

# GENERAL TERMS AND CONDITIONS

Express One as the undertaking

## 1. Contracting Parties

### 1.1. Service provider

**Express One Hungary Kft.**  
(hereinafter: **Express One**)

Registered office: 1239 Budapest, Európa utca 12.  
Postal address: 1239 Budapest, Európa utca 12.  
Incoming orders:  
Phone: +36-1/8777-400  
Fax: +36-1/8777-499  
Email: [penzugy@expressone.hu](mailto:penzugy@expressone.hu);  
[ertekesites@expressone.hu](mailto:ertekesites@expressone.hu);  
[ugyfelszolgalat@expressone.hu](mailto:ugyfelszolgalat@expressone.hu)  
Website: [www.expressone.hu](http://www.expressone.hu)  
Customer service  
office address: 1239 Budapest, Európa utca 12.  
Opening hours: 8 a.m. – 5.30 p.m., Monday-Friday

**Core activity:** courier and express postal services as per Sections 2 (9) and (15) of Act CLIX of 2012 on Postal Services (hereinafter: 'Postal Services Act'), as well as performing Other postal services not replacing the universal service in Hungary as per Section 8 (1)(d) of the Postal Services Act.

**Express postal service:** a domestic or international postal service where the service provider delivers the registered consignment within a guaranteed period, on the working day following dispatch within Hungary (between 7 a.m. and 6 p.m.; while in special periods i.e. between 1 November and 31 December each year, with a delivery time of 24 to 72 hours, irrespective of the specified mode of transport), no later than on the third working day following collection for consignments dispatched to EU Member States, and no later than on the fifth working day following collection for other international consignments; and performs at least one of the following additional services:

- track & trace;
- COD (Cash on Delivery)
- value declared
- delivery solely to the hands of the person indicated as the consignee
- collection of the consignment at the sender's home address, place of stay,
- or at the sender's registered office, business site or branch office.

**Other postal service not replacing the universal service:** A postal service that, in addition to the handling of the postal consignment in a way that is traceable by the sender as well as personal delivery thereof, also contains at least one of the following extra postal services if and as requested by the customer:

- pickup of the consignment at the place indicated by the sender;
- service with guaranteed delivery time;
- delivery of the consignment to a new address if there has been a change of consignee;
- certification of delivery;
- custom-tailored service

#### Other available services

52.10 Warehousing and storage

52.24 Cargo handling

52.29 Other transportation support activities

82.11 Combined office administrative service activities

82.92 Packaging activities

**Express One** is entitled to rely on other forwarders and carriers during performance, and assumes full liability for their activities.

### 1.2. Customer

Customer is postal A user according to Section 2.12, who uses or may receive Express One's postal service provided in accordance with these General Terms and Conditions or a separately concluded and valid contract, or other services related to postal services, and postal service recipient.

A contracted partner is a customer with whom Express One has a unique contract in force at the time of dispatch.

In the case of the use of the services of **Express One**, the private individual, legal person, business association without legal personality or other organisation indicated as sender on the consignment shall be regarded as the customer sending the consignment (hereinafter: 'sender').

Sender must notify **Express One** of any significant changes in the sender's data without delay in writing where:

- there has been a change in sender's name or address
- sender's location for the collection of goods has changed
- sender's bank account number has changed
- there has been a change in the person authorised to sign on sender's behalf or represent sender's company
- there has been a change in sender's company form.

Consignee: means the customer indicated as the consignee on the consignment, the packaging thereof or on the relating list.

Irrespective of the existence of any contractual relationship, **Express One** will consider as customer any person who/that requests information or enforces a claim against **Express One**.

## 2. Subject matter of the contract

Under their service contract, **Express One** as a courier service provider agrees to collect from the sender, against payment, the consignments that are of a size, weight, content and packaging complying with the conditions set out in the General Terms and Conditions and the applicable laws, to forward the same, and to deliver the same to the consignee or an authorised recipient.

The rules applying to the packaging, closing, addressing and dispatch of consignments are only set out in this Chapter where these rules depart from the general rules set out in the Chapter on the sender's responsibilities.

The General Terms and Conditions give a detailed description of the specification, size and weight limitations and content requirements of the consignments.

**Consignment:** means the consignment that complies with the limitations as to weight and dimension under these terms of delivery, and the shipment indicating both the sender and the recipient on a self-adhesive label.

**Types of consignment:** mail and parcels, with an affixed self-adhesive label, that are transported by **Express One** by road.

## 3. Conclusion, amendment and termination of the contract

### 3.1. Conclusion of the contract

The service contract shall come into existence by collection of the consignment by the service provider or by its agreement to provide the service. Upon collection of the consignment, a written acknowledgment shall be issued.

The start date and time of performance of the service contract is certified by the date indicated by the service provider, the indication of the exact time of collection, and the signature of the agent collecting the goods.

Where the General Terms and Conditions require a written agreement, the service contract shall come into existence upon all contracting parties attaching their signatures thereto. The online programme necessary for use of the service (eBox/ WEBCAS) shall be provided by the service provider to the user free of charge. The label necessary for use of the WEBCAS customer programme shall be obtained by the sender. The eBox customer programme provided to one-time clients provides availability to basic services only; such services and the applicable rates are set out in Annex 2.

Unless otherwise agreed by the contracting parties, the service provider shall only be obliged to collect the consignment if the sender has placed it in a packaging appropriate for the type, nature and quantity of the consignment's content and such content cannot be accessed without manifestly damaging the packaging and/or the seal.

Unless provided by the General Terms and Conditions or agreed by the parties otherwise, contracted partners **who has a unique contract with Express One in force at the time of dispatch** shall settle the service fee within 12 calendar days following the issue of the invoice for the first service fee after delivery of the relevant consignment.

In case of an individual agreement, in the contract the parties may agree on a longer term of payment, but only in writing.



In the service contract, the parties may mutually agree to depart from the provisions of these General Terms and Conditions, except if such departure is prohibited by applicable law.

Save as otherwise agreed by the parties, one-time clients shall settle the service fee at the time of collection of the goods, by cash or by bank card.

The parties may not deviate from the provisions of the General Terms and Conditions where, as a consequence of such deviation, the collection, processing, forwarding or delivery of the consignments would threaten or jeopardise life, health, physical integrity or the consignee's right to safe receipt of the consignment. In case of bank card payment Express One can provide the service by using the "paypass" technology.

### 3.2. Amendment of the contract (subsequent instructions)

The sender shall only be entitled to amend the contract in the following cases:

#### 3.2.1. Amendment of contract by the sender before consignment forwarding

Against payment of a specific extra fee, the sender of the consignment may request additional and special services, may amend or cancel the order and/or may request the consignment to be returned before it is forwarded.

#### 3.2.2. Amendment of contract by the sender after consignment forwarding

Against payment of an extra fee and with the proper application of the rules concerning subsequent instructions, the sender may modify the address details of the consignment even after the consignment has been forwarded; in such cases, the service provider must take into account such modification before starting delivery to the place of destination. If the address modification entails forwarding the consignment to another delivery location or to return the same, the forwarding charge must be paid.

## 4. Refusal of service provision

### 4.1. Refusal to conclude and perform the contract

**Express One** must refuse to conclude and/or perform the service contract if it becomes aware of any of the following facts:

- performance of the contract is contrary to law or any international agreement;
- the content of the consignment manifestly damages or threatens life, health, physical integrity or the human environment;
- the consignment does not meet the requirements applicable to restricted consignments;
- the packaging of the postal consignment does not meet the requirements of the General Terms and Conditions.

Any additional costs resulting from refusal of performance as above and/or the return of the consignment shall be borne by the sender.

**Express One** may refuse to conclude the contract if:

- provision of the service is suspended or limited under law;
- the traffic conditions necessary for provision of the service are not available for reasons outside its scope of activities.

If **Express One** has reasonable grounds to believe that it must refuse to conclude the service contract, it may make the conclusion of the contract conditional upon the sender being able to demonstrate that **Express One's** assumptions are unfounded. If the sender wants to demonstrate the unfounded nature of the assumption, they must be provided the opportunity on site and without delay. If the assumption proves to be unfounded, the service provider shall securely package the consignment again, free of charge. In such cases, going forward the service provider may not refer to any deficiency in packaging.

### 4.2. Termination of contract

Cases of termination of the service contract:

- Express One performs its agreed service, in the event of a complete or partial failure of the service, Express One closes the investigation, compensation, compensation or complaint procedure initiated by itself or upon the customer's notification.
  - the consignment is undeliverable.
  - the sender rescinds the service contract.

### 4.3. Undeliverable consignments

The consignment shall be considered undeliverable if:

- for reasons not attributable to the service provider, the consignment cannot be delivered to the consignee.
- the sender or, if applicable under relevant agreement, the consignee did not pay the fee applicable to the consignment.

**Express One** Hungary Kft. shall be entitled to erase the parcel data to which no parcel is assigned/received within 5 working days of such data being entered into the system.

In the case of shipments consisting of multiple parcels, the number of parcels received via electronic data transfer from shipper, differs from the parcel number physically arrived in the HUB of Express One, the possibility of sending back the partly arrived shipment is upheld by Express One to the shipper.

The consignments excluded from transportation, as well as the applicable conditions of transport, are set out in *Annex 1*.

If the postal consignment is undeliverable, the postal service provider shall return it to the sender, but the Service Provider may make this subject to the payment of its costs. If the sender fails to pay the costs of return or, due to reasons not attributable to the postal service provider, it is not possible to return the consignment, the postal consignment shall be considered unreturnable.

A shipment sent by an unknown sender, as well as an undeliverable shipment whose return delivery costs are not reimbursed by the sender, refused to be accepted, or cannot be returned due to other reasons beyond Express One's control, are considered non-returnable.

The Service Provider shall retain any unreturnable postal consignment. Such retention shall be governed by the provisions of the Civil Code applicable authority and ownership without legal title, with the following deviations:

The Service Provider

apart from the provisions of points b) and c) of the Postal § 42, paragraph (6) - which provisions are contained in the next two indented paragraphs - the registered postal item is kept until three months from the date of dispatch, after which it is destroyed.

shall retain postal parcels for three months from dispatch, and then open the same;

shall open a registered postal consignment immediately if retention for a period indicated in subsections a) and b) may not be expected because the consignment is likely to have a hazardous or perishable content.

After opening the postal consignment, if it contains goods having a commercial value, the Service Provider shall sell the same, otherwise it shall destroy the content.

The postal consignment shall be opened, sold or destroyed in the presence of a two-person committee and by drawing up a protocol; the members of the committee may be selected from among the employees, members, agents or contributors of the Service Provider. The protocol shall be retained by the Service Provider for a year after the date of dispatch of the consignment.

