

**General conditions for performing postal services
General Logistics Systems doo Belgrade**

("General conditions.")

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1. Basic information

General Logistics Systems doo Beograd, here referred to as **GLS Serbia**, is part of the GLS Group, a multinational and postal service provider owned by International Distribution Services plc (IDS), with affiliated companies throughout Europe and is proud of its strong national and international network, as well as advanced technology that enables us to provide reliable, competitive and quality delivery service parcel, combined with leading express and logistics solutions.

GLS Serbia provides door-to-door service and manages communication tools and organization that enable parcel tracking. The service consists of intermediary services performed by our professional and trained subcontractors, who use advanced technology to ensure fast, reliable and safe delivery.

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PIN: 113194209
Competent register: Business Registers Agency (APR)
Company registration number: 21821284
WEB Address: www.gls-serbia.com

2. Types of postal services

2.1. GLS Serbia performs the following **value added services** in internal postal traffic within the framework of other postal services:

- **Express service** implies the reception, processing, transport and delivery of postal items within the shortest and guaranteed deadlines. All parcel received during working hours will be delivered on the first following working day, or within the time specified in the contract but not longer than five working days from the date of receipt of a parcel.
- **Call center** service as an information call center that provides service users with a quick and easy way to get all the important information regarding services, as well as receiving orders for receiving parcel.
- **Electronic tracking services from receipt to delivery of a postal item (Track&trace)** - The service allows the user to track the parcel from the moment the employee of the postal operator picks it up, until its delivery, by entering the parcel number in the active field on the website of www.gls-serbia.com.

2.2. Types of postal items

Within other postal services (value added services and supplementary services), the following types of registered postal items are transferred:

1. *Business Parcel (Business Parcel)*

Fast and efficient delivery of Parcel door to door the next working day from the day of pick-up, in working hours (from 8:00h to 17:00h). This parcel can be with or without a marked validity or with or without a redemption amount.

2. *Business Small Parcel (Business Small Parcel)*

Fast and efficient delivery of small parcels weighing up to 2kg from door to door the next working day from the day of pick-up, in working hours (from 8:00 to 17:00h). Special handling of parcel of small parcels, separate sorting, transport in special bags or crates. This parcel can be with or without a marked validity or with or without a redemption amount.

3. *Express Parcel (Express service)*

Urgent delivery of Parcel, with delivery deadline the next working day after pick-up, no later than 12:00 pm. Only in certain settlements. The list of settlements is available on the site and is regularly updated. This parcel can be with or without a marked validity or with or without a redemption amount.

4. *Express Small Parcel (Express small parcel service)*

Urgent delivery of parcel of small parcels weighing up to 2kg, with delivery deadline the next working day after pick-up, no later than 12 noon. Only in certain settlements. The list of settlements is available on **the GLS Serbia** website and is regularly updated. Separate handling by spikes of small parcels, separate sorting, transport in special bags or crates. This parcel can be with or without a marked validity or with or without a redemption amount.

Note - Declared Value Insurance Service

Value postal item is a parcel with a number and bar code, which is insured in case of loss, damage or reduction of the contents of the parcel, in accordance with the Law on Postal Services. In the case of a Parcel in domestic traffic, the maximum amount of the marked value of the parcel can be 200,000.00 (in letters: two hundred thousand) RSD. The service can be ordered via **the GLS Serbia** application/user interface.

Note - CashOnDelivery Service

A purchase postal item is a value postal item in which the amount of money indicated by the sender is taken from the recipient and which the postal operator delivers to the sender's current account. The sender, like the operator, is obliged to comply with the provisions of applicable laws and regulations on combating and preventing money laundering and terrorist financing. The calculation and remittance of purchase amounts is carried out two working days after the successful delivery of the Parcel (unless payment of services from the purchase amounts is agreed with the Sender), to the giro account.

Delivery of the Parcel can be made only after the redemption amount has been collected and after the signing of the handover certificate. Prior to that, the Recipient cannot verify the contents of the Parcel.

The postal operator, i.e. employees of the postal operator, are obliged to inspect the identity document of the user with a photo and record the identity number of the sender when receiving purchase and value items in order to establish the identity of the sender and prevent money laundering and terrorist financing and trade of goods of unregistered entities.

The postal operator is obliged to keep the data referred to in the previous paragraph of this Article as a business secret, use them for the purpose for which they were collected and to submit the requested data only at the request of the court or other competent authority, for the purposes of the proceedings before that authority.

The maximum amount of the ransom can be 200,000.00 (in letters: two hundred thousand) dinars.

