment of a fixed price (as stated in the Prices Annex);

- for amounts up to €1,500 in value per consignment against payment of a fixed price; above €1,500 and up to €50,000 against payment of an amount equal to a % of the value of the goods (as set out in the Prices Annex).

Full coverage, in accordance with the General Terms and Conditions is limited to direct and material damage to the goods transported; any reimbursement will be made upon submission by the sender of documentation proving the damage incurred. For full coverage to apply correctly, it is at all times necessary to indicate the value of the goods shipped and the exact contents.

Delivery to P.O. box or poste restante (only available for deliveries to “private” recipients, to residential addresses, single-parcel shipments).

The additional poste restante or P.O. box delivery service is available free of charge for all countries that provide it.

To request the delivery service at authorised foreign post offices/post office boxes, in addition to the recipient’s data, the words “Poste restante” must be written on the waybill in bold and, if known, the address/code of the foreign post office to which delivery is requested.

- Esempio: Mademoiselle
Louise Bertholet
Posta restante
1211 GENÈVE
SUISSE

The list of countries that do not offer a poste restante or P.O. box service can be found in Appendix 5.

DIGIPOD

With the ancillary service it is possible to request, within 4 months under penalty of forfeiture in cases of dispute regarding the delivery of the shipment, the Proof of Delivery (POD) in digital format. The service can be requested via the web, through the business portal, or through customer service channels.

Delivery of the shipment requires the signature of the recipient or other evidence that is legally valid in the country of destination, in accordance with the regulations of the Universal Postal Union.

SMART ALERT

The Smart Alert ancillary service involves sending an e-mail (free of charge) to the sender or recipient or a text message to the recipient (subject to a charge) to inform them of the status of the shipment. The service can be activated directly on the customer portal by selecting the statuses for which the alert is to be received.

OTHER ACCESSORIES AND OPTIONS

IMPORT (only available for foreign pick-ups at companies and for the “deferred” payment method).

An ancillary service available for a fee and which consists of a request for a pick-up at a foreign address (ancillary service only available for pick-ups to foreign companies and for eligible countries).

The option is selectable on the Customer portal/technology solutions, when preparing the waybill (based on the following parameters: Foreign country enabled for accessory and foreign pick-up address at a company (not to private individuals).

The list of countries offering the ancillary import service can be found in Annex 8.

REVERSESES

An optional fee-based service designed primarily for the e-commerce market: it simplifies the handling of returns for e-shoppers thanks to the extensive network of foreign post offices.

The service is accessible via web and technological solutions.

This service may only be used for return shipments. First flows from abroad to Italy are not permitted. The service is available in the European countries listed in Annex 10. The reverse option is only available for single-parcel shipments (multi-parcel shipments are not allowed) that comply with the following weight and size limits.

Standard parcel:

- maximum real weight 30 kg;
- maximum size: 225 cm, the sum of the three sides and 150 cm longest side.

The delivery of a reverse international return shipment is made approximately within:

- **EUROPE:** 3 working days, plus the day of pick-up (public holidays and Saturdays are not counted in the delivery time).

Methods for printing the WAYBILL REVERSE: via the customer portal or technological solution used.

The Customer can choose one of the following printing options from the Customer portal:

- “Simultaneous” reverse waybill (simultaneous with the waybill for EU countries only and for deferred payment only), which the Customer shall insert inside the parcel being shipped;
- Reverse on demand waybill, i.e. creation of a reverse waybill following a specific return request with which the Customer will deal by sending an e-mail to their e-shopper.

NB: the waybill produced has a validity date, usually 60 days from the date of creation. The exact validity date is printed and visible, on the reverse waybill. After the indicated validity date, the reverse waybill will not be accepted by the post offices of the foreign partner’s network in the relevant country.

The international reverse will allow the Business Customer to handle the return shipment by preparing a waybill to be transmitted to the recipient (the sender of the return):

- via email;
- in paper format (by inserting the copy of the waybill in the outward shipment).

The Customer may use this solution independently of the the one used to send the outward shipment.

The consumer who needs to return the consignment to the sender shall:

- apply the waybill on the package;
- deliver the shipment to a foreign post office in their city.

3. SURCHARGES

FUEL SURCHARGE

Surcharge applied above the basic fee, subject to the monthly change in the price of fuel.

It is applied to international shipments according to the chosen configuration and is identified on the basis of the monthly average price of consumer diesel fuel, as officially recorded by the Ministry of Economic Development. The percentage of the surcharge is calculated taking into account the fuel price two months prior to shipment. For example, in July the surcharge will be applied taking into account the price of diesel fuel in May. An increase or decrease in the price of diesel fuel corresponds to an increase or decrease in the fuel surcharge.

EXTRA WEIGHT-SIZE SUPPLEMENT

In the event that a Poste Delivery Business Standard shipment consists of parcels and/or pallets exceeding the standard limits of the service, a surcharge will be applied to the total price of the shipment in accordance with the provisions of the Prices Annex for each excess parcel and/or pallet.

PEAK SEASON SURCHARGE

Tariff supplement in addition to the basic price, applicable only to customers with final payment methods for shipments entrusted in periods of the year of greatest stress on the logistics network (the period and the supplement applied in accordance with the contractual provisions).

NB: see the Prices Annex for details of shipping surcharges.

4. CONSUMABLES

Included in the price are adhesive pockets for parcels and flyers.
Consumables can be ordered directly from the Customer portal.