The Service Provider shall use the proceeds of sales to reduce the retention costs of unreturnable postal consignments, or shall reserve such proceeds for this purpose.

### 4.4. Suspension of service

If the sender fails to fulfil their obligation to pay the fee as per Section 6.2 herein, **Express One** shall be entitled to suspend the service.

## 5. General rules of using the service

### 5.1. Sender's responsibilities

Sender shall package all consignments by fully complying with the provisions of point 5.1.2 in line with the requirements of commercial parcel handling and effective road forwarding, attach to them the fully completed parcel identifiers and documents provided by **Express One** for this purpose, and send data electronically. If sender fails to fulfil the above obligation, **Express One** shall be entitled to print a new label for the parcel; however, assumes no liability for any resulting error, and may charge a fee for manual data recording. **Express One** Hungary Kft. shall be entitled to erase the parcel data to which no parcel is assigned/received within 5 working days of such data being entered into the system. For consignments comprising multiple pieces. Electronically or in writing, **Express One** shall have the right to refuse to transport the consignments until receipt of the data. If the quantity of Sender's consignments significantly (but at least by 30%) differs from the daily volume limit set out in the contract, they shall communicate the same by no later than 12 p.m. (noon) on the day of required goods collection by email to [volumen@expressone.hu](mailto:volumen@expressone.hu). In such cases, **Express One** shall examine the feasibility of the deadline for goods collection and delivery, and shall give feedback in writing.

In lack of the above (previous communication and a written approval), **Express One** shall be released from its obligation to collect any



consignment above the general volume and shall have the right to set the delivery deadline in 48-72 hours, irrespective of the specified mode of transport.

### 5.1.1. The rules pertaining to the content of the consignment.

Sender shall be responsible for ensuring that the content of the consignment complies with the law and the conditions of the General Terms and Conditions.

The consignment must not contain any object or material the transportation of which is prohibited by law or the General Terms and Conditions. Certain objects or materials specified in the General Terms and Conditions may only be dispatched with the conditions prescribed in the General Terms and Conditions. Excluded objects are enlisted in Annex 1. Express One have a right refuse to include them. Objects and the energy or power sources necessary for their operation may only be placed within the same parcel if the packaging prevents the object from accidentally becoming operational.

**Express One** shall not be obliged to examine the content of the consignment in terms of whether they are excluded. If, however, in any phase of the service, it finds that the consignment has excluded content or the conditions necessary for restricted transportation are not met, it shall not deliver the consignment to the consignee and, if appropriate, may report the case to the competent authority. If, after dispatch, Express One notices or becomes aware that the shipment contains item(s) excluded from delivery, it is obliged to refuse to perform the service or to continue it and to notify the sender of this, and to return the shipment to him, the return costs is borne by the sender. Sender shall be liable for any damage caused by the consignment in human life, health, physical integrity, objects, as well as in the equipment of **Express One** and in other consignments. Sender shall bear their own damage and compensate any additional costs incurred by **Express One** (e.g. return, repackaging, costs related to damage mitigation, fines levied by the authorities etc.) as a result of sender's non-compliance with the requirements set out by law or in the General Terms and Conditions.

### 5.1.2. Packaging, seal, addressing

It is the sender's responsibility to address the consignments so that they are suitable for transport and package them safely, in accordance with the content, so as to properly protect the same, furthermore, to ensure that consolidated items do not tip over, fall or lose their shape during manual or automatic processing. Goods shipped on pallets must be foiled or strapped to the pallet in matter that goods are not damaged by it, but it protects the parcels from the affecting forces that occur during transportation.

**Packaging of consignments:** The consignments must be packaged in line with the characteristics, nature, shape and weight of the content, and such that the cover of the consignment protects internal content. The sender shall be liable for any damage caused by the content of the dispatched consignments.

The use of the 'Fragile' label does not exempt the sender from their obligation to package the goods in line with the nature of the same, and does not in itself protect the goods.

For fragile objects (glass, porcelain, bottles, medicinal and injection vials, infusion bottles etc.), if the external packaging is undamaged, no compensation shall be due even if part of the content is damaged or leaked and contaminated the rest of the content due to the insufficient nature of the internal packaging. The internal packaging shall be such as to protect the consignment from external impacts, and to prevent it from shifting by keeping held firmly in place.

The prevention of any leakage within the parcel shall be the Client's responsibility by using a hermetic seal. **Express One** will not assume liability for any damage resulting from leakage.

Boxes strapped together may not be collected, as the packaging may disintegrate and only the box identified with the label will be delivered.

As cover, clean, light-coloured packaging material shall be used that does not impair the legibility and handling of the address label, and which provides a suitable basis for affixing the address label and other markings easily and durably. In the case of packages, Express One does not guarantee the handling of the goods according to the mark "upward handling". Sacks, baskets and other objects customarily not packaged in commercial practice do not need packaging; however, even in such cases, it is necessary to provide for a surface suitable for affixing the address label and other markings.

Any parcel over 40 kg must be placed by the sender on an 80 cm x 120 cm pallet and fixed securely. **Express One** shall not undertake to return the pallets to sender. In the case the entrusting party has a valid pallet exchange agreement with Express One Hungary, but the consignee of

the shipment does not provide return pallet(s) at delivery, Express one is not responsible or obliged to return the empty pallets.

The total weight of a multiple-piece consignment dispatched to the same address may not exceed 150 kg. Consignments dispatched this way exceeding 150 kg shall be considered as pallet consignments.

The quantity of box consignments dispatched to the same address may not exceed 15 pcs/consolidated address (7.1 Shipment consolidation) or the size of 80x120x80cm. In case of exceeding these size limits, sender shall place their unit load on a pallet and fix it securely. If the consignment is not packaged properly, **Express One** may automatically return it to the sender the next day.

Consignments are transported in a non-heated/non-cooled load compartment, thus, depending on weather conditions, they may be exposed to a temperature between -20 and +70 Celsius degrees; **Express One** shall assume no liability for any resulting damage to the content (e.g. freezing, melting etc.), not even in the case of late delivery.

**Sealing of consignments:** The cover, the internal and external packaging and sealing shall be such as not to allow access to the content without manifestly damaging the cover.

**Addressing of consignments:** The address on the consignment must be clear, accurate and easily legible. **Express One** shall not accept for transportation any consignment the addressing on which is modified by crossing, overwriting or by any other means. The full name of the consignee must be indicated on the consignment. More than one name may be indicated as the consignee.

The address label (self-adhesive label) shall clearly distinguish between the address of the sender and the consignee. The address label must be placed on the top of the consignment so that the printing quality of the label is proper i.e. legible.

The address data must be indicated in Latin script, Arabic numerals (district, street, number, building, floor, door) or, if required, Roman numerals, legibly, using address labels (printed self-adhesive labels) durably affixed to the consignment.

The self-adhesive label must be affixed to the consignment so that it cannot detach during handling. In case of re-using a packaging material, the sender must remove any invalid identifiers before dispatch, otherwise **Express One** shall not be held responsible for any resulting error.

The consignee's name and address must be indicated lengthwise on the consignment, on the upper side, on the top of the consignment, in accordance with the transportation rules.

The sender is required to indicate the following address details on the consignments:

- the name of the sender;
- the name or designation of the consignee(s);
- the place of destination of the consignment – name of settlement/town;
- the location – the street/public space, number, stairwell;
- the closer address – floor, door;
- the postal code;
- if the consignment is addressed to abroad, the name of the country;
- the COD amount payable.

**Express One** shall not undertake delivery to a topographical lot number. If the sender indicates more than one address on the consignment,

**Express One** will consider the address first indicated and, if one of the addresses is a PO Box, it will consider the other address, and will use that as the return address.

The consignee's responsibilities are set out in the General Terms and Conditions.

## 6. Establishment and settlement of the service fee

### 6.1. Establishment of the fees

The customer shall pay a fee for using the services offered in the General Terms and Conditions (hereinafter: services).

The service fees are specified in the effective standard rates in Annex 2 to these General Terms and Conditions. The e-toll surcharge and fuel surcharge to be added to the delivery fees applicable to our contracted partners can be found in the 'Downloadable documents' menu on our website ([www.expressone.hu](http://www.expressone.hu)).

**Express One** shall have the right to check and weigh the consignments dispatched by the customer, and establish the freight applicable to the delivery of the consignment based on the result of the weighing. The gross weight of the consignments shall include the weight of the packaging, including the weight of the pallets. For contracted partners,



the driver collecting the parcels shall only certify the number of parcels collected, in the case these parcels are packed accordingly and a control is possible. The itemised registration and weighing of the parcels shall take place in the central parcel processing facility. Upon receipt, **Express One** carries out the weighing automatically, on an electronic scale, and registers the data automatically by assigning the measured weight to the parcel number. For consignments comprising multiple packaging units, the individual weight of the individual packaging units will be rounded up to whole kilograms, and **Express One** establishes the total weight of the consignment on this basis.

Service fees can be settled by bank transfer, under and in accordance with the conditions of the contract concluded with the service provider in writing. For one-time orders, the freight shall be paid in cash or by bank card at the courier collecting the goods on the basis of the weight provided upon sending the goods collection request and based on the payment notice sent electronically. After collecting the goods, **Express One** will issue an electronic invoice in each case.

Service fees are determined by **Express One**. In the case of prices that fall under free pricing, **Express One** shall notify the customers of any change in the rates 30 days before the introduction of the new rates, on its website.

From the effective date of such change, the customer shall pay the new rates.

**Express One** may claim the fees of postal services and all other charges in relation to the consignment within five years calculated from the date of delivery of the consignment.

## 6.2. Payment methods

Service fees may be paid by the sender or the cost bearer by bank transfer, or by the one-time client in cash or by bank card. It is neither possible nor allowed to use a franking machine. In case of bank card payment **Express One** can provide the service by using the "paypass" technology.

**Payment by bank transfer:** as a general rule, **Express One** issues an invoice for periodic settlement to the sender payable by bank transfer.

The client shall settle the invoice by the deadline, by bank transfer. For other services offered, in the case of non-payment or significant delay in payment (after the 30th day following expiry of the payment deadline), **Express One** shall have the right to:

- retain the consignments of the partner concerned in its central warehouse without delivery, and apply to them the process specified for unreturnable consignments as per Section 4.3 above, and/or automatically set off any collected COD against the currently outstanding amount.
- charge default interest under Section 6:155 of the Civil Code as in force from 15/03/2013 or at a rate specified on the invoice issued to the client, from the first day of the delay, and claim the compensation of any other legal and other expenses incurred by it in connection with the collection of the amounts outstanding.
- the statute of limitations period for the claims based on the invoices issued by **Express One** is 5 years.

