

Charter of obligation to the Customer

GENERALLY

The Company under the name COMET HELLAS S.P.C., in the context of providing high quality services to the customers - consumers of its services, complies with the present Charter of obligation to the Customer (C.O.C.).

C.O.C., in addition to the basic and responsible information of the consumers about the services offered by the Company to its customers, determines the respective obligations of the Company towards them, so that every customer can at any time, check the quality of the services provided to him, the reliability of the Company and finally to claim, in the cases where the Company is responsible, the foreseen compensation.

The COMET HELLAS S.P.C. guarantees and ensures the best possible way and the confidentiality of correspondence, in accordance with the provisions of the Constitution and Laws of the Greek State and provides services with the required confidentiality as appropriate for the protection the interests of its customers. For this purpose, it has established and implements a Policy for Ensuring the Confidentiality of Postal Services (PDATY), the observance of which is controlled by the competent Authority.

A. CHARACTERISTICS OF THE COMPANY COMET HELLAS S.P.C.

The purpose of COMET HELLAS S.P.C., as defined in its articles of association, is:

- A. The provision of courier services.
- B. The provision of commercial parcel services as well as the customs clearance of goods.
- C. The provision of logistics services of material goods as well as the standardization - packaging of objects.
- D. The activity in the field of providing e-commerce services in combination with the above mentioned services.
- E. Carrying out transport of any kind and by any means.
- F. The collection of receipts, in exchange for commercial transactions on behalf of third party traders.
- Z . The provision of all kinds of postal services.

To fulfill its purpose, the Company may:

- A. It cooperates in any way with similar companies at home and abroad.
- B. It undertakes and performs any commercial or other activity as well as any legal act or deed, directly or indirectly related to its purpose.
- C. Establishes subsidiaries, branches and agencies at home and abroad, or participates in companies or consortia that have similar or related purposes and activities to the company at home and abroad.
- D. Establishes, manages or participates in companies or joint ventures managing portfolio or financial leasing, which aim at carrying out activities in the wider field of action of the Company.
- E. It concludes loans or provides guarantees or undertakes obligations or issues foreign exchange, promissory notes, checks, bonds or bonds or other securities or securities on behalf of the Company.

- F. It concludes all kinds of contracts, cooperates or cooperates with domestic or foreign natural persons or legal entities of public or private law, for profit or non-profit, with associations of persons, with state or non-state bodies and organizations.
- G. Provides credits or loans or guarantees to third parties and its subsidiaries as well as recommends real insurance on third party movable or immovable property or accepts personal guarantees for the security of the Company's claims from the above transactions.

Company Info:

The Company is established in Athens Attica 11 Akragantos Str. 104 42.

For the best and fastest service to its customers, it has a modern call center, with the number **210 5140823** . It also has the updated, useful website www.comethellas.gr, through which the consumer public can be informed about the offered services, the charges but also to contact the Company through sending an e-mail to the info@comethellas.gr.

She is registered in the Register of Postal Enterprises of the National Telecommunications and Post Commission and is the holder of it with the number EETT - A.M. 20-132 National General Postal Service License.

GDPR (General Data Protection Regulation)

According to the European Union's New General Data Protection Regulation (GDPR), any individual or legal entity that keeps and/or processes personal data must adapt its activities to a renewed and more strict legal framework.

The COMET HELLAS S.P.C. has already taken the necessary steps and internal adjustments to operate in full compliance with the new Regulation.

The Company's Privacy Policy is posted on its official website www.comethellas.gr.

B . SERVICES

1. COMET HELLAS internal courier services

The Company provides emergency services for the transport of documents, forms and goods throughout Greece, in combination with special additional services in accordance with customer requirements.