5. ANNEXES

ANNEX 1 - DESTINATIONS AND TARIFF ZONES

ZONE 1					
Austria	Belgium	Denmark	Germany	Luxembourg	Holland
Poland	Czech Republic	Slovakia	Slovenia	Hungary	
ZONE 2					
France	Principality of Monaco	United Kingdom	Spain		
ZONE 3					
Croatia	Estonia	Finland	Greece	Ireland	Latvia
Lithuania	Malta	Portugal	Romania	Sweden	
ZONE 4					
Azores	Busingen	Ceuta	Helgoland	Iceland	Balearic Islands
Canary Islands	Liechtenstein	Madeira	Melilla	Monthe Athos	Norway
Switzerland					
ZONE 5					
Afghanistan	Armenia	Azerbaijan	Belarus	Bosnia and Herzegovina	Bulgaria
Cyprus	Kazakhstan	Kyrgyzstan	Kosovo	North Macedonia	Moldova
Montenegro	Serbia	Tajikistan	Turkmenistan	Ukraine	Uzbekistan
ZONE 6					
Albania	Algeria	Saudi Arabia	Bahrain	Egypt	Ethiopia
Ghana	Gibraltar	Jordan	India	Israel	Kuwait
Lebanon	Libya	Morocco	Mauritania	Niger	Nigeria
Oman	Pakistan	Palestine	Qatar	Rwanda	Russia
Senegal	Syria	Sudan	Tunisia	Turkey	Yemen

ZONE 7					
Anguilla	Bangladesh	Benin	Bolivia	Burkina Faso	Burundi
Bhutan	Cambodia	Cameroon	Canada	Cape Verde	Chad
China	Colombia	Ivory Coast	Dominica	United Arab Emirates	Eritrea
Gabon	Gambia	Georgia	Djibouti	Guinea Bissau	Guyana
Hong Kong	Iran	Iraq	Kenya	Liberia	Malawi
Malaysia	Mali	Mauritius	Mongolia	Nepal	Puerto Rico
Central African Republic	Republic of Congo	Democratic Republic of Congo	Dominican Republic	Republic of South Africa	St Kitts and Nevis
Seychelles	Sierra Leone	Sri Lanka	Taiwan	Tanzania	Thailand
Togo	Trinidad and Tobago	USA	Uganda	Venezuela	Zimbabwe
ZONE 8					
Angola	Antigua and Barbuda	Dutch Antilles	Argentina	Aruba	Australia
Bahamas	Barbados	Belize	Bermuda	Botswana	Brazil
Brunei	Chile	Comoros	South Korea	Costa Rica	Cuba
Ecuador	El Salvador	Fiji	Philippines	Jamaica	Japan
Grenada	Guatemala	Guinea	Equatorial Guinea	Haiti	Honduras
Indonesia	Cayman Islands	Solomon Islands	Kiribati	Laos	Lesotho
Macao	Madagascar	Maldives	Mexico	Mozambique	Myanmar
Namibia	Nicaragua	New Caledonia	New Zealand	Panama	Papua New Guinea
Paraguay	Peru	French Polynesia	St Lucia	St Vincent and Granadine	Samoa
São Tomé and Príncipe	Singapore	Suriname	Swaziland	Tonga	Uruguay
Vanuatu	Vietnam	Zambia			

Note: The suspension of the service to certain destinations, due to events beyond Poste Italiane's control, will be promptly communicated on the website www.poste.it in the section dedicated to Poste Delivery Business International Standard.

ANNEX 2 - COUNTRIES WITH NO TRACKING AVAILABLE

ANNEX 2 COUNTRY LIST - TRACKING NOT AVAILABLE
Gabon
Guatemala
Equatorial Guinea
Iraq
Lesotho
Central African Republic
Sudan
Tajikistan
Turkmenistan

ANNEX 3 - DESTINATIONS WITH A WEIGHT LIMIT OF LESS THAN 30 KG

LIST OF DESTINATIONS WITH A WEIGHT LIMIT OF LESS THAN 30 KG	
IMPORT WEIGHT LIMITS IN KG: 10	IMPORT WEIGHT LIMITS IN KG: 20
Cuba	Anguilla
Gambia	Argentina
Cayman Islands	Aruba
	Australia
	Bahrain
	Bermuda
	Dominica
	Gibraltar
	Equatorial Guinea
	Guyana
	Israel
	Kazakhstan
	Malawi
	Mongolia
	Myanmar
	New Caledonia
	Suriname
	Trinidad and Tobago
	Ukraine

ANNEX 4 - DESTINATIONS WITH SIZE LIMITS

Argentina	Size of longest side 105 cm; the sum of the three sides must not exceed 205 cm
Australia	Size of longest side 105 cm; the sum of the three sides must not exceed 205 cm
Belgium	Size of longest side 150 cm; the sum of the three sides must not exceed 150 cm and $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height} = \text{max } 3\text{m}$
Bermuda	Size of longest side 150 cm; the sum of the three sides must not exceed 150 cm
Colombia	Size of longest side 150 cm; the sum of the three sides must not exceed 200 cm
Gibraltar	Size of longest side 150 cm; the sum of the three sides must not exceed 200 cm
Cayman Islands	Size of longest side 106 cm; the sum of the three sides must not exceed 150 cm
Macao (China)	Size of longest side 105 cm; the sum of the three sides must not exceed 178 cm
Uruguay	Size of longest side 105 cm; the sum of the three sides must not exceed 150 cm

ANNEX 5 - POST RESTANTE AND P.O. BOX SERVICES THE TABLE SHOWS THE LIST OF COUNTRIES WITH NO POST RESTANTE SERVICE

La tabella riporta l'elenco dei paesi che non prevedono il servizio fermoposta.