For contracted partners, the sender shall settle the service fee by the relevant deadline, by bank transfer to **Express One's** bank account.

Under a one-time written agreement, the fee shall be paid with the frequency set out in the relevant agreement, after the issue of the invoice, by the deadline indicated on the relevant invoice, by bank transfer.

## 7. Services (refer to Annex 2 for the rates)

After confirmation of receipt, **Express One** transfers and delivers each consignment in a registered and recorded manner.

The data indicated as comments or additional information etc. provided by the sender on **Express One's** on-site client software and/or during any data provision in relation to the dispatch of goods shall not qualify as a service. These shall be handled as additional information, and **Express One** will do its best to take these into consideration while providing the service, but assumes no liability for full compliance with them.

### 7.1. Available services

- 5320'03 Courier activities
- 6311'03 Cargo handling

**At the sender's choice, the following courier services are available for an additional charge:**

### DIR – Direct Delivery

**Express One** ensures a courier dedicated to the sender for the same-day delivery of the consignment. This takes 10 hours from the time of collection.

**At the sender's choice, the following express postal services are available for an additional charge:**

### 08H – Express Delivery

**Express One** delivers the sender's consignment by 8 a.m. on the working day following the day of collection.

Delivery is available in certain settlements/towns only. The list of these settlements/towns can be viewed on the [www.expressone.hu](http://www.expressone.hu) website among downloadable documents.

This service is available for contracted partners only.

### 10H – Morning Delivery

Delivery takes place by 10 a.m. on the working day following collection of the goods. Delivery is available in certain settlements/towns only. The list of these settlements/towns can be viewed on the [www.expressone.hu](http://www.expressone.hu) website among downloadable documents.

This service is available for contracted partners only.

### 12H – Delivery Before Noon

**Express One** delivers the sender's consignment by 12 noon on the working day following the day of collection.

This service is available for contracted partners only.

### EST – Delivery After EOB

Delivery between 5 p.m. and 9 p.m. (in which interwall a delivery time window is not selectable) on the working day following the day of collection of the goods. This service is only available for consignments dispatched to Budapest (address with a postal code starting with 1). It is only available jointly with the SMS notification service. Only for small parcels (not for pallet dispatch).

This service is available for contracted partners only.

**At the sender's choice, the following other postal services not replacing the universal service are available for an additional charge:**

### N48 – Delivery to Hypermarkets

Delivery to hypermarkets within two working days. **Express One** will attempt delivery of the consignments addressed to a hypermarket within two working days after collection of the goods, by EOB—unless the sender requested time-window delivery—with a one-hour waiting time. This service is available for contracted partners only. The service fees do not include the fees of the 'itemised consignment delivery' and 'document return' services.

**Express One** will automatically deem the 'itemised consignment delivery' and 'time-window' additional services as ordered and shall have the right to fully invoice the transport fee, without notifying the Sender, if that is the only way the relevant hypermarket takes delivery of the consignments.

**Express One** shall have the right to deliver the consignments to hypermarkets indirectly (through the display service).

The list of hypermarkets is contained in Annex 4 of the General Terms and Conditions. This service is available for contracted partners only.

### N24 – Delivery to Hypermarkets

Delivery to hypermarkets by the next working day. **Express One** will attempt delivery of the consignments addressed to a hypermarket on the next working day after collection of the goods, by EOB—unless the sender requested time-window delivery—with a one-hour waiting time.

This service is available for contracted partners only. The service fees do not include the fees of the 'itemised consignment delivery', 'time-window' and 'document return' services.

**Express One** will automatically deem the 'itemised consignment delivery' and 'time-window' additional services as ordered and shall have the right to fully invoice the transport fee, without notifying the Sender, if that is the only way the relevant hypermarket takes delivery of the consignments.

**Express One** shall have the right to deliver the consignments to hypermarkets indirectly (through the display service).

The list of hypermarkets is contained in Annex 4 of the General Terms and Conditions. This service is available for contracted partners only.

### K24 – Delivery to Central Hypermarket

Delivery is to a central hypermarket if the Sender dispatches the consignment to a central hypermarket listed in Annex 5. For this type of transport, **Express One** will automatically deem the 'itemised consignment delivery', 'time-window' and 'document return' additional services as ordered and shall have the right to fully invoice the transport fee, without specifically notifying the Sender. For this service, the



maximum waiting time is 2 hours. Express One notifies its customers electronically of partial or failed performance due to the Sender's fault, specifying the reason, and is not responsible or liable for any damages resulting from non-performance. This service is available for contracted partners only. The Client shall be obliged to notify the ordered interval of the K24 service 24 hours before the time of release, in writing, by email to [diszp@expressone.hu](mailto:diszp@expressone.hu).

#### **E24 – Night Delivery to Hypermarket**

**Express One** delivers the sender's consignment addressed to a hypermarket between 5 p.m. and 7 a.m. on the working day following the day of collection. This service is available for contracted partners only.

#### **SZO – Saturday Delivery**

**Express One** delivers the sender's consignments on the following Saturday of shipping date.

This service is available for contracted partners only.

#### **D2S – Delivery to Parcel Point**

**Express One** delivers the sender's consignment addressed to a parcel point on the first working day following the day of collection—within the working day following collection—to the parcel point specified by the consignee. In case of delivery to a parcel point, it is not possible to dispatch the consignment as 'Freight payable by consignee'; the sender shall be the party paying the freight.

The weight of the consignments dispatched in the D2S service may not be more than 20 kg and their size may not be larger than 60x60x60 cm/package unit. The value of the consignment may not exceed HUF 250,000 net. The D2S service is only available to contracted customers and to customers using **Express One's** Online Consignment Management Platform.

This service is available for contracted partners only.

#### **ARU; AR3 – Order to Pick Up Goods**

**Express One** picks up goods at an address different from the customer's business site, that is approachable by proper roads, anywhere in the country, delivering them to the customer's business site or a specified third address by EOB on the next working day following pickup.

In these cases, it is not possible to collect COD.

For other postal services not replacing the universal service, our customers can be informed of the exact whereabouts of their parcels by contacting our customer service (phone: +36 1/8777 400) or by using online tracking ([www.expressone.hu](http://www.expressone.hu)). This service is available for contracted partners only.

#### **Shipment consolidation**

**Express One** consolidates i.e. forms units of the parcels dispatched by the same sender, the same day, with the same mode of transport and packaging unit (box or pallet) and to the same delivery location but under different waybill numbers.

By using our shipment consolidation service, the customer can save on freight costs, as the aggregate weight of the consignments dispatched to the same address will determine the transport fee.

#### **Returns**

**Express One's** returns service means collecting a consignment (e.g. goods covered by guarantee or sent for service) from the consignee and returning it to the sender on the next working day. Transportation at returns rate shall be conditional upon the returns not exceeding the parameters of the original consignment (identical packaging unit and nearly identical weight and size). **Express One** is entitled to refuse to accept the return if it conflicts with the previous paragraph or other provisions of these General Terms and Conditions. If the returns are not accepted for delivery, **Express One** will not be liable for any resulting damage. **Express One** undertakes no itemised collection and delivery in the case of collecting and delivering returns.

This service is available for contracted partners only.

#### **Itemised delivery of goods**

At the sender's request, **Express One** delivers the consignment to the consignee in an itemised manner; opens the packaging of the consignment in the consignee's presence and accounts for the quantity of the consignment by reconciling it with the document attached by the sender. Where the sender did not order the itemised delivery service but the consignee requires this service due to its rules of procedure for taking delivery of the goods, **Express One** shall have the right to set the deadline for delivery of the consignment in 48 hours and charge a service fee, or refuse to provide the service.

**Express One** may not be held liable for any damage resulting from differences detected during the itemised delivery of goods, provided that

the packaging of the consignment was undamaged and intact at the time of the delivery attempt.

This service is available for contracted partners only.

#### **COD collection**

For COD deliveries, the amount payable shall be collected by bank card or in cash and will be forwarded by **Express One** to the sender by bank transfer. In case of bank card payment **Express One** can provide the service by using the "paypass" technology.

Collection by bank card is only available to contracted customers. The relevant certificate regarding the transfer shall be provided to the sender via electronic notification, to the e-mail address provided by them.

At COD management, **Express One** shall have the right to charge a transaction fee to the customer, at the rate specified on our website ([www.expressone.hu](http://www.expressone.hu)) in the 'Downloadable documents' menu.

**Express One** assumes full liability for the complete and accurate payment of the amount collected in the postal services upon COD, up to HUF 1,000,000/address. Within Hungary, **Express One** shall only collect the amount in Hungarian forint, and in case of cash collection the amount must end with 5 or 0. In case of all shipments, which have a COD amount exceeding 300.000 HUF, **Express One** provides cash collection only via bank card payment.

**Express One** will only undertake to collect the COD amount if the amount is clearly indicated on the accompanying documents.

**Express One** may not be obliged to provide any change necessary for collection.

The amount of COD for international consignments may only be collected in the official currency of the given country, and **Express One** will transfer the amount once a week and only to a bank account opened in the given country in the same currency.

Where COD was specified at the time of dispatch, it may only be amended or cancelled in writing, at [ugyfelszolgalat@expressone.hu](mailto:ugyfelszolgalat@expressone.hu).

#### **Document return**

The documents to be returned must be affixed by the sender to outside the parcel, in a clearly visible manner, while the consignee's copies must be placed inside the parcel or, if that is not possible, in a separate pouch marked 'consignee's copy'.

Where the customer programme is used, the identifiable document numbers indicated on the documents to be returned need to be indicated in the document number field. These fields may only provide information to **Express One** and no-one else, and thus no document number or account number not required for the return may be provided here. In lack of an original document number, the sender must provide the document with an identifiable document number and in the case of another client, the sender's name as specified in the document must also be indicated in the relevant field of the customer programme.

If document return fails due to the sender's error (no document return is marked, the document is not affixed to the side of the parcel, not the right document is affixed to the parcel or not in the right number of copies) or delivery under another name is not indicated, **Express One** may not be held liable for the failure of document return and undertakes no subsequent document return.

If documents are missing or document return fails, the sender shall be obliged to provide a copy of the original documents.

Under this service, provided that the conditions of document return are complied with, **Express One** assumes liability for returning the documents signed and stamped by the recipient—or, in lack of stamp, provided with their ID card number—to the client on the second working day following drop-off at the earliest.

**Express One** shall notify the sender if document return fails through either the sender's or **Express One's** fault, provided that it has the sender's contact details (email, phone number).

We have no means to send the documents by any other means (scan, fax) other than prescribed; except in the case of clarifying a complaint, if any, in connection with the receipt of the goods. This service is available for contracted partners only.