The main distinction for domestic courier services is:

Inside the City for a performance the next day

Door to door

Receipt from the sender's address and service to the recipient's address

Gate - Door

Deposit at the box office of the Post Office and delivery to the recipient's address

Door - Door

Receipt from the sender's address and delivery to the sender's selection box

Gate - Gate

Deposit at the box office of the Post Office and delivery to the box office of the store

Performance on the same day in 3-5 hours

Within the City (Athens) and

From City to City, by prior arrangement

City-City for service the next day to various cities in the country

Door to door

Receipt from the sender's address and service to the recipient's address

The company's goal for the City-City **service** is to **deliver the next working day** from the deposit, which is usually achieved from Attica to the largest cities in the country, and in other places the delivery times are **from one to three days**. Delivery times depend directly on the time of receipt of the item by the customer, as well as the prevailing transport conditions. The items are delivered to the address and not necessarily to the recipient himself.

1. Special additional services

a) Performance at a predetermined time,

In selected destinations.

b) Performance with Special Management

Receipt of receipt and return of Delivery Card

c) Sending by Cash on Delivery by bank check or deposit in a bank account.

(Cash on delivery: Performance of an object with simultaneous collection of the predetermined price on behalf of the beneficiary and return of the money to him within a short period of time from the service of the object.)

d) Waiting for a Distributor

Proportional charge after the first 10

e) Saturday performance

At selected points, by prior arrangement

f) Receipt on Saturday

At selected points, by prior arrangement

g) Sunday or holiday performance

At selected points, by prior arrangement

h) Receipt Sunday or holiday

At selected points, by prior arrangement

j) New Performance

Possibility of 3rd performance if two other attempts of performance have been made after prior arrangement

k) Return of (unpaid) file

l) Shipping of Goods on the same day with a requirement for the use of a car

Charges for the provision of additional services are detailed in the Company's price list

The Terms of Service for Internal Transportation Services are summarized in the post posted on the Company's website www.comethellas.gr.

Note that the accompanying Report Courier sticker (label) is a legal document handling and does not hold an invoice or receipt. The Company issues a retail receipt or service invoice for each item served.

For the execution of special projects and group missions, the Company has the ability to sign contracts with different prices and terms. In any case, the General Terms of Service are valid, unless otherwise agreed between the Contracting Parties.

2. EXPRESS MAIL SERVICE external courier services

More than 120 postal services worldwide participating in the World Postal Union have contracted and provided emergency document and freight services, taking advantage of their extensive local area networks.

In this context, our Company undertakes the distribution of the items it receives with full electronic monitoring of their traffic and with the maximum possible security.

The EXPRESS MAIL SERVICE offered to transfer documents or goods by air and delivery takes working days in the destination country, to the recipient's address and not necessarily to the same recipient. The table of performance times for EXPRESS MAIL SERVICE items, as they are identified - via UPU - by the destination country, is an integral part of the current price list for EXPRESS MAIL SERVICE external courier services.

The objects EXPRESS MAIL SERVICE engaged in mailbox (P.O. Box). It is also possible to insure the content for customers with a contract, in consultation with the competent department of the Company.

The weight of each object must not exceed 30 kg (weight specified by the polymer agreement of the UPU), its length cannot exceed 150 cm, as well as the sum of the length and perimeter calculated in a direction different from that length not exceeding 300 cm.

These dimensions and weight may vary depending on the destination country.

The Terms of Service of Foreign Services EXPRESS MAIL SERVICE are listed in detail on the Company's website www.comethellas.gr.

For greater security and for increased liability of the Company, the service "Declared Value" is provided to customers with a contract, against payment of an additional fee and in consultation with the competent department of the Company.

For the execution of special projects and group missions, the Company has the ability to sign contracts with different prices and terms.

3. Special Postal Object Monitoring and Identification System

The monitoring and identification of the objects handled by the Company, at each stage of their management, is carried out through an electronic search system.