Supplementary services related to parcel

Additional services contain a special way of handling during the reception, processing, transport and delivery of postal items, i.e. services at the request of the recipient and services at the request of the sender, which include:

1. FlexDeliveryService

After ordering the delivery of the Parcel, the Recipient is notified via SMS and / or e-mail that the Sender has prepared the address of the Parcel, and the message is added a link to *the delivery manager*, where the recipient can manage the further delivery of the Parcel. Another message is sent by e-mail or SMS in the morning on the day of delivery and we inform the recipient of the 3-hour time interval for the expected delivery time and the phone number of the courier. In the event of a failed delivery attempt, the Recipient receives an electronic notification and can immediately manage the further movement of the Parcel via the Internet. Through the *delivery manager*, it is possible to choose one of the four options that are included in the price for flexible delivery:

- Delivery in a new term
- Delivery to another address
- Personal pick-up of Parcel in the nearest regional warehouse (depot) **GLS Serbia**
- Refusal to take over Parcel.

The service can only be ordered via the GLS application/user interface. The service includes three free shipping attempts. The service of sending notifications via SMS message is considered to have been performed after the SMS notification has been successfully sent, despite possible non-delivery to the Recipient due to possible failures and /or irregularities in the networks of mobile service providers, i.e. terminal equipment (mobile phone, etc.) Recipient.

2. ContactService

Mandatory call to the Recipient 1 hour before delivery and notification of the expected delivery deadline. The service includes 1 telephone call of an informative nature and does not provide an alternative delivery time option. The service can be ordered through the application/user interface in combination with BusinessParcel or BusinessSmallParcel services.

3. PreAdviceService

On the day of delivery, GLS Serbia informs the Recipient in the morning of the expected date of the first attempt to deliver by SMS. The text message contains the Parcel identification number and the expected delivery time within 3 hours, as well as the phone number of the GLS Serbia customer service.

4. SMS Service (SMS Notification Service)

On the day of picking up the Parcel, the Sender informs the Recipient via SMS that the Parcel will be delivered the next business day. The text message is compiled by the Sender, which may contain the ID number of the Parcel and the amount of the redemption amount. The customer service phone number is automatically entered at the end of the SMS message. The length of a message cannot exceed 130 characters. The message does not guarantee that the Parcel will be delivered **to GLS Serbia**.

The service can only be ordered via the GLS application/user interface.

The service of sending notifications via SMS message is considered to have been performed after the SMS notification has been successfully sent, despite possible non-delivery to the Recipient due to possible failures and /or irregularities in the networks of mobile service providers, i.e. terminal equipment (mobile phone, etc.) Recipient.

5. LateCollectionService

By ordering this service, **GLS Serbia** takes over parcel in the territory of the city of Belgrade outside regular working hours, more precisely from 17:00 to 20:00. The service can be ordered for a pre-arranged period and for the quantity of Parcel not less than 10 Parcel per day. The price of the service is determined by the contract.

6. Pick&ShipService

Based on the request of the Principal (contracting partner), **GLS Srbija** takes over the Parcel at the requested location anywhere in the territory of Serbia, other than the address of the Principal (contracting partner) and delivers it to the address of the Recipient. The address book is prepared by **GLS Serbia** and the Courier will paste it on the Parcel at the given address. The service can only be ordered via the GLS application/user interface.

7. Pick&Return Service

Based on the request of the Principal (contracting partner), **GLS Serbia** takes over the Parcel at the requested location anywhere in the territory of Serbia, other than the address of the Principal (contracting partner) and delivers it to the Principal (contracting partner) at his address. The address book is prepared by **GLS Serbia** and the Courier will paste it on the Parcel at the given address.

The service can only be ordered via the GLS application/user interface.

8. Exchange Service

When delivering the Parcel to the Recipient, **GLS Serbia** takes the second Parcel from the Recipient and returns it to the Sender (e.g. for exchange).

The service can be ordered via the GLS application/user interface.

9. DocumentReturn Service

Services in which the Parcel is accompanied by special supporting documents that the Recipient should certify and return to the Sender, where each Parcel comes with a document to be signed. For the proper execution of the service, it is necessary that the accompanying document has a document number, which should be unambiguously linked to the number of the Parcel, via the addressand registration of the service in the GLS application. A prerequisite for the proper execution of the service is that the parcel has a registered identifier (document number) and that the document is available in the wrapper provided for it on the outside of the Parcel. The service can be ordered through the given form, GLS application/ user interface.