PAESI CON SERVIZIO FERMOPOSTA NON DISPONIBILE		
Afghanistan	Guinea Equatoriale	Repubblica Ceca
Austria	Honduras	Senegal
Bangladesh	Hong Kong	Sudan del Sud
Belgio	Irlanda	Svezia
Cina	Isole Bes*	Svizzera
Comore	Kazakistan	Tagikistan
Corea del Sud	Maldive	Ucraina
Eswatini	Malta	Ungheria
Germania	Mozambico	Uzbekistan
Grecia	Nauru	
Guatemala	Pakistan	

* BES islands: Bonaire, Sint Eustatius and Saba.

The table shows the list of countries that do not provide a P.O. box delivery service.

COUNTRIES WITH P.O. BOX SERVICE UNAVAILABLE		
Algeria	Grenada	Republic of Congo
Angola	Guatemala	Democratic Republic of Congo
Antigua & Barbuda	Equatorial Guinea	Rwanda
Aruba	Honduras	São Tomé and Príncipe
Bahamas	India	Senegal
Bangladesh	Iceland	Slovakia
Belize	Bes Islands	Spain
Benin	Turks and Caicos Islands	Sudan
Bermuda	British Virgin Islands	South Sudan
Bhutan	Kazakhstan	Suriname
Bosnia and Herzegovina	Latvia	Sweden
Burundi	Lithuania	Tajikistan
Cameroon	Madagascar	Tanzania
China	Maldives	Togo
Denmark	Malaysia	Tonga
Egypt	Moldova	Tunisia
Estonia	Mozambique	Turkey
Eswatini	Myanmar	Turkmenistan
France	Nauru	Tuvalu
Gabon	Nigeria	Ukraine
Ghana	Portugal	Hungary
Jamaica	United Kingdom	Uzbekistan
Jordan	Central African Republic	

ANNEX 6 - FULL COVERAGE ANCILLARY SERVICE

COUNTRIES FOR WHICH FULL COVERAGE ANCILLARY SERVICE IS NOT ALLOWED
Afghanistan
Algeria
Bolivia
Chad
Congo
Ivory Coast
Georgia
Djibouti
Guinea
Guinea Bissau
Iraq
Nigeria
Pakistan
Central African Republic/Central Africa
Democratic Republic of Congo
Sri Lanka
Sudan
Yemen

ANNEX 7 - DESTINATIONS AND REFUNDS

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Afghanistan		✓
Albania		✓
Algeria		✓
Angola		✓
Anguilla		✓
Antigua and Barbuda		✓
Dutch Antilles		✓
Saudi Arabia		✓
Argentina		✓
Armenia		✓
Aruba		✓
Australia		✓
Austria		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Azerbaijan		✓
Azores		✓
Bahamas		✓
Bahrain		✓
Bangladesh		✓
Barbados		✓
Belgium		✓
Belize		✓
Benin		✓
Bermuda		✓
Belarus		✓
Bolivia		✓
Bosnia and Herzegovina		✓
Botswana		✓
Brazil		✓
Brunei		✓
Bulgaria		✓
Burkina Faso		✓
Burundi		✓
Busingen		✓
Buthan		✓
Cambodia		✓
Cameroon		✓
Canada		✓
Cape Verde		✓
Ceuta		✓
Chad		✓
Chile		✓
Cina		✓
Cipro		✓
Colombia		✓
Comore		✓
Corea del sud		✓
Costa d'avorio		✓
Costa rica		✓
Croazia		✓
Cuba		✓
Danimarca		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Dominican Republic		✓
Ecuador		✓
Egypt		✓
El salvador		✓
Emirati Arabi Uniti		✓
Eritrea		✓
Estonia		✓
Ethiopia		✓
Fiji		✓
Philippines		✓
Finland		✓
France	✓	
Gabon		✓
Gambia		✓
Georgia		✓
Germany	✓	
Ghana		✓
Jamaica		✓
Japan		✓
Gibraltar		✓
Djibouti		✓
Jordan		✓
Greece		✓
Grenada		✓
Guatemala		✓
Guinea		✓
Guinea Bissau		✓
Equatorial Guinea		✓
Guyana		✓
Haiti		✓
Helgoland		✓
Honduras		✓
Hong Kong		✓
India		✓
Indonesia		✓
Iran		✓
Iraq		✓
Ireland		✓
Iceland		✓
Balearic Islands		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Canary Islands		✓
Cayman Islands		✓
Solomon Islands		✓
Israel		✓
Kazakhstan		✓
Kenya		✓
Kyrgyzstan		✓
Kiribati		✓
Kosovo		✓
Kuwait		✓
Laos		✓
Lesotho		✓
Latvia		✓
Lebanon		✓
Liberia		✓
Libya		✓
Liechtenstein		✓
Lithuania		✓
Luxembourg		✓
Macao		✓
Madagascar		✓
Madeira		✓
Malawi		✓
Malaysia		✓
Maldives		✓
Mali		✓
Malta		✓
Morocco		✓
Mauritania		✓
Mauritius		✓
Melilla		✓
Mexico		✓
Moldova		✓
Mongolia		✓
Mount Athos		✓
Montenegro		✓
Mozambique		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Myanmar		✓
Namibia		✓
Nepal		✓
Nicaragua		✓
Niger		✓
Nigeria		✓
Norway		✓
New Caledonia		✓
New Zealand		✓
Holland		✓
Oman		✓
Pakistan		✓
Palestine		✓
Panama		✓
Papua New Guinea		✓
Paraguay		✓
Peru		✓
French Polynesia		✓
Poland		✓
Portugal		✓
Principality of Monaco		✓
Qatar		✓
United Kingdom		✓
Central African Republic		✓
Republic of Congo		✓
Democratic Republic of Congo		✓
Republic of Macedonia		✓
Republic of South Africa		✓
Czech Republic		✓
Romania		✓
Rwanda		✓
Russia		✓
Saint Kitts and Nevis		✓
Saint Lucia		✓
Saint Vincent and the Grenadines		✓
Samoa		✓
São Tomé and Príncipe		✓