All distributors and points of the Company are equipped with modern tracking machines (scanner, smart phones, etc.) which allow the overall computer processing of information throughout the route of moving objects. The information entered includes real-time recording of the entire route of the object, each special management, customer request or comment, recipient's name, any cash on delivery and all the identification details of the object. Through this process, the customer is given the opportunity, using the Company's website www.comethellas.gr and with the simple introduction of the consignment number of the object, according to the provided detailed instructions, to be able to locate at any time, easily and reliably, the stage of transfer of its moving object. In the same way, foreign missions are monitored and located.

The management and retention of the registered management information of the object is carried out in accordance with the current legal framework.

4. USING SERVED SERVICES

The price lists of the Company COMET HELLAS S.P.C. are available to the trading public through the Company's website www.comethellas.gr.

The price lists are approved by the Board of Directors of the Company and are compiled based on the cost list and the competition.

Interior Services:

Prices for occasional customers for domestic courier services and surcharges for additional services are shown in the current relevant price list. For the pricing of the internal courier object the greatest weight prevails, resulting from the comparison of actual and volumetric weight. If the volumetric weight of an object is greater than the actual one, then the charge is based on the volumetric weight, which is calculated in kg if we multiply the three dimensions of the package (measured in cm) and divide by 5000. The relationship applies: Volumetric weight - (Length x 'Height x Width) / 5000.

Foreign Services:

The current price list for foreign courier services **EXPRESS MAIL SERVICE** to occasional customers is posted on the Company's website. For the pricing of the EXPRESS MAIL SERVICE item, the actual weight is taken into account and for the time being no volume measurement is performed.

Also, the Company has the possibility, in the context of relevant contracts with large customers, implementation of differentiated commercial policy by reforming the charges of all its services provided.

5. NON-RELATED TACHIDROMIC ANTIQUES – PROHIBITIONS

Services for internal courier

The Company does not undertake the transport and processing of internal courier items with the following content:

- Explosives
- Flammable materials
- Radioactive materials
- Corrosive substances
- Compressed gases
- Drugs
- poisons
- Antiquities
- Works of art
- Perishable food
- Living or dead animals or samples thereof
- plants and objects in general , which by their nature or due to their packaging are in danger of being self-destructing or destroying other objects or objects whose processing and transport is not accepted by the IATA . It also does not undertake the transfer and processing, on behalf of occasional customers, currency and cash.

In order to prevent the delivery of the above-mentioned items, the Company is entitled, but not obliged, to check the item it undertakes to process and even to open it. When the consignor for any reason delivers such items for shipment, the Company, as soon as it realizes their existence, has the right to manage them at its discretion, including the immediate cessation of transport, disclaiming any further liability, and no refunds. . The sender is always solely responsible for damages that may be caused to persons or other objects by a false statement of content.

The consignor guarantees that he is the main or legal holder of the items delivered for shipment or a representative of the owner or legal holder of the said items and accepts that the Accompanying Postal Certificate (SY.DE.TA) has been completed by him or by the Company on behalf of. It is also obliged to clearly and fully describe the content of the sent

object to SY.DE.TA, especially if it is vulnerable or fragile, and guarantees that: a) The content of the sent object is what it describes, b) everything has been marked correctly the required information as well as the recipient and c) the shipped item has been packaged so that it can be safely processed. The Company has the right to refuse receipt and / or to terminate the processing of the items to be shipped, if the information mentioned on the company's website www.comethellas.gr obligations, while in the same case the sender undertakes the obligation to pay all additional costs that could arise during the processing, return or storage of these items.