10. AddresseeOnly Service

By ordering this service, the Sender determines the person receiving the Parcel, who can be delivered exclusively to the personally indicated recipient. Delivery of parcel is carried out exclusively with the identification of the customer with a personal document with a photo issued by the competent authorities. The identification number of the document is entered on the delivery list.

2.4. GLS Serbia in international postal traffic we offer the following basic services:

- **EuroBusiness Parcel**

Reliable, fast and efficient "road" delivery of Parcel, door to door in more than 40 European countries with favorable transit times, between 1 and 7 working days, depending on the destination. The estimated transit time is informative and can be found on the GLS website.

- **EuroBusinessSmall Parcel**

Reliable, fast and efficient "road" delivery Parcel of small parcels weighing less than 2kg, door to door in more than 40 European countries with favorable transit times, between 1 and 7 working days, depending on the destination. The estimated transit time is informative and can be found on the GLS website.

Permissible mass and dimensions of Parcel

PARCEL up to a maximum mass of 40 kg per piece and maximum dimensions (2 x height + 2 x width + 1 x length) not more than 3 meters, and the maximum allowed length is 2 meters.

For Parcel greater than the defined maximum dimension, a fee is charged for everyone in such a Parcel.

In the case of **BusinessSmall Parcel**, the maximum parcel weight is 2 kg and the maximum length is 40 cm, while the minimum parcel size must be such that the entire address of the Parcel fits on its largest side.

All parcel taken are automatically measured using an electronic balance upon receipt to the central sorting facility, and the measured mass is electronically registered and added to the Parcel number. The data of the weighed mass form the basis for the calculation of postage.

3. Postal service area

GLS Serbia performs postal services throughout the territory of the Republic of Serbia and in international postal traffic. The list of countries is highlighted and regularly updated on the www.gls-serbia.com website.

4. Terms and conditions of postal services

GLS Serbia performs postal services in the country and abroad for legal entities in accordance with the Law, these General Terms and Conditions and concluded contracts on cooperation for an indefinite period of time. The condition of validity is in any case that the Parcel has an appropriate address book.

GLS Serbia provides its services exclusively on the basis of the current general terms and conditions and accepted offers, agreements or contracts with users. These General Terms and Conditions apply to all services provided by **GLS Serbia**, and deviations from the rules contained in these General Terms and Conditions are possible only if they are expressly and clearly agreed in writing, all within the limits and limitations set by the Law on Postal Services (hereinafter: ZPU) and others valid legal and subordinate acts, domestic and international legal sources.

GLS Serbia shall notify the Sender in writing or electronically about changes in commercial conditions, changes to the General Terms and Conditions, as well as new services and their prices no later than 15 days before the start of their application. The use of the services after the application of the new terms is deemed that the sender has accepted the amended terms.

GLS Serbia reserves the right to conclude a contract on certain issues that deviates from these General Terms and Conditions, however such a contract cannot be contrary to the applicable legal regulations and is valid only in writing.

After the unsuccessful first delivery attempt, the second attempt to deliver to the designated address of the recipient is part of the basic service. The price of the postal service also contains the cost of the second (in the case of Flexible Delivery service and the third) of the delivery attempt within 5 working days from the date of pick-up of the item, if the first attempt is unsuccessful. If the reason for the first failed attempt is an incorrect address or other circumstances that the Sender may correct, **GLS Serbia** will ask the Sender to make this correction. In the event that the first attempt is unsuccessful due to the refusal to take over the Parcel, or the second (or in the case of the Flexible Delivery Service is the third) attempt at delivery is unsuccessful, or the correction process does not lead to the result, the Parcel is returned to the Sender. If the Recipient refuses to take over the Parcel, the Parcel is returned to the Sender without a second (in the case of a Third Flexible Delivery Service) delivery attempt.

4.1. Rights, obligations and responsibilities of users of postal services

Users of postal services have the right, obligation and responsibility to choose the type of service that corresponds to the nature, content, significance or actual value of the postal item.

The sender has the obligation and responsibility to properly address the parcel, implying to clearly and readily mark the name and surname of the sender/recipient, as well as the exact address of the sender/recipient in the manner prescribed by law. Also, it is the obligation of the sender to pack the parcel in an adequate manner (in accordance with point 4.4) in order not to cause any damage or endanger the safety of employees, equipment or other parcel. The sender is responsible for both the outer and inner packaging of the parcel.