LIST OF COUNTRIES	LOSS/DAMAGE	
	LAND (CMR)	AIR (MONTREAL CONVENTION)
Senegal		✓
Serbia		✓
Seychelles		✓
Sierra Leone		✓
Singapore		✓
Syria		✓
Slovakia		✓
Slovenia	✓	
Spain		✓
Sri Lanka		✓
Sudan		✓
Suriname		✓
Sweden		✓
Switzerland		✓
Swaziland		✓
Tajikistan		✓
Taiwan		✓
Tanzania		✓
Thailand		✓
Togo		✓
Tonga		✓
Trinidad and Tobago		✓
Tunisia		✓
Turkey		✓
Turkmenistan		✓
USA		✓
Ukraine		✓
Uganda		✓
Hungary		✓
Uzbekistan		✓
Vanuatu		✓
Venezuela		✓
Vietnam		✓
Yemen		✓
Zambia		✓
Zimbabwe		✓

ANNEX 8 - LIST OF COUNTRIES AUTHORISED FOR SHIPMENTS OF HEAVY PACKAGES (UP TO 70 KG), MULTIPARCELS, PALLETS AND IMPORTS

Shipments of pallets, parcels over 30 kg and imports are only admissible to BUSINESS addresses (companies).

COUNTRY OF DESTINATION	MULTIPARCELS AND PALLETS	SINGLE-PARCELS (0-70KG)	IMPORT
Austria	x	x	x
Belgium	x	x	x
Germany	x	x	x
Luxembourg	x	x	x
Holland	x	x	x
Poland	x	x	N/A
Czech Republic	x	x	x
Slovakia	x	x	x
Slovenia	x	x	N/A
Hungary	x	x	x
France	x	x	x
Principality of Monaco	x	x	x
United Kingdom	x	x	N/A
Spain	x	x	x
Croatia	x	x	x
Republic of Ireland	x	x	N/A
Portugal	x	x	x
Romania	x	x	x
Azores	x	x	N/A
Ceuta	x	x	N/A
Balearic Islands	x	x	N/A
Canary Islands	x	x	N/A
Liechtenstein	x	x	N/A
Madeira	x	x	N/A
Melilla	x	x	N/A
Switzerland	x	x	N/A
Bosnia and Herzegovina	x	x	N/A
Bulgaria	x	x	x
Montenegro	x	x	N/A
Serbia	x	x	N/A

ANNEX 9 - LIST OF COUNTRIES AUTHORISED FOR MULTIPARCEL TO “PRIVATE” DESTINATIONS (FOR PACKAGES UP TO A MAXIMUM WEIGHT OF 30 KG)

ZONE 1	ZONE 2	ZONE 3
Austria	France	Croatia
Germany	United Kingdom	Ireland
Holland	Spain	Portugal
Slovakia		
Hungary		

ANNEX 10 - LIST OF COUNTRIES QUALIFIED FOR THE REVERSE OPTION

ZONE 1	ZONE 2	ZONE 3	ZONE 5
Austria	France	Croatia	Bulgaria
Belgium	United Kingdom	Estonia	
Denmark	Spain	Finland	
Germany		Greece	
Luxembourg		Ireland	
Holland		Latvia	
Poland		Lithuania	
Czech Republic		Malta	
Slovakia		Portugal	
Slovenia		Romania	
Hungary		Sweden	

6. CUSTOMER SERVICE

The Customer (sender) may request assistance:

- by calling +39 06.4526.1600 from a landline or mobile phone according to the costs of the telephone operator from which the call is made, or the toll-free landline number 800.160.000, both available from 8 a.m. to 8 p.m.;
- by using the “Scrivici” (write to us) form in the Assistenza (Help) section of www.business.poste.it.

The Customer (sender) or the person designated may file a complaint according to the General Terms and Conditions:

- by sending a certified email to reclamibusiness@postecert.it;
- by sending a registered letter to P.O. Box 600
- by sending a fax to +39 069 868 5921

When filling in the appropriate form available in the “Assistenza” section of www.business.poste.it, the Customer must indicate the following information:

- waybill number;
- sender data;
- recipient data;
- shipment characteristics (e.g. cash on delivery, full coverage, etc.);
- contract references;
- reason for the complaint;
- IBAN data for possible refund.

In the case of damage or tampering, compensation may only be paid to the sender if the recipient has complained to the foreign operator about the damage in accordance with the rules and timeframe established in the country itself. The definition of complaint and the respective refund depend, therefore, on the response of the foreign operator and what is laid down in its national law.