#### **7.2. Collection**

Consignment collection may take place at a determined time and date at the sender's business site or address, only if requested electronically.

**Express One** shall notify the customer of the expected time of collection at the business site. The sender may have no more than 3 own business sites where **Express One** carries out the orders for goods collection.

Consignments shall be collected by **Express One's** subcontracted courier under the oral agreement between the customer and **Express One**.

The service can be ordered electronically through the WEBCAS or eBox platform.



The establishment of the **Express One** courier service contract as well as receipt of the consignment by **Express One** is evidenced by the **Express One** collection list (with the collector's signature and the service provider's details) or, in case of dispatch through eBox (<https://expressone.hu/e-ugyfelszolgalat/feladom-a-csomagom/>), the signature affixed through the hand device or delivery used by the courier, as well as payment of the freight. Where, at the time of collection of the consignments, the person taking them over has no means to take them over by number, a so-called conditional handover shall take place. In the case of conditional takeover, **Express One Kft.** shall acknowledge the fact of actual handover-takeover of the consignment through the so-called receipt scale data, if the parcel(s) lack this scale information, the documents marked with conditional takeover will not be the basis of the actual takeover. If, following visual inspection, the courier deems the consignment hazardous to their own personal safety or considers that it cannot be safely transported on the available transport vehicle, furthermore, if the consignment contains an excluded object and this consignment meets the conditions set out in *Annex 1* of the General Terms and Conditions, the courier may refuse to collect it. In case the customer does not have a shipment waiting to be sent on the day/time of the pick-up ordered electronically (WEBCAS, eBox interface), in that case he must inform Express One of the cancellation of the pick-up, otherwise the pick-up fee will be invoiced to the customer.

### 7.3. Weight and size limits

The weight and size limits of the consignments transportable by **Express One** are, by having regard to the means of transport, the following:

- in case of transport by car, the maximum weight of postal parcels may be 31.5 kg each, that of other parcels 40 kg each; for pallet consignments 600 kg/pallet, with a maximum area of 800\*1,200 mm, height 1,700 mm, including the height of the pallet.
- for consignments with a specific weight less than 167 kg for 1 cubic metre, **Express One** determines the freight based on volumetric weight calculation. Calculation of volumetric weight: volumetric weight (kg) = height (cm) x length (cm) x width (cm) / 6,000 (cm<sup>3</sup>/kg)
- for consignments exceeding 200 kg gross addressed to the same address, and for consignments dispatched on two or more pallets or NGK parcels, **Express One** shall have the right to set the delivery deadline in 48-72 hours, irrespective of the agreed mode of transport.
- for pallet consignments, where manual delivery by human power is not possible, the Consignee/Sender shall be responsible for ensuring any necessary machine. Where manual unloading or loading is required at the address, the consignee/sender is responsible for the shifting of the goods (unpacking); the **Express One** courier will help shifting the goods up and down the vehicle.

### 7.4. Special consignments

If the Client's consignment cannot be handled according to **Express One's** standard goods handling and/or transport process, **Express One** shall have the right to charge further extra fees in addition to the freight. Such special consignments shall include:

#### Consignments posing occupational health and safety risks

The consignments that, due to their form and/or other characteristics (e.g. unpackaged consignments, protruding parts, sharp surfaces, hidden dangerous goods etc.), may cause injury or damage during transport.

#### Consignments that cannot be packed together (assembled on a pallet)

The consignments whose form, shape or packaging prevents unit load creation.

#### Over-sized, overweight or other consignments not sortable on roller table (NGK consignments)

- Overweight consignments mean the packaging units over 31.5 kg that the sender has not assembled on a pallet, and as such their safe handling requires machine assistance or more than one person. Furthermore, overweight consignments include pallet consignments whose weight exceeds 600 kg/pallet. The maximum weight of the overweight pallet is 800 kg.
- Consignments with a weight of less than 31.5 kg but with special dimensions over 110 cm in length and/or 50 cm in width and/or 50 cm in height, are considered oversized.
- that have a cylindrical shape and therefore do not lay still on the sorting belt;
- consignments not suitable for handling on the roller table also include barrels, cans and/or bottles containing liquids and/or

consignments in sacks that may become unstable or fall from the sorting belt, including shipments that are strapped together, thus having the possibility to get stuck in the conveyor, thereby causing material and/or personal damage and/or damage in the consignment.

- fragile consignments
- overly flat consignments with a thickness of less than 5 cm but other measurements exceed the size of an A4.

By reason of the above, **Express One** shall have the right to invoice surcharge per transport unit (i.e. parcel or pallet) on the ground of NGK (not sortable), oversized and/or overweight consignments. If applicable, more than one surcharge may be invoiced for a transport unit. The effective basic rate of the surcharge is specified in Annex 2.

### EKÁER Consignments

In accordance with the provisions of Decree No. 50/2014. (XII.31.) NGM of the Minister for National Economy, 1 January 2015 saw the introduction of the Electronic Trade and Transport Control System (hereinafter according to the Hungarian acronym: EKÁER) in Hungary.

The party ordering transportation services from **Express One** shall be responsible for fulfilling the reporting obligation relating to the consignments coming under the scope of the EKÁER. **Express One** assumes no liability whatsoever for any damage or consequence resulting from the failure or deficiencies of reporting.

**Express One** undertakes the delivery of EKÁER consignments and, under a relevant power of attorney, undertakes to record any changes in vehicle registration numbers in the EKÁER system of the NTCA (National Tax and Customs Administration of Hungary) on the client's behalf, against a surcharge.

The rate of this surcharge is specified in Annex 2.

If, without any fault on its part (e.g. force majeure), **Express One** is unable to perform the above modifications in the vehicle registration number, it shall not be liable and shall have no obligation to pay damages.

If, during modification of vehicle registration data, **Express One** uploads wrong data to the NTCA system due to its own fault, and the sender / consignee of the consignments suffers damage as a result, **Express One** shall pay five times the amount of the service fee, payable for the transport of the EKÁER consignment in question, to the client as damages. The payment of damages shall be conditional upon the party subject to reporting obligation sending the fine notification sent by the NTCA to **Express One** within 72 hours (3 working days) of receipt. The date of receipt of the document must be evidenced in a credible manner.

## 8. Delivery of consignments

### 8.1. General rules of delivery

The service provider shall deliver the consignments to the address indicated by the sender on the consignment or the accompanying document thereof, save as otherwise agreed by the parties or otherwise instructed by the consignee.

**Express One** Hungary Kft. shall be entitled to erase the parcel data to which no parcel is assigned/received within 5 working days of such data being entered into the system.

If the first delivery or ARU/AR3/ARP PU attempt fails, **Express One** shall attempt it once more free of charge, unless during the first attempt the unsuccessfulness of a second delivery attempt is determined.

In case of unsuccessful delivery of the shipment, Express One will also inform the recipient via an electronic mail sent to the mailbox specified by the recipient or the sender on the first working day after delivery at the latest.

After the second failed delivery attempt, **Express One** will return the consignment to the sender and shall be entitled to invoice the freight. In case the shipper requests the disposal of the goods, **Express One** shall comply. Delivery on exceptional working days defined by **Express One**, also count as a delivery attempt.

If the consignment cannot be delivered even after a waiting time of over 10 minutes due to the consignee's fault and/or the consignee's rules of procedure for taking delivery of the goods, **Express One** shall be released from the agreed delivery deadline.

The previously provided ETA (Estimated Time of Arrival) details are for informational purposes only, and any deviation from these shall not provide grounds for claiming late delivery.

If the consignee uses the so-called FlexDel (flexible delivery) service on Express One's platform or notifies **Express One** by any other means, through one of **Express One's** official channels, of wanting to take over



the consignment on another day or at a different address, **Express One** shall have the right to charge an extra fee. By using the so called FlexDel service (or any other official communicational platforms of the the customer service), modifications in the delivery date or address count as a delivery attempt (following this on the modified day or address **Express One** is obliged to make one delivery attempt). **Express One** undertakes to provide for the storage necessary for repeated delivery attempts up to the 5<sup>th</sup> working day following first delivery attempt.

For consignments comprising multiple pieces, **Express One** shall have the right to return the incoming piece of any deficiently received multiple-piece consignment on the second day, counting from first inbound. For pallet consignments, where manual delivery by human power is not possible, the Consignee/Sender shall be responsible for ensuring any necessary machine. Where manual unloading or loading is required at the address, the consignee is responsible for the shifting of the goods (unpacking); the **Express One** courier will help shifting the goods up and down the vehicle.

Inaccurate addressing shall not release the service provider from having to attempt the fulfilment of its service obligations undertaken in the service contract, however, the service provider shall be released from its obligation to pay damages if delivery fails or is delayed due to an inappropriate address.

Delivery shall only take place after the payment of the COD amount (if any) and after signing the certificate of receipt; before that, the consignee may not check the content of the parcel.

## **8.2. Place of delivery**

### **8.2.1. Home delivery**

Within Hungary, **Express One** delivers all consignments to the specified consignee, in accordance with the 'consignee's business site' incoterm. For private individuals it delivers the consignment to their home (in case floor and door nr is provided until that site), and for companies, to their business site. In the case of consignments with the parameters as per Section 7.4, **Express One** does not undertake delivery to floor and door.

### **8.2.2. Indirect delivery**

The service provider may deliver the consignment to a so-called indirect delivery person instead of the private individual consignee if one of the following facilities is operating at the given address:

- armed forces;
- penal institution or juvenile detention home;
- healthcare or social care institution;
- hotel, student or workers' accommodation, resort;
- the operator, in the case of office buildings or shopping malls.

At the locations listed above, **Express One** shall deliver the consignments to the head of the organisation under law or to the person authorised by such head to take delivery of consignments, at the place ensured by such indirect delivery person.

#### **8.2.2.1. Special delivery**

- **Express One** automatically insures the consignments up to a goods value of HUF 100,000, that is, the fee items communicated as the standard rate include comprehensive consignment insurance.

- **Express One** assumes full liability up to a goods value of HUF 500,000/consignment i.e. five hundred thousand forints/consignment, as follows:

For consignments with a value of over HUF 100,000 and less then or equalling HUF 500,000, **Express One** undertakes to insure the consignment as an optional service for additional insurance premium corresponding to 0.34% of the net consignment value.

Where the value of the consignment exceeds HUF 100,000, **Express One** only assumes liability for any damage to the consignment if the Client selected the consignment insurance option when placing the transport order.