Users can implement postal services through a proxy in accordance with the law and general conditions of the operator. A power of attorney can be issued for the receipt and delivery of all items or for an individual postal item. The power of attorney issued by the competent authorities is valid for the period specified in the power of attorney, and the power of attorney issued by the postal operator is valid only for the services of that operator, for the period specified in the power of attorney. A power of attorney issued for a certain period of time shall cease to be valid at the expiration of the period for which it was issued or for other reasons for the termination of the power of attorney, in accordance with the general provisions on the power of attorney.

4.2. Rights, obligations and responsibilities of the postal operator

The postal operator is obliged to perform postal services in a quality and prescribed manner and respect the Law and bylaws regulating the field of postal services.

Postage for postal items is usually carried forward, except when the contract between the operator and the user is otherwise stipulated, according to the valid price list of postal services.

The postal operator shall, in the course of the transfer of postal items from sender to recipient, treat the goods with the care of a good businessman, taking into account the safety of the consignments, the protection and inviolability of the secrecy of the contents of the items. The inviolability of the secrecy of letters and other means of communication is violated if the postal operator:

- deliver the postal item to an unauthorized person, unauthorizedly open the contents of postal items or keep or conceal it;
- communicate to an unauthorized person information about the content, sender, recipient or other information about the items.

The principle of inviolability of the secrecy of the contents of postal items, letters and other means of communication may be violated only on the basis of a court decision, when it is necessary for the conduct of criminal proceedings or the protection of the security of the Republic of Serbia, by opening or temporarily confiscating parcel.

In cases where the employee of the postal operator at the receipt of the parcel reasonably estimates that the packaging in which the parcel is packaged does not correspond to the nature and content of the parcel, i.e. that it cannot ensure the inviolability of the content and confidentiality of information, in the manner prescribed by law, is obliged to refuse the receipt of such consignment.

The postal operator will point out to the sender the improper addressing, and/or packaging of parcel, and/ or unauthorized contents (prohibited items) and will refuse their receipt unless the sender remedied the defects indicated.

4.3. Prohibited objects

Content prohibited for transfer by postal items:

- dangerous and harmful substances (ADR), as well as items that can endanger human health and life and damage other postal items, except for substances in relation to which the treatment is regulated by a special law, international convention and other international acts;
- narcotics and psychotropic substances, except where the sender and the consignee are authorized for their circulation or their use; • materials of a pornographic or erotic character depicting the sexual exploitation of children (child pornography), i.e. sexual acts of people relating to animals and necrophilia;
- products or substances that may damage other postal items or postal equipment due to their nature or packaging or packaging;
 - money, coins, banknotes, other securities, precious metals and valuable pieces of jewelry, precious stones, except in valuable postal items;
 - live animals
- items whose import is prohibited in the country to which it is sent;
- other substances, i.e. items whose dispatch is prohibited by other regulations; • Other prohibited items.

When there is a reasonable suspicion that there are prohibited items in the postal parcel, the postal operator is obliged to notify the competent authority without delay and to open and review the contents of the parcel in commission at his discretion.

4.4. How to pack postal items

The postal item must be packaged in such a way as to ensure the inviolability of the content and confidentiality of information in the manner prescribed by the law.

Our goal is for all Parcel to arrive in the state in which they were sent, but the achievement of this goal depends not only on our efforts, but also on the actions of the Sender. In the performance of our service we use sorting centers with conveyor belts, which means that parcels are exposed not only to manual, but also to machine handling. Careful and professional packaging of goods ensures that the Delivered Parcel corresponds to the technology of working with Parcel in sorting and depots, loading, efficient shipping on the roads and all in order for the Parcel to arrive at the Addressee's address without damage. For this reason, it is necessary that when packing Parcel, you should take into account all the rules and restrictions that are stated not only in these General Terms and Conditions, but also in the Shipping Councils, which are available at all times on the **GLS Serbia** website. In addition, in case of any doubts or ambiguities, our professional customer service workers are at your disposal and will advise you free of charge.

GLS Serbia assumes responsibility only for those Parcel of permitted content that are properly packaged (which refers to the outer and inner packaging) and properly addressed. The appropriate packaging, in any case, applies to both the outer and inner packaging

The packaging must correspond to the type, priorode, content, shape of the parcel, size, mass, etc. to eliminate the possibility of endangering the safety of people or goods.