In cases of damage and/or tampering, if the tracking system does not show

any irregularities and if the recipient has not signed with reservation the POD, the complaint will not be considered. The Customer must contest any tampering or damage (partial or total) at the time of delivery by signing with reservation with a description of the irregularity. In any case, the irregularity must be confirmed by the competent facility.

As far as technical assistance related to technological solutions is concerned, the Customer may write an email to supportotecnico@posteitaliane.it or contact the number +39 06.4526.1600 from landline and mobile phones according to the costs of the telephone operator from which the call is made, or the toll-free number 800.160.000 (landline only), both available from 8 a.m. to 8 p.m.

7. USE OF POSTEDELIVERY BUSINESS LOGO

The Customer acting on behalf of a third party may use the following identifying logos of the “Poste Delivery Business” Service, owned by Poste Italiane, exclusively under the terms and conditions, according to the methods and with the limitations set forth in Article 11 “Use of the Logo” of the General Terms and Conditions.

The technical specifications are indicated below:

The product lettering, as written in the PDF, is specially designed for use in combination with the Poste Italiane logo.



AREE DI RISPETTO



POSTEDELIVERY BUSINESS INTERNATIONAL EXPRESS

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1. POSTEDELIVERY BUSINESS INTERNATIONAL EXPRESS PRODUCT SHEET

1.1 GENERAL SERVICE FEATURES

Poste Delivery Business International Express is Poste Italiane's fast business service, including customs clearance, with worldwide coverage of over 200 countries, for document and parcel shipments, with no limits on weight, size or number of parcels.

The service is accessible via web and technological solutions.+

1.1.1 *Delivery zones*

The destinations of Poste Delivery International Express are grouped into zones. See Annex 1 for details.

1.1.2 *Weights, sizes and multiparcels*

Below are the expected weights and formats per individual package (parcel).

Standard parcel:

- maximum real weight 70 kg;
- maximum size Girth (length+2xheight+2xwidth) 300 cm, 270 cm longest side.

Shipment:

- maximum weight: no limit;
- maximum sizes: no limit.

The shipment must comply with the standard weight and size limits on each individual package.

Multi-parcel

Multi-parcel shipments are permitted.

A shipment consisting of several parcels sent by the same sender to the same recipient is identified as multi-parcel.

1.1.3 Delivery times

Delivery is made indicatively within:

- EU: 1-2 working days, in addition to the day of pick-up.
- USA/CANADA: 2-3 working days, in addition to the pick-up day, except for customs formalities.
- rest of the world: 2-4 working days, in addition to the day of pick-up, except for customs formalities.

For “same day” poste code/departure locations the delivery times are:

EU: 1 working day, in addition to the day of pick-up.

- USA/CANADA: 2 working days, in addition to the day of pick-up, except for customs formalities.
- rest of the world: 2-3 working days, in addition to the day of pick-up, except for customs formalities.

Indicative delivery times, subject to customs formalities (for non-EU countries), vary depending on the international delivery area and type of shipment, which can be viewed on the product page of the website www.poste.it.

NB: public holidays and Saturdays are not counted in the delivery time.

1.1.4 How to access

The Customer has the following technological solutions at its disposal for managing shipments.

MYPOSTEDELIVERYBUSINESS: The web portal that allows the complete management of all phases of the shipment, from creating a single waybill (or mass waybill through file uploads directly from the web portal) to booking pick-ups and tracking shipments. It is also possible to check shipments held in storage, view the signed PosteDelivery Business contract, and consult invoices and their attachments.

The web portal provides 4 access profiles:

- **System Administrator:** Main profile automatically surveyed at contract level, it receives e-mails with login credentials to the portal and has full visibility of all portal features. It is also enabled to create and manage the users to which it associates one or more profiles, cost centres (surveyed at contract level) and the products it can use (Standard, Express; Domestic, International).
- **Administrative:** Secondary profile enabled by the System Administrator for portal consulting functions: monitoring reports (pick-ups, tracking, shipments held in storage, cash on delivery), invoices and related annexes, promotions and signed contracts;
- **Operational:** Secondary profile enabled by the System Administrator for executive functions: creating waybills, booking pick-ups, requesting materials and managing the address book.

Custom: Secondary profile enabled by the System Administrator according to functional combinations related to several areas.

SYSTEM INTEGRATION: SFTP folder solutions that Poste Italiane enables for the Customer, once the identified technological solution has been activated, to transmit data to/from Poste Italiane.

Below are the opportunities to use the different system integrations:

- **InvioFile:** The Customer produces a parcel marker to be applied to the packages and creates the route, which it sends to Poste Italiane with the list of the shipments assigned. Waybill printing and parcel matching is done by the operations centres.
- **InvioSystem:** The Customer produces waybills from its own systems and matches them to the parcels, sending Poste Italiane the route with the list of self-produced waybills.
- **InvioEasy:** This solution allows the Customer to book mass pick-ups and manage waybill printing.

WEB SERVICES: This solution provides for the exchange of automated information between Poste and Customer systems through API. The functions available are: Printing of Waybills, Collection Management, Shipment Tracking, Management of Goods Held in Storage.

In the case of Customers contracted with a prepaid method (by recharging with a wallet), after the contract has been signed, once the credentials to

access the web portal (Sys Administrator profile) have been received, the Customer will see all portal executive and consulting features in addition to the wallet with which they can:

- Top-up the wallet,
- See the remaining credit (ceiling).
- display the account statement of top-ups made and consumption (printed waybills);
- Check for any charges related to discrepancies between the weight/size declared on the waybill and what is found in the sorting systems.