#### **8.2.2.2. Consignments not allowed to be delivered indirectly**

- damaged registered consignment
- consignment dispatched with COD
- all further consignments where indirect delivery is excluded by law or the parties' agreement
- the consignment concerning which the consignee objects to indirect delivery in writing

In the case of consignments where indirect delivery is not allowed, the service provider shall notify the consignee of the arrival of the consignment by leaving a note.

The indirect delivery person shall be obliged to handle the consignments addressed to them (or their employees) separately.

## **8.3. Delivery of consignment to the authorised recipient**

Authorised recipients shall include the consignee, their agent, the person engaged verbally, the substitute recipient and the indirect delivery person.

The service provider shall deliver each consignment to the authorised recipient. By delivering the consignment to the authorised recipient, the service provider shall be considered to have performed the service contract.

The representative of the organization is entitled to receive a shipment addressed to a legal person, business association without legal personality and other organizations (hereinafter collectively: organization). The representative is the head of the organization, the delivery agent, the delivery manager, the liquidator, and the liquidator, as well as, in the case of delivery in the organization's business premises or other premises open to customer traffic, an employee or member employed by the organization, the postman or the reception staff natural person. The head of the organization shall be the natural persons authorized to register or represent the organization in general.

The service provider shall also consider it a consignment addressed to the organisation even if the name of a natural person is also indicated next to the organisation's name in the address label of the consignment addressed to an organisation, or if the name of the natural person and the organisation's (mailing) address (without its name) is indicated on the consignment.

The authorised recipient other than the consignee shall be responsible in accordance with the general rules of civil law for handing over the consignment to the consignee.

### **8.3.1. Acknowledgment of receipt**

The recipient shall acknowledge receipt of the consignment on the delivery document, after recording the time of delivery:

- in the case of an organization, with a legible indication and signature of the receiver's full name and representative capacity, as well as the number of her/his document suitable for personal identification
- for private individuals, by indicating the recipient's full legible name, affixing their signature, and by indicating the number of their document suitable for personal identification.

The consignee may also authenticate the receipt electronically by using an electronic delivery device. In addition to the recipient's signature, the **Express One** courier shall request the provision of the recipient's name which the courier will record and assign to the data stored in the electronic delivery device, so that the recipient's name can be queried among the electronic parcel information.

The electronic document containing the image of the signature recorded with the electronic delivery device capturing the signature shall have full evidential value as regards the authorised recipient's receipt of the consignment.

**Express One** provides unlimited parcel information (IOD) to the Client regarding the parcels dispatched by the Client, by phone or in the online parcel search system, from the morning of the second working day following collection. Proof of delivery (POD) in writing may be requested by the Client free of charge for up to 5% of the average number of parcels handed over by the Client per day. If the demand for accompanying documents exceeds this volume, **Express One** shall have the right to charge a fair document preparation fee. The document acknowledging receipt of the shipment signed by the authorized recipient (courier delivery) or the receipt certificate recognized and signed electronically (on an electronic delivery device) that replaces it is considered a suitable delivery document.

If receipt of a consignment addressed to a private individual is acknowledged by a person other than the consignee, the recipient shall also specify the relationship between him/herself and the consignee.

In case of refusal to sign, the service provider shall return the consignment to the sender, by indicating the reason.

A registered consignment addressed to a consignee who cannot write, is not familiar with Latin letters, is blind or is prevented from writing due to a change in their physical condition, shall be delivered in the presence of a literate witness of legal age. The witness shall sign their own name on the delivery document upon delivery, by indicating their capacity as a witness. Both the witness and the consignee must prove their identity to the delivery person.

Consignments addressed to a minor or a person under guardianship excluding their capacity to act will be delivered by the service provider to the statutory representative or the custodian instead of the consignee. The statutory representative or the custodian may certify their capacity with a personal ID card, a final court resolution, an authority ID or an authority certificate.

Upon the death of the natural person consignee or the termination of the consignee that was a legal person, business organisation without legal personality or other organisation, the service provider will return the consignment to the sender immediately after becoming aware of this fact.

### 8.3.2. Take-back, return

**Express One** shall be obliged to take back any consignment delivered by mistake, even if already opened, and/or its content, by concurrently recording the fact that delivery took place by mistake, to pay back any fee collected upon the mistaken delivery and, after sealing the consignment and indicating the fact of the previous mistaken delivery, take care to properly deliver the consignment.

Undamaged and intact consignments delivered to an agent, substitute recipient or delivered indirectly will be taken over by **Express One** by indicating the reason for undeliverability and affixing the recipient's (intermediary's) signature, and sent back to the sender if delivery to the consignee fails.

Duly delivered COD consignments will not be taken back by **Express One**. If, during delivery, the consignee or their agent declares in writing that they do not accept the consignment, **Express One** will return the consignment to the sender by indicating the reason, disregarding the deadlines for receipt.

If such persons refuse to make a declaration in writing, the service provider will record this fact on the delivery document and the consignment.

If the consignment cannot be delivered for a reason not attributable to **Express One**, the service provider will return the same to the sender, by indicating the reason.

## 9. Provision of information, lodging complaints

### 9.1. Provision of information

**Express One** agrees to inform its customers of any material change in the terms and conditions of contract.

It will disclose to the users the following by phone, fax, email and on its website:

- General Terms and Conditions;
- the fees applied;
- its phone number for contacts and other contact details;
- all other information of public interest.

### 9.2. User notifications, complaints

In accordance with applicable law, **Express One** must ensure that its customers can make their notifications in relation to the service (hereinafter: complaints) free of charge.

Customers can submit their complaints in the following manner:

- by phone;
- by mail;
- verbal notification or
- online

Complaints shall mean notifications wherein the user of the service (customer) claims that the service provided by **Express One** or the work of **Express One's** employee is not in compliance with the provisions of law or these General Terms and Conditions, in part or in full. Any indication or notification regarding the partial loss of or damage to a postal consignment and any claim for damages will also be handled by **Express One** among complaints. The objective of the complaint may also consist in resolving an individual legal injury or violation of interests. The service user's request for information regarding the exact details of the forwarding and delivery of the consignment shall not qualify as complaint.

Complaints may be submitted in connection with **Express One's** services within a limitation period of six months from the date of dispatch if in connection with the consignment, while regarding an activity or behaviour complained of, the complaint may be submitted within thirty days of becoming aware of the same but no later than within six months following the activity or behaviour in question.

In case of verbal observations, **Express One** shall, to the extent possible, take steps immediately on site to resolve the injury, or shall provide the necessary information. **Express One** shall inspect the

complaint(s) and respond to the customer as soon as possible after the submission of the complaint but no later than within 30 calendar days.

For complaints made verbally or by phone, the date of submission is the date of making the complaint, while for complaints made in writing, by mail or any other manner, the date of receipt. If the customer requests a written answer to their complaint communicated verbally or by phone, or submits their complaint in writing, **Express One** will notify the customer of the outcome of the inspection in writing. **Express One** shall examine all incoming complaints within the framework of a procedure that is free of charge, simple, transparent and non-discriminative. The service provider keeps records of all complaints. If the foreign service provider sends information with delay, the domestic service provider responsible for the performance of the service contract shall not be held liable if it has done everything in its power to provide timely data or information to be obtained from the contracted partner's service provider. If the complainant does not accept the answer to the complaint or **Express One** fails to respond to the complaint by the deadline, the complainant may turn to the competent supervisory Authority (currently the National Media and Communications Authority) within 30 days of receipt of the answer or, respectively, the unsuccessful expiry of the deadline for response, for having the complaint or the complaint handling inspected. The complainant must be informed of this possibility in the answer relating to the complaint.

**Express One** has the right to extend the deadline for conducting the investigation by 30 days on one occasion with simultaneous written notification of the claimant/complainant.

## 10. Rules of data processing, data protection and confidentiality

### 10.1. Data reporting

**Express One** is obliged to provide to the infocommunications authority all data relating to **Express One** necessary for the use of the services, for providing access and/or for performance of the infocommunications authority's tasks, even if such data qualify as trade secrets.

**Express One** shall make the provisions of its General Terms and Conditions available to the public.

During the data reporting as above, the entity providing the data is responsible for the timeliness, authenticity, accuracy and verifiability of the data content.

### 10.2. Protection of personal data, confidentiality obligation

**Express One** may process and transfer the data relating to and/or obtained during performance of the service by having regard to the provisions of the Act on the protection of personal data and disclosure of information of public interest.

**Express One** may become familiar with the content of the consignment forwarded by it only to the extent necessary for performing the service.

**Express One:**

- may not open any sealed consignment, save as otherwise provided for in this Section;
- may inspect non-sealed consignments only in order to establish the data necessary for collection, processing, forwarding and delivery, to the extent necessary;
- may not disclose any data obtained during performance of the service to any third party except for the sender, the consignee (or other authorised recipient) and the contributor(s);
- may not hand over the consignment for inspection of the content thereof to any third party except for the sender, the consignee (or other authorised recipient) and the contributor(s);
- may not provide information on the provision of the service to any third party except for the sender, the consignee (or other authorised recipient) and the contributor(s).

The person presenting the document certifying dispatch of the consignment shall be considered to have the same rights as the sender. Furthermore, the person communicating to **Express One** by way of telecommunication (telecommunications device, internet) the unique identification data of the postal consignment (e.g. code, postal ID) and, if necessary, the name of the sender and the consignee and the delivery address shall also be considered to have the same rights as the sender.

**Express One** may open the sealed consignment if

- the cover of the consignment is damaged to such an extent which justifies its opening in order to protect its content, and the protection of the content cannot be ensured by re-packaging it without opening;
- this is justified to avert any danger caused by the consignment;





- the retention time of the undeliverable postal parcel has expired.
- if, due to the likely dangerous or perishable nature of the content of the postal item, the postal service provider cannot be expected to store it.

The consignment shall be opened by a two-person committee, who shall record the opening process and any measures to be taken in a protocol. **Express One** shall select the members of such committee from its employees, members, agents and contributors. If it is not feasible to operate the committee, opening may take place in the presence of an authorised representative of the local government. The fact of opening must be recorded on the consignment and, if possible, the sender must be notified of the fact and the reason of opening.

**Express One** and the person (organisation) contributing in its activities shall use appropriate organisational and technical measures to ensure the confidentiality of the consignments, communications and/or disclosures forwarded with **Express One's** involvement. **Express One** and the person (organisation) contributing in its activities shall, if the legal conditions are met and if a relevant inquiry is sent, hand over or present such consignment, communication or disclosure to the organisations authorised by relevant legislation to access the same, and allow for their inspection, storage and/or other intervention in such consignment, communication or disclosure.

### 10.3. Liability of postal employees, agents and contributors

The data protection and confidentiality obligation shall apply to the employees, members, agents and contributors of **Express One**—even after the termination of their employment, membership, agency or legal relationship for contribution—the same way as **Express One** itself, and they shall be liable for any breach of such obligation.