2. EXPRESS MAIL SERVICE external courier services

The Company does not undertake the transport and processing of foreign courier items through the EXPRESS MAIL SERVICE with the following content:

- ! Dangerous for transportation goods, namely:
- ! Explosives (weapons, ammunition, capsule toys, fireworks, flares)
- ! Compressed, flammable, liquefied or toxic gases (all aerosols, gas bottles, oxygen, LPG, butane, propane, smoke, lighters)
- ! flammable liquids (gasoline, paints and glues containing flammable liquids, paint solvents turpentine, alcohol, acetone, nail polish, hair spray, corrective - blanco , perfumes, colognes)
- ! Flammable solids, self-igniting and dangerous when wet (matches, phosphorus, lithium)
- ! Oxidized and organic peroxides (oxygen, sewer cleaners)
- ! Poisons and toxic substances (insecticides, poisons, herbicides, rats)
- ! Infectious substances (blood, urine, tissues)
- ! Radioactive substances (medical isotopes, some fire detectors)
- ! Corrosive substances (acids, liquid car batteries, thermometers)
- ! Various (inks, dry ice, lithium batteries, magnets, car airbags, carbon dioxide, asbestos)
- ! Drugs and psychotropic drugs
- ! Over-the- counter medications
- ! Food (perishable), the shipment is always the responsibility of the shipper
- ! Living or dead animals
- ! Plants
- ! Corpses & human remains
- ! Pirate and counterfeit products
- ! Works of art without the appropriate certificate from the Museum / Gallery / Service of Byzantine Antiquities
- ! Antiquities, hagiographies, rare books and publications with historical value
- ! Antiques and copies of ancient objects without an export license from the competent authorities
- ! Precious metals, stones and jewelry
- ! Monetary values
- ! Alcoholic beverages (in EU countries 2 bottles of wine or 1 bottle of another drink are transported)
- ! Cigarettes, cigars and tobacco
- ! Material that may be considered pornographic, offensive or inappropriate

- ! Political material
- ! Suitcases if not secured in packaging and
- ! In general, objects that by their nature or due to their packaging are in danger of being self-destructing or destroying other objects.

Also, they are not transferable: Negotiable items that can be redeemed by any third party - transferable, i.e.:

- ! Credit cards active
- ! Telephone cards and SIM telephone cards
- ! Cash withdrawals with PIN
- ! Open date & name airline tickets
- ! White or transferable checks
- ! Gifts
- ! Transferable shares
- ! Bonds and bills transferable
- ! Transferable bank documents
- ! Traveler's Checks redeemable
- ! Stamps, stamps
- ! Taxis

Also: Shipments intended for naval / military bases are not received.

- ! Shipments intended for mailbox are not accepted
- ! In the case of shipments to the United States. Special restrictions apply, while cartons are only accepted if synthetic wood such as MDF and marine plywood have been used (natural wood packaging is not accepted)

In order to prevent the delivery of the above-mentioned items, the Company is entitled, but not obliged, to check the item it undertakes to process, and even to open it. When the consignor for any reason delivers such items for shipment, the Company, as soon as it finds their existence, has the right to manage them at its discretion, including the immediate cessation of transport, disclaiming any further liability. And in this case the fees are due normally and are not refundable. In any case, the sender is solely responsible for the damage that may be caused to persons or other objects by a false statement of content. The sender guarantees that he is the main or legal holder of the items delivered for delivery and management or the representative of the owner or holder of the said objects and accepts that the SY.DE.TA was completed by him or by the Company on his behalf. The sender is also required to clearly and fully describe the content of the shipped item in this Delivery Escort and guarantees that: a) The content of the shipped item is what it describes, b) all the required information has been entered correctly and correctly. of the consignee and c) the shipped object has been packaged in such a way as to achieve its safe handling. The Company has the right to refuse the receipt and / or to stop the processing of the items to be sent, if the obligations mentioned herein are not observed, while at the same time, in the same case the sender undertakes to pay all additional costs that could be arise during the processing, return or storage of these items.

C. TERMS OF MANAGEMENT OF INDEPENDENT POSTAL OBJECTS

1. Internal courier services

When, for any reason, the delivery of an item is either not made to the consignee, the Company has exhausted any intended performance, or the consignee refuses to receive

the item, then this is considered non-refundable and returns to the consignor within two (2) weeks (unless otherwise specified in a contract with a customer) from the date of shipment, for compensation to the Company which is equal to the amount paid for its shipment (unless otherwise specified in a contract with a customer).