In addition, for Customers contracted with prepaid payment methods, the waybill print function requires the portal to display, according to the last top-up made, the reference price list for shipments.

The amount for the printed waybill(s) will be deducted from the available credit.

1.1.5 Prices

Details on the billing method and prices per area/destination/weight of shipment can be found in the Price List Appendix.

1.1.6 Pick-up

Pick-up, i.e. the collection of shipments at one's operational location(s), can be requested on the customer portal and the website via the technology solution used or through the service channels.

During the contracting phase, the customer may also request the scheduled collection mode (fixed collection, i.e. on defined days of the week, or scheduled collection, i.e. according to certain calendar days).

Shipment pick-up is set by sending specific information according to the technological solution chosen by the Customer. In particular, if using the InvioSystem technological solution, before the vehicle leaves the Customer's warehouse, the Customer must send Poste a file containing the information related to each shipment, using the format and methods described in the technical specifications. Each package must bear, on the largest side, some paper media containing all information concerning the shipment. For the scenario described above, the Customer remains solely responsible for the consequences resulting from omitted, incomplete or incorrect indication of

the information requested. Neither Poste nor any third party designated by Poste to perform the service are in any way required to detect any errors. Once the pick-up data has been entered using the channels indicated, the Customer receives a pick-up booking code with which it can track/cancel them.

Whatever technological solution is chosen, the Customer must print a duplicate copy and sign a manifest containing a list of shipments delivered to the pick-up operator. A copy signed by the operator will remain with the Customer and another signed copy with the operator as proof that the shipments were picked up.

1.1.7 Electronic tracking

The electronic tracking service allows the Customer to check the status of the shipment and delivery details (date and time of delivery).

If the Customer uses the InvioSystem, they can check the outcome and status of shipments through the outcome file in the FTP folder. Each Customer is assigned a login and password to send the outgoing package data and receive the files containing the information on the packages delivered. Alternatively, the Customer can also check the outcome of shipments from the personalised page of the Customer portal. On the portal, the Customer can query the shipment history using multiple search keys.

1.1.8 Delivery methods

When the waybill is completed on the Customer portal, in addition to delivery to the recipient's domicile, delivery can also take place, if requested, at certain proximity points, free of charge, and at access points.

Delivery is made to the address stated on the item, unless otherwise provided for in the specific country of destination.

DELIVERY TO LOCAL COLLECTION POINTS:

Local pick-up points or access points are foreign enabled collect points/foreign proximity points where the shipment can be delivered as an alternative to home delivery.

Access points are numerous and available in major urban and business

centres, where the need for them reaches its peak.

The availability of access points for specific foreign destinations can be consulted directly from the customer portal when filling out the waybill.

Shipments destined for access points must comply with the following weight and size limits per individual parcel:

- maximum size per parcel: 150 cm as the sum of the 3 sizes and/or 97 cm for the longest side;
- real maximum weight per parcel: less than 20 kg;
- Girth, must not exceed 300 cm.

Only single-piece shipments are permitted for delivery to access points.

The maximum declarable value must be less than USD 5,000.

1.1.9 Attempted delivery, storage, release and return to sender

Delivery Attempts and Goods Held in Storage

There are 3 delivery attempts (2 in the case of “residential deliveries” to private recipients).

If the recipient is absent at the end of the scheduled delivery attempts, the consignment will go into storage.

The storage period varies depending on the country of destination: 5 days in the case of EU destinations and 10 days for non-EU destinations. At the end of the storage days, if not released, the shipment will be sent back to the Customer/sender.

In cases where the shipment is refused, if it is destined for a European country it will automatically return to the sender. In the case of non-EU destinations, the shipment will be stored for a period of 10 days. For holiday closures there is a 10-day storage period for European destinations and of 20 days for non-EU destinations in the case of summer holiday closures.

Sender's release

The release service is free of charge and can be requested via the following channels:

- Customer portal through the relative function;
- Customer service channels

The release options available are:

- correction/supplementation/change of address of the recipient and subsequent redelivery;
- shipment returned to sender.

Return to sender

Returned shipment to the Customer/sender is a service offered for a fee.

2. ADDITIONAL SERVICES

FULL COVERAGE

The ancillary service for a charge for transport risk coverage, from acceptance to delivery, of **the basic shipment-only service that cannot be activated on ancillary services** can be requested up to a maximum value of €1,500 or up to a €50,000 per shipment, as follows:

up to €1,500 in value per shipment against payment of a fixed price (as stated in the Prices Annex);

- for amounts up to €1,500 in value per consignment against payment of a fixed price; above €1,500 and up to €50,000 against payment of an amount equal to a % of the value of the goods (as set out in the Prices Annex).

Full coverage, in accordance with the General Terms and Conditions is limited to direct and material damage to the goods transported; any reimbursement will be made upon submission by the sender of documentation proving the damage incurred. For insurance coverage to apply correctly, it is always necessary to indicate the value of the goods shipped and the exact contents.

DIGIPOD

The ancillary service to request, within 4 months under penalty of forfeiture in cases of dispute regarding the delivery of the shipment, the Proof of Delivery (POD), proof of delivery in digital format, signed by the recipient and viewable from the customer portal. DIGIPOD can be requested via the web, through the business portal, or through customer service channels. The delivery of the consignment requires the signature of the recipient or other evidence that is legally valid in the country of destination, in accordance with the regulations of the Universal Postal Union. Delivery of the shipment requires the signature of the recipient or other evidence that is legally valid in the country of destination, in accordance with the regulations of the Country.