## 11. Liability for the performance of services

If the services are performed other than in conformity with the contract—including damages to the consignment, deficient content, loss or destruction of the consignment—**Express One** shall be liable in accordance with the provisions of the effective Postal Services Act and these General Terms and Conditions.

Furthermore, **Express One** shall not be liable for any damage occurring in the scope of the services where

- the damage occurred for an unavertable reason outside the scope of the service provider's operations (e.g. acts of war, sabotage, revolution, terrorist bombing or other emergency, natural disaster, fire, strike, bomb threat, or the measures taken on the instructions of the bodies authorised under the National Defence Act),
- the consignment is packaged in a way not appropriate for its internal content,
- the damage was caused by the consignment's internal characteristics, packaging deficiencies not recognisable from the outside, insufficient address, or an address remaining from earlier deliveries of the packaging of the consignment that the sender failed to remove,
- the sender failed to provide prior notification of any special handling requirement (e.g. fragile),
- multiple parcels were strapped/bundled together and such strapped/bundled quantity has decreased.

and/or for any indirect damage or loss of profit.

The burden of proof in relation to the above paragraphs shall rest on the following persons:

- the service provider as regards the deficiencies of packaging and the insufficient address, and/or that the damage was caused by an unavertable reason outside of its scope of operations, or by a person other than the injured and the service provider performed in conformity with the contract;
- the sender and/or the consignee as regards that the damage was not the result of the deficiencies of packaging or the insufficiency of the addressing and/or that the damage was not due to the content or internal characteristics of the consignment.

In the event of indirect delivery, the service provider's liability shall pass to the recipient upon handover of the consignment. The recipient shall be liable to the consignee in accordance with the general rules of civil law.

### 11.1. Indemnification

#### 11.1.1. General rules of indemnification

The customer may enforce their claim for damages against **Express One** in writing within a limitation period of six months calculated from the 15th day of dispatch or, respectively, from the date of the relevant protocol drawn up of the deficiencies of or damages to the consignment.

The customer may claim damages from **Express One** on the grounds of late delivery of the postal consignment within a limitation period of fifteen days from receipt of the consignment, in writing.

In the event of the destruction or loss, damage to or deficient content of the consignment, the customer's claim for damages may be assessed and satisfied on the basis of the protocol drawn up the claim for damages.

If **Express One** has no means to take back and duly deliver the consignment delivered by mistake, it will consider the consignment lost. Save as provided below, the claim for damages may be enforced by the sender. The consignee may enforce the claim for damages where:

- the consignee took the delivery personally, or it has been accepted by anyone eligible to take the shipment
- the sender has assigned their right to enforce damages to the consignee.
- the shipment must be considered as rightful property of the consignee

**Express One** may request the customer to demonstrate and evidence the extent of the damage if the claim is related to the damage to or content deficiency of the consignment and/or where the consignment has been declared lost or destroyed.

The method of submitting the claim for damages:

Where, during the inspection of the complaint, **Express One** has found that the consignment had been destroyed or lost, it shall notify the customer of this fact.

If the customer wants to claim damages, they may submit the claim to **Express One** from the fifteenth day after dispatch of the consignment within a limitation period of six months.

In the case of damage, a protocol shall be drawn up upon the delivery of the parcel, at the time of the damage; the waybill number must be specified for the compensation, and the documents certifying the content of the package, the document certifying the net amount to be compensated (the document proving the net value of the purchase invoice) and the claim for damages form (in original) must be submitted. The customer's claim for damages against **Express One** can only evaluate it after sending in the required documents, failing which it will reject it.

A claim for damages regarding damage to the consignment or a partial or complete loss of content may be submitted based on the protocol drawn up.

If **Express One** detects in any phase of consignment handling that the consignment is damaged or deficient, it shall draw up a protocol of the fact and extent thereof. The service provider shall deliver the damaged or deficient consignment accompanied by such protocol.

In such cases, the consignee or their agent—or, in certain cases, the sender—receives (takes back) the consignment by indicating their quantified claim for damages in the protocol (or their statement concerning the content of the protocol), confirmed with their signature. Where the consignment was owned by the consignee and the consignment is not subject to the payment of any further fee payable by the consignee upon delivery, **Express One** shall accept as a certificate the confirmation issued by the undertaking to the consumer on the distance contract, provided that such confirmation contains the full amount paid as remuneration in connection with the purchase of the product.

If the damage or deficiency of the consignment cannot be detected at the time of delivery, it shall be notified to the service provider in writing within 3 working days from becoming aware of the same.

#### 11.1.2. Assessment and payment of the claim for damages

**Express One** shall assess the claim for damages made based on a protocol in the case of destruction or loss of the consignment or partially or fully missing content within 30 days after the claim is made and shall notify the customer of the outcome without delay.

If it finds that the claim is substantiated, **Express One** will take action to pay the damages within 8 calendar days after the assessment. **Express One** may demand ownership of the damaged assets connected with the claims for damages it has granted and where the damage occurred during its non-postal services.

If **Express One** rejects the claim in part or in full, it shall communicate the reasons thereof to the customer in writing.

#### 11.1.3. Amount of damages

In the event the content of the consignment is damaged, deficient, lost or destroyed, **Express One** shall pay lump sum damages as follows:

Where a value-declared consignment is lost or destroyed, the amount of damages shall equal the amount of value indicated by the sender at the time of dispatch.

Where a value-declared consignment is damaged or its content is deficient, the amount of damages shall be proportionate to the extent of the deficiency or the damage, but may not exceed the declared value.

If the consignment was dispatched with time guarantee but with no value declared, and is destroyed or lost completely, **Express One** will pay as damages fifteen times of the amount of the service fee.

**Express One** shall have the right to check the value of the time-guaranteed but not value-declared consignment against the commercial purchase invoice presented by the sender.

If COD as a special service is used, **Express One** shall be liable up to the amount payable on delivery if it delivered the consignment without collecting the amount or by collecting a lower amount. In such cases, the payment of damages will take place within 3 banking days following the day when the Sender assigned their claim against the consignee regarding the given consignment to **Express One**.

**Express One** assumes full liability up to a goods value of HUF 500,000/consignment i.e. five hundred thousand forints/consignment in cases where the sender requested consignment value insurance as per Section 8.2.2.1. Where no value insurance was specifically requested, **Express One's** liability for damages shall amount to up to HUF 100,000 per consignment. In case of the following transport types: ARU/AR3 **Express one** can't provide additional insurance services.

For international services, **Express One** shall compensate for the damage in accordance with the rules of the international CMR convention, that is, in the case of lost, destroyed or damaged consignments, the compensation shall amount to EUR 8.33/kg based on the weight of the given consignment, multiplied by the SDR value ([https://en.wikipedia.org/wiki/Special\\_drawing\\_rights](https://en.wikipedia.org/wiki/Special_drawing_rights)) in effect at the date of the damage, and taking the corresponding forint amount calculated with the MNB central rate valid on the date of the incident. This shall be calculated as follows: (kg\*EUR 8.33) \* SDR value, and calculating the corresponding amount in HUF.

**Express One** has no means to ensure the possibility for overinsurance.

#### 11.1.4. Procedure for consignments found after the payment of damages

If the consignment or a part of its content is found after the payment of compensation, **Express One** will notify the beneficiary of the compensation thereof. **Express One** will return the consignment to such beneficiary who, in such a case, is not required to pay back the amount of damages received. Where the delivery attempt fails and the beneficiary of the compensation fails to respond to the notice within 8 days, **Express One** will consider that the beneficiary has renounced the consignment or the content found.

#### 11.2. Service Provider's refund obligation

**Express One** shall refund any fee or fee difference established by mistake upon collection or collected by mistake upon delivery, as well as the fee of any non-performed service—after the establishment of this fact—to the sender of the consignment where

- the consignment was returned to its place of dispatch, without reaching its place of destination, due to **Express One's** fault,
- **Express One** failed to perform the service contract,
- the consignment dispatched in special service as fragile has been

damaged.

**Express One** shall refund part of the fees paid in the following cases and within the following frameworks (partial fund):

The overpaid amount where the sender or the consignee paid a fee higher than that is due according to the rates, and this can be verified from **Express One's** handling documents or from the consignment.

#### 11.3. Liability for late delivery of the postal consignment

**Express One** shall pay damages for late delivery of the consignment dispatched with time guarantee, unless it demonstrates that the delay was caused by an unverifiable reason outside its scope of operations. The amount of damages shall be twice the fee paid for the service with time guarantee.

Where the consignment was dispatched without time guarantee, **Express One** shall have no liability to pay damages for late delivery.

Where, in domestic transport, the consignment is not delivered—or delivery is not attempted—by the fifteenth day following dispatch, then, save as otherwise agreed by the parties, the consignment shall be deemed lost, and the rules for lost consignments shall be applied to the damages payable.

If the consignment deemed lost is later found, it shall be delivered. However, the damages already paid (if any) shall not be repaid to the service provider even in the case of delivery.

## 12. Quality of service provision

In the provision of its services, **Express One** agrees to fully perform the services ordered and paid by the customer in accordance with the General Terms and Conditions, forward the consignments in safe condition, and deliver them whole and undamaged, in accordance with the quality requirements set out in the relevant government decree.

The route and method of forwarding of the consignments collected shall be determined by **Express One** in accordance with the service ordered.

#### 12.1. Lead times for domestic transport

**Express One** organises and operates its activities so as to meet the endpoint to endpoint delivery periods of consignments dispatched for domestic transport as follows:

**Express One** agrees to deliver or to attempt to deliver the consignments as requested by the relevant sender and in compliance with the effective or future contracts.

## 13. Cooperation in the interest of covert investigations

**Express One** shall cooperate with the organisations authorised to conduct covert investigations by separate legal acts. When commencing the provision of the service, the service provider shall ensure the conditions for the application of the tools and methods of covert investigations in respect of its equipment and premises. Data disclosure to organisations authorised to conduct covert investigations is free of charge.

## 14. Validity

These General Terms and Conditions are the amended version of the General Terms and Conditions published on 16 June 2009, and are valid from 10. May 2024.