If the contents of the parcel are fragile, the sender must separate each individual fragile item separately with internal protective packaging, separate the fragile items from each other and ensure that the fragile items do not move in the parcel. Objects made of glass and other fragile items should be packed in a hard box, filled with appropriate protective material, i.e. wrapped with protective material (styrofoam, sponge, crackling protective film, etc., depending on the contents). The packaging should be such as to prevent any friction or impact during transmission, either between objects reciprocal or between objects and the walls of the box, and to ensure the full safety of the contents of the consignment in transmission. On a parcel containing fragile content, the sender prints a label in large letters or pastes the label "FRAGile".

The packaging of other types of consignment contents, except documents that are packaged in an envelope, must be adequately packaged and provided with internal and outer packaging.

The postal operator is exempt from liability for damages if the damage is caused by the failure of the sender associated with the choice of the postal service or the security of its contents. The sender is responsible for choosing the type of service according to the nature, content, actual value and significance of the parcel for him, as well as for the choice of supplementary and additional services.

The packaging and closure of consignments must correspond to the nature, content, type, shape, mass and value of the items to the employees. The sender is responsible for the damage caused by the contents or inadequate packaging of the parcel.

The fact that the postal operator has taken over the parcel for transfer and delivery does not mean that the sender has packaged the item in accordance with the provisions of these General Terms and Conditions.

4.5. Establishing the identity of the sender

The postal operator, i.e. employees of the postal operator, are obliged to inspect the identity document of the user with a photo and record the identity number of the sender when receiving purchase and value items in order to establish the identity of the sender and prevent money laundering and terrorist financing and trade of goods of unregistered entities.

The postal operator is obliged to keep the data as a business secret, use them for the purpose for which they were collected and to submit the requested data only at the request of the court or other competent authority, for the purposes of the procedure before that authority.

The postal operator is obliged to keep the data for at least one year, in the manner prescribed by the law governing the confidentiality of data.

Senders who deliver parcel on the basis of a concluded contract, deliver parcel through a person authorized to hand over all types of parcel. The postal operator, i.e. employees of the postal operator, inspect the identity document with a photo of the proxy for handing over the parcel and record the registration number of the identity of the proxies, in order to establish the identity of the proxy.

4.6. Receiving postal items

The reception of postal items can be carried out at the sender's headquarters, depot, as well as in the central sorting centre **OF GLS Serbia**, but the measurement can only be made in the central sorting center. **GLS Serbia** calculates postage according to the mass of the parcel weighed in the central sorting center.

When receiving a registered postal item, the sender must be issued ana/address noteon the receipt of the parcel, which must contain all the elements on the basis of which the identity of the parcel, name or name and address of the recipient and sender, parcel number, date of receipt, mass, value, description of the contents, postage charged and other information on the parcel can be determined. The receipt of the parcel can be issued electronically with the consent of the user. **GLS Serbia** reserves the right to correct the mass when measuring in the central sorting center.

The postal operator is obliged to mark each received postal item and documents relating to that item with the date of receipt and its identification mark.

The date of receipt need not indicate consignments received under a contract that, inter alia, regulates that all consignments handed over to the operator are not marked by the date of receipt, but are subject to the date printed on the document that serves as proof of the delivery of the consignment for further dispatch.

4.7. Delivery procedure and disposal with parcel

Delivery is meant delivery to the address of the recipient as well as delivery at the premises of postal operator branches or other contractually defined locations or defined by oral agreement of the service user with the operator or courier.

GLS Serbia is obliged to deliver the postal item personally to the recipient, proxy or authorized person. If the postal item cannot be delivered to the recipient personally, the postal operator may deliver the postal item to an adult member of the household, a person employed in the household, as well as an employee found in the recipient's business premises.

The sender has the right to dispose of the parcel until the delivery of the parcel to the recipient, while the recipient has the right to refuse the receipt of the parcel.

Unless otherwise specified by the sender, the postal item is immediately returned to the sender when:

- recipient refused admission;
- recipient unknown;
- incomplete address;
- incorrect address;
- expired retention period;
- recipient relocated;
- recipient deceased.

GLS Serbia will take all necessary measures to deliver the parcel to the recipient. In the event of unsuccessful delivery, the Postal Operator leaves a notice to the recipient of the unsuccessful delivery, and undertakes to try the delivery one more time. The second attempt to deliver is free of charge extra. For parcel with an active Flexible Delivery service, the Postal Operator will, after the first and second unsuccessful delivery attempts, repeat the delivery attempt once again, also at no extra charge.

After the second, and in the case of a parcel with an active Flexible Delivery service of the third unsuccessful delivery attempt, the parcel is immediately returned to the sender.

All registered postal items are subject to a return postage charge that is identical to the initial postage, if the postal operator is not responsible for their non-delivery.