If the item after its return cannot be delivered to the sender for any reason, it remains for six (6) months at the Company's premises, with the respective fee. After the expiration of this period, the object becomes permanently unpaid and the Company no longer has any other obligation.

2. EXPRESS MAIL SERVICE external courier services

When for any reason, the delivery of an item to the recipient is not performed, then it is returned to the sender. If the item after its return cannot be delivered to the sender for any reason, it remains for six (6) months at the Company's premises. After the expiration of this period, the object becomes permanently unpaid, the destruction procedure is followed with the preparation of a relevant report and the Company no longer has any other obligation.

D . RISK OF COMPANY COMET HELLAS S.P.C. - DISMISSALS

Our Company undertakes and makes every effort to deliver the handled items within the agreed time limits, which is usually achieved, based on official data. In cases where, however, the provision of the services offered is faulty, for reasons concerning the Company and through its own fault, is paid uninterrupted compensation in accordance with applicable law as follows:
Definitions related to the Company's liability:

- ! **Loss:** The irrevocable deprivation of a received item during its management by the Company's Services
- ! **Delayed performance:** Non-performance of items in the time agreed with the consumer-user
- ! **Partial damage:** Partial damage to the moving object, which can be repaired
- ! **Total damage:** The total and irreversible destruction of the moving object
- ! **Higher Violence:** Accidents, natural disasters, disasters, strikes, transport delays, and other cases prescribed by law.

Right to reserve:

The recipient, if there are good reasons for this, has the right to receive the item with a reservation, recording the relevant reasons for the reservation to SYDETA. The declaration of reservation can be made within one (1) day from the receipt of the item to be carried out within one (1) day from the receipt of the object.

1. Services Internal Courier

In case of damage or loss of the content of the sent objects due to proven fault of the Company as well as in case of delayed performance, it is obliged to pay only the following compensation, the amount of which is defined as follows:

Files - Parcels:

a) For proven **loss** or **total theft** or **total destruction** of the contents of the **file**, the due compensation amounts to €30 per item, with return of the postal fee of the specific shipment

b) for proven **loss** or **total theft** or **total destruction** of the contents of the **parcel** , the due half deduction amounts to the amount of €50, with return of the postal fee of the specific shipment.

(c) for proven **partial loss** or **partial theft** or **partial destruction of the** contents of a **file or parcel** , compensation equal to the actual value of the loss or theft or destruction shall be paid, provided that it does not exceed the amount of compensation for loss or total theft or total destruction. The actual cost is the cost of restoring, repairing or reproducing the content.

d) in case of **late performance**, which is due to proven and solely the fault of the Company, compensation equal to €3 is paid for each day of delay and, in case the delay exceeds five times the agreed performance time, additional refund for the paid postage This mission, provided that the total amount of compensation does not exceed those provided for in the above cases of losses and in no case exceeds the amount of €50.

- In cases where there are more specific agreements and, in particular, in cases where contracts are concluded for a number of objects or for the provision of postal services for long periods of time, then special preferential prices are offered and adapted -according to the respective requirements - management, the most specific contractual terms prevail. In such a case, the compensation paid for the total loss, theft or destruction of a file or parcel shall be equal to the actual value of the lost, stolen or damaged, as evidenced by the submitted documents and supporting documents and, subject to the above, that it does not exceed the amount of €30 for envelopes and the amount of €50 for parcels.

- Objects of declared value:

In case of **total damage** or **loss** of **declared value** , the compensation amounts to the declared value, if there is proven damage and if the sender submits to the Company a receipt or invoice or invoice to prove the value of the item as well as and the paid postage for the specific shipment is refunded.