Date: 10/05/2024

## Annex 1

### Objects excluded from transportation:

- goods of special value, e.g. precious metals, jewellery, money, coins, antique furnishing articles and works of art, furniture, all kinds of securities, documents of monetary value, winning lottery tickets, tender applications, documents charged with default penalty, deeds and stamps
- consignments with insufficient packaging or without packaging, with particular regard to fragile goods, furthermore, goods with insufficient and misleading indications or with no indications at all;
- parcels strapped together
- battenboards
- all types of perishable goods;
- materials able to change their volume under the influence of warmth and heat (fats, oils etc.)
- objects that violate decency or dignity of the deceased (ashes and remains)
- live plants and live animals;
- white goods (refrigerator, washing machine, oven, tumble dryer etc.)
- batteries, consignments in buckets, cans or sacks,
- sanitary goods (washbasins, sinks, lavatory pans, shower cabins etc.) of extremely fragile materials (porcelain, granite, glass)
- narcotics, narcotics and psychotropic substances other hallucinogens or substances specified in the Criminal Code;
- pointed/edged weapons, firearms, munitions, explosives, goods subject to ADR transport\*
- items that can only be forwarded by a universal and licensed postal service provider,
- goods over 3 m of length and/or 3.2 m of perimeter;
- 'poste restante' consignments or consignments addressed to a PO Box or topographical lot number, furthermore parcels addressed to farms, bowery, vineyards, outer perimeters (territories unrecognised by a navigational system)
- dry ice, radioactive materials
- food, excise products, spirits and products containing alcohol, tobacco products
- a shipment marked with racist, obscene, public, inscriptions or pictures on the packaging
- 

The consignments referred by law to the competence of another organisation in a monopoly position may not be taken over by **Express One** for forwarding.

\* In the case a shipper hands over to Express One dangerous goods (falling under ADR regulation) with missing data or intentionally hides its nature of ADR, Express One is entitled to halt the shipment on any part of the distribution chain (pick up, hub processing, sorting, line haul transport, last mile delivery). Following the written notification from Express One, the consignor is obliged to care about the immediate pick up of the mentioned dangerous goods in case they do not comply to this obligation (loading and transporting function) Express one is entitled to forward any additional costs that occur from storing and handling the goods to the shipper. If the goods are not taken by the consignor within 5 days Express One is entitled to entrust a company with ADR main service profile to handle these products. All monetary and moral expenses deriving from above service are bound to be forwarded towards the consignor by Express One and additionally all legal consequences are to be heard by the consignor.

The rules related to the import ban (restriction) in force in the country(s) participating in the handling and according to the address for a shipment to be sent abroad are available on the website of Express One."

## Annex 2

### Domestic fees for non-contracted partners:

	24H	08H	10H	12H	N24	N48	K24	E24	SZO	SZO	RVA	ARU	AR3	ARL	EST	D2S	
	Standard next working day delivery	Next day delivery by 8 a.m.	Next day delivery by 10 a.m.	Next day delivery by 12 a.m. (noon)	Delivery to hypermarket on the working day after collection	Delivery to hypermarket on the second working day after collection	Delivery to a general hypermarket on the working day after collection	Night delivery to hypermarket between 5 p.m. and 7 a.m. on the working day after collection	Saturday delivery Budapest-Suburbs	Saturday delivery Bp-Country (non-Budapest)-Country (non-Budapest)-Bp-Country (non-Bp-Country (non-Bp))	Returns - return collected at delivery	External pickup - delivery from external address	External pickup - delivery from external address, delivery to third party	Delivery of consignment collected in external pickup	Delivery of consignment collected in external pickup	Delivery to parcel point on the working day following goods collection	
0 - 1 kg	2 532	13 872	6 583	4 051	6 348	5 076	14 532	14 532	10 164	13 980	1 266	942	942	2 532	2 532	2 279	HUF/shipment
1,1 - 3 kg	3 096	14 436	8 050	4 954	6 912	5 640	15 096	15 096	10 728	14 544	1 548	942	942	3 096	3 096	2 786	HUF/shipment
3,1 - 5 kg	3 588	14 928	9 329	5 741	7 404	6 132	15 588	15 588	11 220	15 036	1 794	942	942	3 588	3 588	3 229	HUF/shipment
5,1 - 10 kg	4 086	15 426	10 624	6 538	7 902	6 630	16 086	16 086	11 718	15 534	2 043	942	942	4 086	4 086	3 678	HUF/shipment
10,1 - 15 kg	4 710	16 050	12 246	7 536	8 526	7 254	16 710	16 710	12 342	16 158	2 355	942	942	4 710	4 710	4 240	HUF/shipment
15,1 - 20 kg	5 334	16 674	13 868	8 534	9 150	7 878	17 334	17 334	12 966	16 782	2 667	942	942	5 334	5 334	4 801	HUF/shipment
20,1 - 25 kg	5 982	17 322	15 553	9 571	9 798	8 526	17 982	17 982	13 614	17 430	2 991	942	942	5 982	5 982	5 384	HUF/shipment
25,1 - 30 kg	6 606	17 946	17 176	10 570	10 422	9 150	18 606	18 606	14 238	18 054	3 303	942	942	6 606	6 606	5 946	HUF/shipment
30,1 - 40 kg	7 380	18 720	19 188	11 808	11 196	9 924	19 380	19 380	15 012	18 828	3 690	942	942	7 380	7 380	6 642	HUF/shipment
40,1 - 50 kg	8 142	19 482	21 169	13 027	11 958	10 686	20 142	20 142	15 774	19 590	4 071	942	942	8 142	8 142	7 328	HUF/shipment
50,1 - 60 kg	8 922	20 282	23 197	14 275	12 738	11 466	20 922	20 922	16 554	20 370	4 461	942	942	8 922	8 922	8 030	HUF/shipment
60,1 - 70 kg	9 696	21 036	25 210	15 514	13 512	12 240	21 696	21 696	17 328	21 144	4 848	942	942	9 696	9 696	8 726	HUF/shipment
70,1 - 80 kg	10 470	21 810	27 222	16 752	14 286	13 014	22 470	22 470	18 102	21 918	5 235	942	942	10 470	10 470	9 424	HUF/shipment
80,1 - 90 kg	11 220	22 560	29 172	17 952	15 036	13 764	23 220	23 220	18 852	22 668	5 610	942	942	11 220	11 220	10 098	HUF/shipment
90,1 - 100 kg	12 000	23 340	31 200	19 200	15 816	14 544	24 000	24 000	19 632	23 448	6 000	942	942	12 000	12 000	10 800	HUF/shipment
Each additional Stop started	2 814	2 814	2 814	2 814	2 814	2 814	2 814	2 814	2 814	2 814	2 814	942	942	2 814	2 814	2 814	HUF/shipment

Our prices do not contain the e-toll fee and fuel surcharge, those are to be calculated separately.

### Fees of additional services:

COD (collection of goods value up to HUF 100,000)		510	Ft/shipment
COD (collection of goods value over HUF 100,000) The service fee is a percentage rate of the amount collected (up to 1,000,000 HUF)		0,5	%
COD (value of goods) collection – in case of payment by bank card	of the COD collection fee + the amount collected	1%	Ft/shipment
COD (value of goods) collection – in case of delivery to parcel point	of the COD collection fee + the amount collected	1%	Ft/shipment
Document return		395	Ft/shipment
Time window – delivery to hypermarket within a given interval	N24/N48 charge +	3180	Ft/shipment
Itemised delivery of consignment – freight surcharge		3340	Ft/pcs
Consignment insurance – over goods value of HUF 100,000 up to HUF 500,000 – freight surcharge	of the value of the goods	0,34%	Ft/shipment
Overweight parcel – surcharge	24H/08H/10H/12H/SZO/N24/N48/K24/RVA/ARL charge +	3180	Ft/pcs
Oversized parcel – surcharge	24H/08H/10H/12H/SZO/N24/N48/K24/RVA/ARL charge +	3180	Ft/pcs
Overweight pallet – surcharge	24H/08H/10H/12H/SZO/N24/N48/K24/RVA/ARL charge +	3180	Ft/pcs
Oversized pallet – surcharge	24H/08H/10H/12H/SZO/N24/N48/K24/RVA/ARL charge +	3180	Ft/pcs
NGK parcel (a parcel not sortable on roller table due to its physical characteristics – surcharge	24H/08H/10H/12H/SZO/N24/N48/K24/RVA/ARL charge +	3180	Ft/pcs
EKAER administration (data upload to the NTC system) – surcharge	24H/08H/10H/12H/SZO/N24/N48/K24/RVA/ARL charge +	600	Ft/shipment

### International fees for non-contracted partners:

	Zone 1	Zone 2	Zone 3	
	Export delivery 2-3 working days	Export delivery 3-4 working days	Export delivery 4-6 working days	
0 - 1 kg	4 500	11 680	15 300	HUF/shipment
1,1 - 3 kg	5 500	14 260	17 140	HUF/shipment
3,1 - 5 kg	6 390	16 530	19 300	HUF/shipment
5,1 - 10 kg	7 240	18 720	21 810	HUF/shipment
10,1 - 15 kg	8 370	21 620	24 660	HUF/shipment
15,1 - 20 kg	9 480	24 440	27 870	HUF/shipment
20,1 - 25 kg	10 620	27 320	31 410	HUF/shipment
25,1 - 30 kg	11 740	30 100	35 310	HUF/shipment
30,1 - 40 kg	13 110	33 600	39 540	HUF/shipment
40,1 - 50 kg	14 480	37 000	44 130	HUF/shipment
50,1 - 60 kg	15 840	40 430	49 040	HUF/shipment
60,1 - 70 kg	17 210	43 830	54 320	HUF/shipment
70,1 - 80 kg	18 580	47 250	60 270	HUF/shipment
80,1 - 90 kg	19 950	50 570	66 630	HUF/shipment
90,1 - 100 kg	21 340	53 960	73 400	HUF/shipment
További 50 kg-onként	8 630	13 430	21 840	HUF/shipment
Import pickup fee	8 630	8 630	13 430	HUF/shipment
COD handling in Austria	2 620	-	-	HUF/shipment
COD handling in Slovakia	1 650	-	-	HUF/shipment
COD handling in Romania	1 650	-	-	HUF/shipment
COD handling in Croatia	1 650	-	-	HUF/shipment
COD handling in Czech Republic	-	1 650	-	HUF/shipment

Our prices do not contain the e-toll fee and fuel surcharge, those are to be calculated separately.

#### COD handling:

**Slovakia:**  
COD collection is only possible in euro (€), which amount can only be transferred to a bank account with the same currency opened in Slovakia or Hungary, once a week.

**Romania:**  
COD collection is only possible in lei (RON), which amount can only be transferred to a bank account with the same currency opened in Romania, once a week.

**Czech Republic:**  
COD collection is only possible in Czech corona (CZK), which amount can only be transferred to a bank account with the same currency opened in the Czech Republic, once a week.

**Croatia:**  
COD collection is only possible in euro (€), which amount can only be transferred to a bank account with the same currency opened in Croatia or Hungary, once a week.

