

ACS Smart Point Collection Service

December 2023

ACS Smart Point Service Description

This service concerns the collection and delivery of consignments from points of third-party partner points contracted with ACS (ACS Smart Points), with a significant number of daily users/consumers (gas stations, supermarkets, parking stations, etc.) and is an additional service to the Basic Courier Services. The aim of the service is to facilitate the access of customers and e-commerce users to more service points.

Transactions (depending on the opening hours of the service points) will be able to take place beyond the usual opening hours of the stores, such as Sundays, holidays, while selected points will be open all day (on a 24-hour basis). The services provided by ACS Smart Points due to their nature (shop in shop) are standardized and fall under specifications regarding the size, weight and number of shipments that can be served by the specific points.

Shipment Collection

Shipment collection from an ACS Smart Point (by a recipient) involves the following steps:

- The recipient is informed about the said service by the sender (e.g. online store, e-shop) contracted by ACS to provide the service and is selected by him during the online ordering process. Alternatively, he will be able to select delivery of his shipment to a different address or point, upon notification by ACS via sms / Viber or e-mail (e.g. in cases when he is absent from his address) through the free of charge redirection service.
- Upon delivery of the shipment to the ACS Smart Point, ACS automatically forwards to the recipient the relevant electronic notification (sms / Viber or e-mail) with the shipment number, the unique PIN security code, as well as the time the shipment will remain at the due point.
- The recipient visits the ACS Smart Point and by using the shipment and PIN numbers collects their shipment, after previously paying any cash on delivery or shipping amount at the integrated POS of the automated parcel delivery machines (Parcel Lockers) or at the cashier of the service point.

The Additional ACS Smart Point Delivery Service is provided at no extra charge to the sender, and the recipient is also given free of charge the option to have their shipment delivered by an ACS Smart Point, upon notification by ACS via the free of charge redirection service.

Clarifications & Explanations (Terms and Conditions):

1. For cases not covered in the description of this service, the selection of the service is the responsibility of the customer/sender/recipient. Due to its nature (times-availability), the service does not concern urgent shipments with sensitive and/or perishable products.
2. The delivery time at the ACS Smart Point is expected to be in accordance with the scheduled Express Service - Next Day times, which may be increased depending on the availability of the boxes at the said point, when delivery is made to the automated parcel delivery machines (Parcel Lockers).
3. The shipment's residence time, from its arrival at the ACS Smart Points, is up to 5 working days, while exceeding these days the shipment will be transferred to the corresponding ACS store. The recipient will be informed by the company via messages (sms / Viber or e-mail) both about the withdrawal of the shipment from the ACS Smart Point and about its availability at the delivery store, where the shipment will remain (for collection by the recipient) for another 5 days. For the relevant information of the recipient of the shipment, it is mandatory for the sender/customer to provide their mobile phone and e-mail in a secure environment. After these 5 days, the shipment will be returned to the sender. In the case of the return of the shipment to the sender, due to the recipient not appearing at the ACS Smart Point (due to the reservation of space), there will be a charge for the above service to the sender.
4. The maximum allowed dimensions of parcels to be delivered are 37cm x 44 x 61cm, and weight up to 5 kg.
5. Regarding a transaction at an automated parcel delivery machine (Parcel Locker), the proof of payment of any cash on delivery or shipment charge in the integrated POS is forwarded to the customer electronically by sms / Viber or e-mail a few minutes after the successful completion of the transaction. The Parcel Locker does not have a printer.
6. Prerequisite for the use of the ACS Smart Point service is that the customer - sender has prepared the receipts / vouchers by using one of the available free online applications of ACS (ACS Connect, ACS Web Business Tools) and has accepted the terms of the service. Respectively, for the Additional Order Forwarding Service to ACS Smart Point with the recipient's order (shipment redirection) it is mandatory for the sender to provide to the company the recipient's mobile phone or email address when creating the shipment, in order for the recipient's order to be forwarded electronically.
7. The customer - sender is responsible for excluding from the new service those products whose dimensions and weight, once packaged, do not conform to the size and weight limitations stated herein.
8. The customer - recipient, during the process of registering the online order and before its completion, should be fully informed by the online store about the terms of use of the service, about the permissible residence time of the shipment at the ACS Smart Point.
9. The customer - recipient expressly accepts the terms and conditions of use of the ACS Smart Point add-on service as described herein. He must also accept and allow ACS to use his mobile phone and e-mail to send the security codes related to the receipt of the shipment, to inform him of the progress of his shipment, and finally send the legal tax document - Receipt or Invoice for Provision of Services - of each shipment.
10. ACS, with the electronic acceptance of the recipient, receives via Web Service in its back-office system information such as: the e-shop order code, the unique code of the ACS Smart Point, the e-mail, the mobile phone and the full name of the recipient, as well as a unique order code.
11. Shipments are tracked, as in courier services, through SPITTS (Special Postal Items Track & Trace System) at all stages of handling (track & trace) of ACS. The reference number for this search is indicated on the receipt/collection proof delivered to the customer by the employee.
12. Instead of signing the delivery of the shipment, the certification of delivery of the shipment to the recipient will be done using the security code (PIN) that will be sent to the recipient's mobile phone or e-mail. The use of the PIN code takes the place of the signature of the recipient of the shipment. The PIN will be known only to the recipient. It is the recipient's responsibility not to