In the event of a proven **partial damage** or **partial loss** of a **declared** item, compensation shall be paid equal to the actual value of the partial loss or damage. The actual value is the cost of repairing or restoring the content, which is proved by the customer by presenting a report of a special expert, as well as a receipt, invoice or consignment note of the damaged object. The compensation paid may not exceed the amount declared.

For the payment of compensation in cases of loss or total damage of objects **Procedure:**

The sender can contact the Customer Service Department of the Company, by phone at 210 5140823 or electronically info@comethellas.gr for search and any information about the fate of his object, within six (6) months from the day following the date of deposit of the item.

Compensation applications are accepted in writing or electronically and for a period of six (6) months from the date of deposit of the object. In cases where compensation arises from the applicant-user, the foreseen amount of the compensation is paid within five (5) working days from the date of approval of the payment of compensation. This compensation is paid by the Company's financial services in a way that is convenient for the consumer after consultation.

- In order to pay the above compensation to the beneficiaries, a written request for search and compensation must be made either at the point of deposit of the object or electronically .

- In no other case, except for those provided in this chapter, compensation is paid.

- Compensation in the above cases shall be paid to the consignor or, if he waives his rights, to the consignee of the postal items. Compensation for non-pecuniary damage is included in the above amounts, while the consequent loss of profit is not reimbursed.

2. EXPRESS MAIL SERVICE Foreign Courier Services

The COMET HELLAS S.P.C. undertakes and carries out consistently the performance of incoming objects to the service EXPRESS MAIL SERVICE to Greek territory and the movement of outgoing items by this service to the point of exit from the country. The Company makes every effort for the timely delivery - handling of the items within the prescribed time limits, as they appear in its current price list. The time of stay at the Customs is not calculated.

Incoming EXPRESS MAIL SERVICE items:

Objects are delivered in Greece on weekdays and hours. According to the regulations governing the EXPRESS MAIL SERVICE, internationally, any eligible compensation for poor service is paid only by the country of origin in accordance with the procedures in force there.

Outgoing EXPRESS MAIL SERVICE items:

The Company undertakes the distribution from the point of deposit / address of the recipient and up to the point of exit from the country where the object is received by the respective cooperating services, with the maximum possible security and speed. The service of the object in the destination country is carried out at the address of the recipient - as it appears in the Accompanying Shipment Card - and at the times provided in the current price list. Performance is done on working days and hours always in accordance with the applicable destination country.

In cases of late performance, no compensation is paid.

The sender can contact the Customer Service Department of the Company, by phone at 210 5140823 or electronically info@comethellas.gr for search and any information about the fate of his object, within six (6) months from the day following the date of deposit of the item. Compensation applications are accepted in writing or electronically and for a period of six (6) months from the date of deposit of the object. In cases where compensation arises from the applicant-user, the foreseen amount of the compensation is paid within five (5) working days from the date of approval of the payment of compensation. This compensation is paid by the Company's financial services in a way that is convenient for the consumer after consultation.

- In order to pay the above compensation to the beneficiaries, a written request for search and compensation must be made either at the point of deposit of the object or electronically.
- In no other case, except for those provided in this chapter, compensation is paid.
- Compensation in the above cases shall be paid to the consignor or, if he waives his rights, to the consignee of the postal items. Compensation for non-pecuniary damage is included in the above amounts, while the consequent loss of profit is not reimbursed.

E. CASES NON-RESPONSIBLE OF COMET HELLAS S.P.C.

The responsibility of the Company ceases to exist with the receipt of the movable object by its recipient. Also, the Company is not responsible in the following cases:

1. No compensation is paid for delays due to force majeure or delays in transportation without the fault of the Company or through the fault of the sender, recipient or their representatives.
2. Also, the Company does not bear any responsibility and does not pay any compensation in the following cases:

3. For loss or damage that results from poor packaging or the nature of the object or emergencies beyond the scope of human objectives such as indicative and non-restrictive, accidents, strikes, weather conditions, crime on the premises or vehicles.
4. For any direct or indirect deposit loss, from loss of income, profits, purchases or uses, burglary, etc., caused by fault or not of the Company, to customers or third parties.
5. If the recipient received the shipped item without reservation, then it is presumed that the item was delivered correctly.
6. When the consignor, despite his obligation, has not fully and clearly described the contents of the shipped item or has not taken care of the appropriate packaging or has not fully and correctly recorded the recipient's details.
7. When the customer has not fulfilled his contractual obligations, especially when he has not paid his financial obligations to the Company or has not provided the required supporting documents, then she is entitled to offset any debts with compensation or withholding.