**Austria:**  
COD collection is only possible in euro (€), which amount can only be transferred to a bank account with the same currency opened in Austria, once a week. In the case of the COD shipment, or any part of it exceeds the weight of 31,5kg and/or the size of 2,2 meters, 3,3 girth the COD amount is to be transferred in 3 weeks' time to the provided bank account.

**Costbearer:**  
In terms of international transportation the service is provided by Express One exclusively with cost bearing on shippers side.

**Invoicing:**  
Express One Hungary Kft. Provides a detailed invoice on monthly basis, that contains the cumulated fees of the requested services in the given period.

**Payment method:**  
Transaction; due date: 12 days.

	Country code	Transit time	Tariff zone
Austria	AT	2 days	1
Romania	RO	2-3 days	1
Slovakia	SK	2 days	1
Croatia	HR	2-3 days	1
Slovenia	SI	2 days	1
Bulgaria	BG	4-5 days	1
Poland	PL	3 days	2
Czech Republic	CZ	3 days	2
Germany	DE	3 days	2
BENELUX States	BE; NL; LU	4 days	2
Italy	IT	4 days	2
France	FR	4 days	3
Spain	ES	4 days	3
Portugal	PT	5-6 days	3

**Domestic and international fees for non-contracted partners using EBOX surface:**

Domestic fees	24H	
	Standard next working day delivery	
0 - 5 kg	<b>2 990</b>	HUF/shipment
5,1 - 10 kg	<b>4 820</b>	HUF/shipment
10,1 - 20 kg	<b>7 790</b>	HUF/shipment
20,1 - 30 kg	<b>9 470</b>	HUF/shipment
30,1 - 40 kg	<b>11 130</b>	HUF/shipment
40,1 - 50 kg	<b>12 980</b>	HUF/shipment
50,1 - 60 kg	<b>15 030</b>	HUF/shipment
60,1 - 70 kg	<b>16 870</b>	HUF/shipment
70,1 - 80 kg	<b>18 540</b>	HUF/shipment
80,1 - 90 kg	<b>20 020</b>	HUF/shipment
90,1 - 100 kg	<b>21 320</b>	HUF/shipment
Each additional 50kg started	<b>7 430</b>	HUF/shipment

COD (collection of goods value up to HUF 100.000)	<b>510</b>	HUF/shipment
COD (collection of goods value over HUF 100.000) The service fee is a percentage rate of the amount collected (up to 1.000.000 HUF)	<b>0,5</b>	%

Our prices contain the e-toll fee, fuel surcharge and transaction duty. Fees are exclusive of VAT (27%).  
Shipping via Ebox surface is a prepaid service, in which case the respective delivery fee must be paid to the courier doing the pickup itself, with cash or bank card payment method.

International fees	Zone 1	Zone 2	Zone 3	
	Export delivery 2-3 working days	Export delivery 3-4 working days	Export delivery 4-6 working days	
0 - 5 kg	<b>6 600</b>	<b>17 400</b>	<b>20 400</b>	HUF/shipment
5,1 - 10 kg	<b>8 400</b>	<b>23 970</b>	<b>25 960</b>	HUF/shipment
10,1 - 20 kg	<b>11 180</b>	<b>31 940</b>	<b>39 920</b>	HUF/shipment
20,1 - 30 kg	<b>14 370</b>	<b>37 120</b>	<b>47 910</b>	HUF/shipment
30,1 - 40 kg	<b>17 570</b>	<b>39 920</b>	<b>51 890</b>	HUF/shipment
40,1 - 50 kg	<b>19 960</b>	<b>44 910</b>	<b>56 880</b>	HUF/shipment
50,1 - 60 kg	<b>21 570</b>	<b>49 090</b>	<b>64 660</b>	HUF/shipment
60,1 - 70 kg	<b>22 360</b>	<b>53 090</b>	<b>75 430</b>	HUF/shipment
70,1 - 80 kg	<b>23 970</b>	<b>57 480</b>	<b>86 210</b>	HUF/shipment
80,1 - 90 kg	<b>25 150</b>	<b>61 080</b>	<b>96 990</b>	HUF/shipment
90,1 - 100 kg	<b>25 960</b>	<b>64 870</b>	<b>107 770</b>	HUF/shipment
Each additional 50kg started	<b>7 400</b>	<b>11 390</b>	<b>19 230</b>	HUF/shipment

	Country code	Transit time	Tariff zone
Austria	AT	2 days	1
Romania	RO	2-3 days	1
Slovakia	SK	2 days	1
Croatia	HR	2-3 days	1
Slovenia	SI	2 days	1
Bulgaria	BG	4-5 days	1
Poland	PL	3 days	2
Czech Republic	CZ	3 days	2
Germany	DE	3 days	2
BENELUX States	BE; NL; LU	4 days	2
Italy	IT	4 days	2
France	FR	4 days	3
Spain	ES	4 days	3
Portugal	PT	5-6 days	3

## 2.1 Fuel surcharge calculation:

The effective transport charges are subject to the percentage surcharges as per the following table. The amount of fuel surcharge depends on the price of diesel oil a litre as officially published by the NTCA ([www.nav.gov.hu](http://www.nav.gov.hu)) on the first working day of each month.

Price of diesel oil/litre	In addition to the domestic transport fee	In addition to the international transport fee	Price of diesel oil/litre	In addition to the domestic transport fee	In addition to the international transport fee
0 - 499,9	1,0%	1,5%	700 - 709,9	22,0%	33,0%
500 - 509,9	2,0%	3,0%	710 - 719,9	23,0%	34,5%
510 - 519,9	3,0%	4,5%	720 - 729,9	24,0%	36,0%
520 - 529,9	4,0%	6,0%	730 - 739,9	25,0%	37,5%
530 - 539,9	5,0%	7,5%	740 - 749,9	26,0%	39,0%
540 - 549,9	6,0%	9,0%	750 - 759,9	27,0%	40,5%
550 - 559,9	7,0%	10,5%	760 - 769,9	28,0%	42,0%
560 - 569,9	8,0%	12,0%	770 - 779,9	29,0%	43,5%
570 - 579,9	9,0%	13,5%	780 - 789,9	30,0%	45,0%
580 - 589,9	10,0%	15,0%	790 - 799,9	31,0%	46,5%
590 - 599,9	11,0%	16,5%	800 - 809,9	32,0%	48,0%
600 - 609,9	12,0%	18,0%	810 - 819,9	33,0%	49,5%
610 - 619,9	13,0%	19,5%	820 - 829,9	34,0%	51,0%
620 - 629,9	14,0%	21,0%	830 - 839,9	35,0%	52,5%
630 - 639,9	15,0%	22,5%	840 - 849,9	36,0%	54,0%
640 - 649,9	16,0%	24,0%	850 - 859,9	37,0%	55,5%
650 - 659,9	17,0%	25,5%	860 - 869,9	38,0%	57,0%
660 - 669,9	18,0%	27,0%	870 - 879,9	39,0%	58,5%
670 - 679,9	19,0%	28,5%	880 - 889,9	40,0%	60,0%
680 - 689,9	20,0%	30,0%			
690 - 699,9	21,0%	31,5%			
			After each additional 10 HUF the following will apply	+ 1,5 %	+ 1,5 %

## 2.2 E-toll calculation:

The effective transport charges are subject to the percentage surcharges as per the following table:

Sender's postal code	Consignee's postal code	For domestic parcels	For domestic pallet consignments
0 - 1999	0 - 1999	1,5%	16,5%
0 - 1999	2000 - 9999	10,5%	25,5%
2000 - 9999	0 - 1999	10,5%	25,5%
2000 - 9999	2000 - 9999	15,0%	30,0%

## 2.3 International e-toll calculation:

Shipper's zip code	International destination country	In case of international parcel-based shipments	In case of international pallet-based shipments
0 - 1999	Any abroad destination	10,5%	25,5%
2000 - 9999	Any abroad destination	15,0%	30,0%

## Annex 3

Supervisory authority:

**National Media and Infocommunications Authority**

Address: 1133 Budapest, Visegrádi u.106.  
Mailing address: H-1376 Budapest, Pf. (PO Box) 997, Hungary  
Phone: +36-1-468-0500  
Fax: +36-1-468-0680  
Email: [info@nmhh.hu](mailto:info@nmhh.hu)

#### Annex 4

**The list of stores treated by Express One as hypermarkets (N24, N48); except for the central stores listed in Annex 5**

Aldi Magyarország Élelmiszer Bt. (Aldi Stores)  
Auchan Magyarország Kft.  
ÁFÉSZ stores  
BAUHAUS SZAKÁRUHÁZAK Kereskedelmi Bt.  
CBA Kereskedelmi Kft.  
CO-OP Hungária Zrt. (Coop chain of stores)  
Tízpróba Magyarország Kft. (Decathlon stores)  
SPAR Magyarország Kereskedelmi Kft. (Spar, Interspar stores)  
LIDL Magyarország Kereskedelmi Bt. (LIDL stores)  
METRO Kereskedelmi Kft.  
OBI Hungary Retail Kft.  
Praktiker Magyarország Kft.  
Reál Hungária Élelmiszer Kft.  
MMSH Magyarország Kft. (Media Markt stores)  
TESCO-GLOBAL Áruházak Zrt.  
Office Depot Kft  
BestByte Kft Allee Áruház

#### Annex 5

**The list of stores treated by Express One as central hypermarkets (K24):**

- Euronics headquarters (H-1239, BILK and H-2071 Páty)
- Tesco Herceghalom, (H-2053, Herceghalom, Zsámbéki út)
- SPAR Bicske (H-2060, SPAR út 0326/1.)
- SPAR Üllő (Zsaróka út H-2225)
- TESCO Gyál (Bem József u. 28.)
- Douglas Central Warehouse (Száva utca 9. H-1107)
- Penny Market Kft (Alsónémedi, H-2351, Északi-Vállalkozói tér 5)
- CBA Kft (H-2351 Alsónémedi, 2402/1 hrsz.)
- ALDI (H-2051 Biatorbágy Mészárosok útja 2.)
- Országos Dohánybolt supplier (National Tobacco Shop Supplier) centres
- HOPI Headquarters (Gyál, Hrsz. 7000/13, H-2360)
- MÜLLER Magyarország Bt (H-8868 Letenye, Mura út)
- Rossmann Magyarország Kft (Üllő, H-2225 Zsaróka utca 8)
- MS-E Commerce Kft (H-1239, ÓCSAI ÚT 7.)
- Penny Market Headquarters (H-5300 Karcag, Penny u.1)
- Auchan Üllő
- Lidl central warehouses (Szigetszentmiklós, Hejőkürt, Székesfehérvár)



**Annex 6**

**Marking**