- disclose the PIN and shipment number to third parties, as in the event that they do so, their use by a third party will be on their behalf.
13. The recipient's identification key is always, and solely, their mobile phone (in combination with the PIN), so its correctness is crucial for the correct delivery of the shipment. The correct transfer of these details to ACS is the sender's responsibility.
 14. ACS makes every possible effort to deliver shipments in accordance with its operating schedule and local delivery schedules. All stated delivery times refer to working days from the date of departure from Attica and are calculated from this day to the first delivery attempt to the recipient's address details. In case of exceeding the delivery times due to peculiarities and limitations of the service (24-hour operation) ACS bears no responsibility.
 15. Business Days are the days from Monday to Friday, excluding national and local holidays/feasts. A Day is defined as the entire duration of a calendar day, from 00:01 to 23:59. However, collections and deliveries are usually carried out during the operating/business hours of the local stores. Opening hours may vary from point to point. Regarding third-party- cooperating with the ACS network stores, the opening hours of these stores apply. Any technical problem outside the working hours of ACS at the points of cooperating networks may accordingly modify the delivery time of the shipments to be delivered from these points. More specific information about the opening hours of each store is provided on the ACS website www.acscourier.gr and/or the local store
 16. In general, in courier services as well as in this service, the identity of the sender of the shipment is not certified and his surname/first name is taken (upon his declaration), unless it has been agreed otherwise in writing or there is special treatment with the relevant additional service or fall under the aforementioned case (delivery to an ACS store).
 17. In case any shipment exceeds the allowed weight and dimensions limit, it will be taken to the nearest ACS store for delivery.
 18. Consignments are accompanied by an Accompanying Bill of Lading which, at times, may also be termed as Proof of Transport, Proof of Delivery-Collection, POP-POD Voucher, ACS Connect, AWB, or may not even have a title.
 19. The additional Cash on Delivery Service is always at the sender's charge.
 20. The Courier and Transport services as well as the charges that are mentioned in the present document are governed by ACS's General Terms of Carriage and by the Charter of Obligations towards Consumers (COC), which are available on the website www.acscourier.gr.
 21. The present pricelist includes VAT (presently at 24%). Prices will change accordingly in the event of a VAT change.

The present pricelist is effective as of 01/12/2023.

The present document is an extract of ACS's official pricelist and regards the Courier and Transport Services. The applicable pricelist is published on the company's website at www.acscourier.gr. ACS reserves the right to make changes to the data of this document without prior notification, always in accordance with the applicable stipulations of law.