SMART ALERT

The Smart Alert ancillary service involves sending an e-mail (free of charge) to the sender or recipient or a text message to the recipient (subject to a

charge) to inform them of the status of the shipment. The service can be activated directly on the Customer portal by selecting the statuses for which the alert is to be received.

REVERSES

An optional fee-based service designed primarily for the e-commerce market: it simplifies the handling of returns for e-shoppers thanks to the extensive network of foreign post offices.

The service is accessible via web and technological solutions.

This service may only be used for return shipments. First flows from abroad to Italy are not permitted. The service is available in the European countries listed in the annex 10. The reverse option is only available for **single-parcel** shipments (**multi-parcel shipments are not allowed**) that comply with the following weight and size limits.

Standard parcel:

- maximum real weight 30 kg;
- maximum size: 225 cm, the sum of the three sides and 150 cm longest side.

The delivery of a reverse international return shipment is made approximately within:

- **EUROPE:** 3 working days, plus the day of pick-up (public holidays and Saturdays are not counted in the delivery time).

How to print the REVERSE WAYBILL:

- via the customer portal or technological solution used.

The Customer can choose one of the following printing options from the Customer portal:

- “Simultaneous” reverse waybill (simultaneous with the waybill for EU countries only and for deferred payment only), which the Customer shall insert inside the parcel being shipped;
- Reverse on demand waybill, creation of a reverse waybill following a specific request for return that the Customer shall send by e-mail to their e-shopper.

NB: the waybill produced has a validity date, usually 60 days from the date of creation. The exact validity date is printed and visible on the reverse waybill. After the indicated validity date, the reverse waybill will not be accepted by

the post offices of the foreign partner's network in the relevant country.

The solution will make it possible to handle the return shipment by preparing a waybill that the Customer must send to the recipient (the person sending the return):

- via email;
- in paper format (by including the copy of the waybill in the outward shipment).

The Customer may use this solution independently of the solution used to send the outward shipment.

The consumer who needs to return the consignment to the sender shall:

- apply the waybill on the package;
- deliver the shipment to a foreign post office in their city.

3. CONSUMABLES

Included in the price are adhesive parcel pockets, flyers and dedicated packaging in different formats:

- **Envelope** (for urgent documents and correspondence: Length 33.5 cm x height 24 cm, maximum weight 0.5 kg). The envelope is single-parcel;
- **Pak** (for documents and flat articles: Length 40.8 cm x height 32.5 cm, maximum weight 2.5 kg);
- **Self-adhesive box** (length 46 cm x height 31.5 cm x depth 9.5 cm, maximum weight 9.5 kg)
- **Tube** (triangular tube for items suitable for rolling: length 97 cm x height 19 cm x depth 16.5 cm, maximum weight 9 kg).

Maximum declarable value per consignment (for goods): USD 50,000 .

Consumables can be ordered directly from the Customer portal.

4. SURCHARGES

FUEL SURCHARGE

Surcharge applied above the basic fee, subject to the monthly change in the price of fuel. The surcharge varies monthly according to the fluctuation in the price per gallon of A1 jet fuel (kerosene-type jet fuel), detailed information and updates of the surcharge percentage, effective from the first Monday of each month, are available at www.poste.it, in the dedicated “Fuel Surcharge” section.

LARGE PARCEL SURCHARGE - SURPLUS PARCEL

In the event that a Poste Delivery Business Express shipment consists of parcels exceeding the standard limits of the service, a surcharge will be applied to the total price of the shipment in accordance with the Prices Annex.

PEAK SEASON SURCHARGE

Tariff supplement in addition to the basic price, applicable only to customers with final payment methods for shipments entrusted in periods of the year of greatest stress on the logistics network (the period and the supplement applied in accordance with the contractual provisions).

NB: see the Prices Annex for details of shipping surcharges.

5. ANNEXES

ANNEX 1: LIST OF COUNTRIES SERVED

ZONE 1					
Belgium	France	Wales	Germany	England	Northern Ireland
Principality of Monaco	Scotland				
ZONE 2					
Austria	Luxembourg	Netherlands	Spain		
ZONE 3					
Azores	Denmark	Finland	Greece	Republic of Ireland	Island of Madeira
Portugal (except Azores and Madeira)	Sweden				
ZONE 4					
Czech Republic	Croatia	Poland	Republic of Slovakia	Slovenia	Hungary
ZONE 5					
Bulgaria	Cyprus	Estonia	Latvia	Lithuania	Malta
Romania					
ZONE 6					
Andorra	Canary Islands	Channel Islands (Guernsey)	Channel Islands (Jersey)	Liechtenstein	Norway
Switzerland					
ZONE 7					
Albania	Belarus	Bosnia and Herzegovina	Gibraltar	Greenland	Iceland
Faroe Islands	Kosovo	North Macedonia	Moldova	Montenegro	Russia
Serbia	Ukraine				
ZONE 8					
Canada	Puerto Rico	United States			