5. Deadlines for delivery of postal items

The deadline for delivery of postal items shall be considered to be the time from the receipt of a postal item until its delivery to the recipient, usually on the next working day from the day of receipt, no later than 17:00, or within the deadlines defined by the concluded contract between the postal operator and the user, but not longer than five working days from the date of receipt of the parcel.

The deadlines for delivery of postal items do not include:

- time of delay due to incomplete and incorrect address;
- time of delay due to force majeure;
- non-working days and days when the delivery of postal items is not carried out.

6. Handling undeliverable parcel and opening of undeliverable consignments

A postal item shall be deemed undeliverable if:

- The parcel cannot be delivered to either the recipient or the sender;
- The postage has not been paid or partially received, and the sender and the recipient have refused to pay the unpaid amount of postage.

GLS Serbia is obliged to review non-deliverable postal items by commission, which includes their opening, if:

- the amount of time for keeping the parcel has expired and the correct address of the sender cannot be determined
- there is evidence on the packaging or wrapper that the postal item is damaged and that it may damage other postal items or equipment or endanger employees of the postal operator;
- there is a decision of the competent authority.

If, even after a commission review, the postal item cannot be delivered to the recipient or returned to the sender, the postal operator

- the correspondence is immediately destroyed by the commission;
- the postal item containing goods and other items is kept for six months from the date of the commission review;
- the purchase amount is kept for three years, counting from the date when it was established that it cannot be delivered to the sender of the purchase parcel;
- documents and other documents found in the postal mail, including the item whose contents are prohibited, delivered within thirty days from the date of the commission review, the authority that issued the documents and other documents or to the competent authority of the municipality in whose territory the consignment in question was received.

Goods and other items contained in undeliverable postal items, due to the expiry of the retention period, the postal operator exposes to public sale. If the content of an undeliverable postal item is subject to spoilage, **GLS Serbia** destroys the item in question or sells it by direct bargain.

The funds obtained by the sale of the contents of the postal item are kept for one year from the expiration of the deadline for keeping the postal item. The funds referred to in the preceding paragraph shall be paid to the sender if, within one year from the date of the sale, he submits a request for payment, less the costs of safekeeping, public sale and disbursement of these funds. If the sender does not submit a request for payment of funds obtained through public sale within the period defined in the preceding paragraph, the funds from the sale of the contents of the undeliverable item become the extraordinary income of the postal operator.

By expiry of the deadline for keeping the redemption amount funds become extraordinary income of the postal operator.

If a thing is found in the postal streams that is found to belong to a postal parcel, the item found is returned to that parcel. The parcel is repackaged and protected by the commission and a record is made.

If it is not possible to determine which postal parcel the item belongs to, the item found remains with the postal operator.

If the owner of the found item does not report and does not take it over within a month from the day it was found, the postal operator finds the item of sale according to the procedure established by the laws. The proceeds obtained by the sale of found items at withholding expenses and the funds collected are kept for a year from the date on which they were collected, after which they become an extraordinary income of the postal operator.

7. Payment method for postal services

GLS Serbia sets a price list for all services. The price list is prominent in a visible place in the business facilities of the postal operator, as well as on the company's website, which is available to all users of the electronic service.

GLS Serbia has a business cooperation agreement with its customers, in which case it can set lower prices than the price list represented by the official price list, all in accordance with the Law and bylaws. In these cases, postage for postal services is charged by issuing invoices per service performed on the basis of contractually defined prices or accepted offers, and payment is made by bank transfer. The price of the service always includes additional and additional services if requested by the sender, fuel additive, as well as possible customs costs.

The postal operator is obliged to provide a valid price list of postal services at the request of the user.

8. Deadlines for keeping manipulative documents, complaint procedure or claims of consignments, procedure for compensation of users in the complaint procedure

8.1. Retention periods and obsolescence

Manipulative documents are kept in accordance with the Law and regulations governing this matter depending on the type of document, and not less than three years.

The retention periods are extended for a document relating to monetary transactions, collection and receivables, documentation on parcel from complaint proceedings and documents on parcel relating to court proceedings until their completion.

The postal operator is obliged to keep data on executed transmission orders and other documentation generated in the operation of the payment system for at least five years from the date of their execution or occurrence, unless the law establishes a longer retention period.

8.2. The procedure of complaint of users and claiming parcel

A postal service user who is not satisfied with the service provided has the right to declare a complaint to the postal operator. Complaints can be submitted in written (paper) form at the postal operator's headquarters, electronically to the postal operator's e-mail address that is displayed on the website, or to the telephone number displayed on the postal operator's website.