External courier services EXPRESS MAIL SERVICE

The Company does not bear any responsibility and does not pay any compensation in the following cases:

1. For loss or damage caused by the fault of the sender or recipient.
2. For loss or damage that is the result of poor packaging or the nature of the item
3. For reasons of force majeure or in cases of unexpected and extraordinary events beyond human objective possibilities such as indicative and not restrictive, accidents, strikes, weather conditions.
4. For any direct or indirect damages, from loss of income, profits, purchases or use, burglary, etc., caused by its fault or not, to the customer or third parties.
5. For delay due to the customs clearance of the object in the destination country.
6. For procedures arising from the domestic legislation of the destination country.

F. DIFFERENTIAL SELECTION PROCEDURE

Friendly solution / Function field Customer (Customer Service)

The Company has taken care to serve the consumer public in the simplest and shortest possible way.

For better information, consumer information and service for any questions or complaints related to the convenience, function at the headquarters of the Company Sector Customer Service (Customer Service) in which the customer can contact the following ways:

- By telephone at 210 5140823.
- By letter to the postal address: 11 Akragantos Str. 104 42, Athens, with indication (for the Customer Service Sector)
- Electronically on the Company's email: info@comethellas.gr.

In most cases, customers are notified of their shipment within the same day. Otherwise, even if the customer's request cannot be managed immediately, the relevant officials are in constant communication with him, informing him of all the actions taken until the case is satisfactorily closed.

In general, the Company must respond to any customer service issue within 10 days from the date of submission of the relevant letter of the consumer-customer to any service point

of the Company. If the answer cannot be final for any reason, the Company undertakes the obligation to inform the customer about the procedure that will follow for the solution of his problem within the framework of the present C.O.M., as well as to give him the final answer in accordance with the above after the completion of the relevant procedure.

G. QUALITY OF SERVICES – LASTING MODERNIZATION

The Company monitors the achievements in information and communication technologies as well as, in particular, the rapid developments in the courier market and implements modern quality policy, the central axis of which is the continuous development of the Company's autonomous network while improving quality and productivity performance.

The individual objective purposes of the Company are

- The continuous improvement of its quality performance.
- Improving productivity.
- Maximizing customer satisfaction.
- The continuous training of its executives.

H. CASES NOT A POWER OF THE landfill

C.O.C. does not apply in the following cases:

1. Force majeure or in cases of unforeseen and extraordinary events beyond the human objective possibilities such as indicative and not restrictive, accidents, strikes, weather conditions.
2. Criminal offenses on the premises or in the means of transport, resulting in the loss, damage or destruction of courier items.
3. Failure to find the recipient in the specified address of the recipient, which is due to the fault of the sender.
4. Failure to fulfill the contractual obligations of the customers and any other obligation of the customer provided by the C.O.C.
5. Actions those are contrary to the laws of the State.
6. Failure to fulfill the Company's obligation due to the fault or desire of the customer.
7. Proven non-existent request.
8. Failure to fulfill the Company's obligation due to actions or omissions of other bodies with which the Company cooperates.
9. Proven fault of the customer or third party.
10. Proven weakness of the Company.
11. Missions whose content is subject to a ban on trafficking or possession of the consignor and / or consignee, in accordance with the provisions of international conventions or national and Community law, as well as missions whose contents have been seized or destroyed by the competent authorities.