ZONE 9					
Afghanistan	Antigua and Barbuda	Argentina	Aruba	Australia	Bahamas
Bahrain	Barbados	Bermuda	Bolivia	Bonaire	Brazil
Brunei	Chile	People's Republic of China	Colombia	South Korea	Costa Rica
Curaçao	Dominica	Dominican Republic	Ecuador	Egypt	United Arab Emirates
Fiji	Philippines	Jamaica	Japan	Grenada	Guadeloupe
Guam	Hong Kong	India	Indonesia	Iraq	Cayman Islands
Turks and Caicos Islands	Union Island (St. Vincent and the Grenadines)	British Virgin Islands	US Virgin Islands	Kuwait	Malaysia
Martinique	Mexico	Nevis (St. Kitts- Nevis)	New Zealand	Pakistan	Saba
Samoa	American Samoa	Singapore	Sri Lanka	St. Barthélemy	St. Christopher (St. Kitts- Nevis)
St. Croix (US Virgin Islands)	St. Eustatius	St. John (US Virgin Islands)	St. Kitts-Nevis	St. Lucia	St. Maarten (Netherlands)
St. Martin (France)	St. Thomas (US Virgin Islands)	South Africa	Thailand	Taiwan	Tortola (British Virgin Islands)
Trinidad and Tobago	Virgin Gorda (British Virgin Islands)				
ZONE 10					
Saudi Arabia	Bangladesh	Bhutan	El Salvador	Guatemala	Haiti
Honduras	Macau	Maldives	Mongolia	Montserrat	Oman
Panama	Paraguay	Peru	French Polynesia	Qatar	Republic of the Union of Myanmar (Burma)
Tahiti	Uruguay	Venezuela			

ZONE 11					
Algeria	Angola	Anguilla	Armenia	Azerbaijan	Belize
Benin	Botswana	Burkina Faso	Burundi	Cambodia	Cameroon
Central African Republic	Chad	West Bank (Gaza)	Congo (Brazzaville)	Democratic Republic of Congo	Ivory Coast
Eritrea	Ethiopia	Gabon	Gambia	Gaza (West Bank)	Georgia
Ghana	Djibouti	Jordan	Guinea	Guinea-Bissau	Equatorial Guinea
Guyana	French Guiana	Cape Verde Islands	Comoros Islands	Cook Islands	Northern Mariana Islands
Marshall Islands	Solomon Islands	Wallis and Futuna Islands	Israel	Kazakhstan	Kenya
Kiribati	Kosrae (Federated States of Micronesia)	Kyrgyzstan	Laos	Lesotho	Lebanon
Liberia	Libya	Madagascar	Malawi	Mali	Morocco
Mauritania	Mauritius	Mayotte	Micronesia (Federated States of Micronesia)	Mozambique	Namibia
Nepal	Nicaragua	Niger	Nigeria	New Caledonia	Palau
Papua New Guinea	Ponape (Federated States of Micronesia)	Reunion	Rota (Northern Mariana Islands)	Rwanda	Saipan (Northern Mariana Islands)
Senegal	Seychelles	Sierra Leone	Syria	Suriname	Swaziland
Tajikistan	Tanzania	East Timor	Tinian (Northern Mariana Islands)	Togo	Tonga
Truk (Federated States of Micronesia)	Tunisia	Turkmenistan	Tuvalu	Uganda	Uzbekistan
Vanuatu	Vietnam	Yap (Federated States of Micronesia)	Republic of Yemen	Zambia	Zimbabwe
ZONE 12					
Turkey					

Note: the suspension of the service to certain destinations, due to events beyond Poste Italiane's control, will be promptly communicated on the website www.poste.it in the section dedicated to Poste Delivery Business International Express.

ANNEX 2: LIST OF COUNTRIES QUALIFIED FOR THE REVERSE OPTION

ZONE 1	ZONE 2	ZONE 3	ZONE 5
Austria	France	Croatia	Bulgaria
Belgium	United Kingdom	Estonia	
Denmark	Spain	Finland	
Germany		Greece	
Luxembourg		Ireland	
Holland		Latvia	
Poland		Lithuania	
Czech Republic		Malta	
Slovakia		Portugal	
Slovenia		Romania	
Hungary		Sweden	

6. CUSTOMER SERVICE

The Customer (sender) may request assistance:

- by calling +39 06.4526.1600 from a landline or mobile phone according to the costs of the telephone operator from which the call is made, or the toll-free landline number 800.160.000, both available from 8 a.m. to 8 p.m.;
- by using the “Scrivici” (write to us) form in the Assistenza (Help) section of www.business.poste.it.

The Customer (sender) or the person designated may file a complaint according to the General Terms and Conditions:

- by sending a certified email to reclamibusiness@postecert.it;
- by sending a registered letter to P.O. Box 600
- by sending a fax to +39 069 868 5921

The Customer must indicate, by filling in the appropriate form available in the “Assistenza” section of www.business.poste.it, the following information:

- waybill number;
- sender data;
- recipient data;
- shipment characteristics (e.g. cash on delivery, full coverage, etc.);
- contract references;
- reason for the complaint;
- IBAN data for possible refund.

In the case of damage or tampering, compensation may only be paid to the sender if the recipient has complained to the foreign operator about the damage in accordance with the rules and timeframe established by the country itself. The definition of complaint and the respective refund depend, therefore, on the response of the foreign operator and what is laid down in its national law.

7. USE OF POSTEDELIVERY BUSINESS LOGO

The Customer acting on behalf of a third party may use the following identifying logos of the “Poste Delivery Business” Service, owned by Poste Italiane, exclusively under the terms and conditions, according to the methods and with the limitations set forth in Article 11 “Use of the Logo” of the General Terms and Conditions.

The technical specifications are indicated below:

The product lettering, as written in the PDF, is specially designed for use in combination with the Poste Italiane logo.



AREE DI RISPETTO



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