Each complaint must contain the postal item number, name, surname and address of the sender and recipient, as well as information on the value of the parcel and the purchase amount, if the subject of the complaint is a value or purchase item.

If the user believes that the postal item was not delivered to the recipient or that it was delivered late, that the specially agreed obligation was not fulfilled or that it was not fulfilled in its entirety, he can file a complaint to the postal operator within 60 days in domestic postal traffic and within 6 months for international postal items, counting from the next day from the day of delivery of the postal item.

In cases of damage or reduction of the contents of the postal item, the user may file a complaint with the postal operator no later than the end of the next working day, and within a further period of 60 days from the date of delivery of the parcel, submit a claim for compensation.

In the event that the user does not file a complaint within the stipulated deadlines, he loses the right to monetary compensation for damages that he could have achieved under the provisions of the applicable Law.

If, during the delivery of a registered postal item to the recipient or authorized person, it is determined that the mass of the parcel agrees with the mass determined during the delivery of that parcel and the transfer, and that there are no visible signs of injury or damage on its outer wrapper, as well as that the seals and other means for connecting or closing that parcel are undamaged, it is considered that the parcel delivered undamaged.

The postal operator keeps electronic records of the declared complaints and issues a receipt certificate of receipt of the complaint. The postal operator is obliged to declare within 8 days from the date of receipt of the complaint in internal postal traffic, by making a decision on the merits of the complaint.

For the damage caused by international postal traffic, the postal operator is liable in accordance with the acts of the Universal Postal Union, within the limits of the established liability.

Against the decision of the postal operator referred to in the previous paragraph on the refusal of the complaint, the user may file a complaint with the Agency within 15 days from the date of receipt of the decision on the complaint. The user may file a complaint with the Agency for failure to submit a decision on the submitted complaint.

The initiation and conduct of the out-of-court dispute resolution procedure does not exclude or affect the exercise of the right to judicial protection, in accordance with the law.

The service user must provide the postal operator with the number of the parcel to which the complaint refers, the receipt of the parcel, as well as the receipt / delivery note that accompanied the parcel if the user has this document.

8.3. Procedure for indemnification of users in the complaint procedure

In domestic traffic in case of exceeding the deadline foreseen for the transfer of the parcel, non-performance of the service, incomplete execution or incorrect execution of the service, loss, damage or reduction of the contents of the parcel, the user is entitled to compensation for damages in accordance with the Law, as follows:

- for loss or complete damage to a valuepost - the amount indicated on the parcel plus the postage charged to value and ten times the amount of postage collected for that parcel minus postage by value;
- for partial damage or reduction of the contents of the value postal item - the amount in the amount of the determined part of the damage or reduction of the contents, provided that the amount may not exceed the amount that would have been paid on the basis of the previous paragraph of this paragraph;
- for loss or complete damage to a registered postal item - tenfold the amount of postage collected;
- for partial damage or reduction of the contents of a registered postal item - the amount in the amount of the determined part of the damage or reduction of the contents, provided that the amount may not exceed the amount that would have been paid on the basis of the previous paragraph of this paragraph;
- for an unexecuted, incomplete or incorrectly performed postal service of a registered postal item - five times the amount of postage collected;
- for exceeding the deadline for delivery of registered postal items - triple the amount of postage charged.

The postal operator is not liable for indirect damage or loss of profit.

The postal operator is obliged to compensate the user who paid the postage for the transfer of that item.

The liability of the postal operator is strictly limited to direct physical loss or damage to the parcel, for delay in the transfer of the parcel, non-fulfillment of supplementary services, partial performance of the service. All types of lost profits are excluded, in particular the loss of earnings, income, interest, future operations, whether such loss or damage is direct or indirect, and even if

the postal operator is warned of the risk of such loss or damage to the freight or after receipt of the parcel, since the sender can be insured against special risks.

The postal operator shall not be liable and does not recognize compensation for damage in cases of loss or damage caused by the sender's fault, due to the failure of the sender in connection with the choice of postal service, or inadequate packaging or damage that is the result of the content and nature of the parcel or an unpredictable event beyond human objective possibilities (accidents, natural disasters, strikes, roadblocks, etc.) as a cause of force majeure that could not be prevented avoided or eliminated.

The postal operator is not responsible for parcel that are subject to tender documentation, competitions and the like in terms of financial compensation for loss of earnings, future revenues and jobs.

In the case of delivery and manipulation of parcel whose content is white goods, electrical appliances, mobile phones, computers, components and other electrical and IT devices, the postal operator shall be liable only if the items are of the original, factory packaging. For all repackaged contents of items that are not original postal operator is not responsible, unless otherwise specified in the contract. In this case, the postal operator will ask the sender to sign a document confirming that he is familiar with this provision of the General Conditions and to send the parcel without the original packaging at his own risk.

GLS Serbia shall pay the sender or other authorized person for parcels in international traffic the following fee:

- for loss, complete damage or reduction of contents:

- Parcel without marked value - in the amount corresponding to the actual value of the damaged or reduced contents of the Parcel, but up to the value of 40 SDRs increased by 4.50 SDRs per kilogram of weight of the Parcel,
- for an outstanding service – in the amount of the invoiced service.

The amount of the RSD equivalent of the SDR for the specific fiscal year (April 1 to March 31) is determined by the average value of the International Monetary Fund SDR against the euro and the average value of the middle exchange rate of the RSD and the euro of the National Bank of Serbia in the previous fiscal year (April 1 to March 31). **GLS Serbia** reserves the right to determine the new RSD equivalent of the SDR if the RSD/SDR exchange rate changes by more than 2%. The current amount of SDR equivalent in RSD is published on the GLS **Serbia** website.

If the applicant requests a smaller amount than the amount obtained by the described calculation, the damage will be compensated in the amount he claims.

9. Customer service

Customer satisfaction is extremely important to us. We know that Users want to have up-to-date and accurate information about the services we offer, i.e. the status of their execution, which is why we have a professional and service customer service in our headquarters, which works every working day from 7 am to 6 pm.

Customer service contacts are:

phone : 011 441 2711

e-mail address: cs@qls-serbia.com

In the Customer Service, you can:

- get information about the current status of the Parcel (IOD) according to the unique Parcel Number,
- receive a delivery confirmation (POD) - at the request of the Sender;
- get advice on the optimal way of packing the Parcel;
- report problems or difficulties in performing services.

In addition to the possibility of contacting our customer service, from the second working day after the day of pick-up of the parcel, IOD is also available on the website in the search menu for Parcel, where it can be searched according to the entered unique parcel number.

The subs are available for a period of 3 years from the date of delivery.

In order to protect the User and protect the confidentiality of the service itself, before receiving the information described above, customer service employees are authorized to request the User's user code or identification data such as ID only with the consent of the user for identification.

10. Postal services in international postal traffic

The postal operator shall, on behalf of the contracting authority, carry out the storage, customs clearance and delivery of items in international traffic.

The postal operator will also take over parcel on the territory of the Republic of Serbia, customs and deliver outside the territory of the Republic of Serbia for the account of the Principal. The postal operator will deliver parcel outside the territory of Serbia through the competent branches or through its strategic partners.

The sender (exporter) and the recipient (importer) are obliged to provide in a timely manner all adequate and necessary documentation for export or import formalities.

The sender (exporter) and the recipient (importer) are obliged to provide all legally necessary permits for the smooth transfer of postal items in international traffic and customs formalities for the import or export of postal items.

The sender, in the case of necessary proof of origin of the goods, is obliged to prepare adequate norms and evidence of the origin of the goods.

The sender is obliged to check whether the importer has the conditions for the smooth performance of customs procedures. In the event of obstacles, the sender is obliged to submit all the necessary documentation, as well as the consent of the sender / recipient for the return of the goods. The sender bears all costs for the return of the parcel.

The sender is obliged to show it to the postal operator before sending the item because of the specifics of international postal traffic. The postal operator will reject all items as defined in point 4.3.

The postal operator is obliged to deliver the parcel in accordance with the expected time of transfer and delivery defined in the price list. The postal operator shall not be liable for transit time in the event of any extraordinary circumstances for the operation of traffic or customs formalities.

The recipient is obliged to pay the calculation of the customs debt and **all** markets related to customs formalities before delivery of the parcel.

Parcel of parcel is carried out by the first regular departure of vehicles after the completed export procedures, and the delivery of goods to the recipient is carried out after import clearance, and no later than the next working day.

A list of all countries and details of delivery options are available on the GLS **Serbia** website and is regularly updated.

11. Final provisions

These General Terms and Conditions shall enter into force upon approval from the Regulatory Agency for Electronic Communications and Postal Services (RATEL).

All matters not regulated by these General Terms and Conditions shall be governed by the provisions of the ZPU.

These General Terms and Conditions apply to internal postal traffic from 06. 02. 2023. and for international from 01. 04. 2023.