



## International Service - ACS Europe economy (EU - ECONOMY)

March 2024

### Basic Service Description

- This is the most economical ACS international shipping service **from Greece to European destinations**, and is mainly addressed to customers active in e-commerce, *customers contracted with ACS and private customers*.
- The service includes the collection of consignments from the sender's address and the delivery of the consignments in countries of the European Union via **road transport**. The service is only provided by charging the sender.
- Consignment tracking is performed in the same way as in courier services by electronic tracking at all stages of movement (track & trace), whereas delivery is performed upon obtaining the signature of the recipient.
- Each parcel is a separate consignment. Parcels over 40 kg are not supported by this service and are not collected. The minimum dimensions of each consignment are 15cm in width x 15cm in length x 2cm in height and minimum weight is 50 gr. The maximum dimension of a parcel must not be over 150cm.

Basic Service Price List	Charges / Weight category (up to kg)											
	[Prices are in € (euro) and <b>do not</b> include VAT]											
Destinations-Zones	1 Kg	2 Kg	3 Kg	4 Kg	5 Kg	10Kg	15 Kg	20 Kg	25 Kg	30 Kg	35 Kg	40 Kg
EU1	9,36	10,04	11,09	13,85	16,70	20,38	24,25	29,81	33,58	37,26	52,26	69,15
EU2	12,21	12,89	14,30	21,40	26,13	29,81	33,68	37,36	41,13	44,81	61,70	76,70
EU3	15,85	16,53	18,08	42,95	44,29	47,22	50,80	53,25	60,08	62,53	76,79	91,79

All above prices are charged with the international fuel surcharge, which is variable and is announced, if modified, at the beginning of each month on the ACS website [www.acscourier.gr](http://www.acscourier.gr)

Basic Service Price List	Charges / Weight category (up to kg)											
	[Prices are in € (euro) and include 24% VAT]											
Destinations-Zones	1 Kg	2 Kg	3 Kg	4 Kg	5 Kg	10Kg	15 Kg	20 Kg	25 Kg	30 Kg	35 Kg	40 Kg
EU1	11,61	12,45	13,76	17,18	20,71	25,27	30,07	36,97	41,65	46,21	64,81	85,75
EU2	15,14	15,98	17,74	26,54	32,41	36,97	41,77	46,33	51,01	55,57	76,51	95,11
EU3	19,66	20,50	22,42	53,27	54,93	58,55	63,00	66,04	74,50	77,54	95,23	113,83

All above prices are charged with the international fuel surcharge, which is variable and is announced, if modified, at the beginning of each month on the ACS website [www.acscourier.gr](http://www.acscourier.gr)

**Zones Chart / Delivery Times:** The following tables indicate the countries - destinations and delivery times per zone.

EU1	EU2	EU3
AUSTRIA	FRANCE	ESTONIA
BELGIUM	ITALY *	SPAIN**
GERMANY	IRELAND	MALTA
DENMARK	LATVIA	PORTUGAL
CROATIA	LITHUANIA	SWEDEN
NETHERLANDS	LUXEMBOURG	FINLAND
HUNGARY	MONACO	
POLAND	ROMANIA	
SLOVAKIA	SLOVENIA	
CZECH REPUBLIC		

\*No deliveries are made to Vatican, San Marino, \*\* Andorra and Gibraltar.

\*Cyprus and Bulgaria served by different export services - ACS net express - zone N & ACS Cyprus (EC) economy - respectively.

### Indicative Delivery Times

EU1	EU2	EU3
4-9 working days	5-10 working days	5-15 working days

### Additional EU Economy Services

- **ACS info Service.** Any person concerned may be informed by e-mail of the delivery data of their consignment.

Additional Service	Charge
ACS Info (e-mail)	€0,10

### Discounts

- In case of early payment within 20 days of the invoice date, we provide turnover discount on the Standard Services invoiced value in accordance with the following table and by deposit into an ACS Bank Account. This discount is provided in the form of a credit invoice at the end of each month for the timely turnover payment in that month according to the following table.

(Discount - on the corresponding amount timely paid exceeding €500 (excl.VAT )					
Level amount of Monthly Turnover	€500	€1.000	€2.000	€3.500	€5.000
% Respective Turnover Discount	5%	6%	7%	8%	10%

- No other discount is granted for this service or any other services.

### Shipments Insurance

#### **1. Automatic Shipping Insurance (Basic)**

Any shipment performed by ACS and not included in the prohibited items to be shipped by this service is automatically insured for loss or damage up to the amount of €200.00

#### **2. Additional Full Insurance**

Charges for shipments (items only) requested to be insured are subject to the following insurance premiums:

Value of Shipped Items	Premium
Up to €500	€2,5
Over €500	1%

- **Volume Billing**

The charge for each shipment depends on the combination of size and weight. If the volumetric weight of the shipment is greater than its actual weight (such as in the case of light although bulky items), then the charge is based on the volumetric weight and is calculated by multiplying the three dimensions of the parcel and dividing by 3,000.

$$\text{Volumetric weight (in kg)} = \frac{(\text{length}) \times (\text{width}) \times (\text{height}) \text{ in centimeters}}{3.000}$$

### Clarifications & Explanations

1. The selection/ use of the service is performed under the responsibility of the customer/sender (and not under ACS responsibility) for cases not described herein. It does not include urgent shipment of sensitive and/or fragile goods. It

only includes free Consignments. The charge is always debited to the sender and relates to customers either contracted with ACS or who pay in cash upon collection (receipt) of the consignment by ACS

2. The basic charges prescribed in the price list are subject to the corresponding surcharges provided for in the Basic Price List, when using additional services (such as ACS info, etc.).
3. The service is provided with the cooperation of well-known international European companies and transport networks, respectively. Departures from Greece are daily. The delivery time is subject to potential delays in the transportation routes to the destination (mainly via road). The deliveries and the delivery time to foreign countries pertain mainly to deliveries within the main cities and at the address of the recipient. In the case of deliveries to locations outside cities or remote areas/destinations in foreign countries, and in the event of inaccuracy of the address provided, the time and method of delivery for such consignments may be modified in accordance with the delivery criteria of the carriage companies involved or of their representatives. Such deliveries may be made either at the nearest point of service of the collaborating shipping company or its representative, as the case may be, or be completed at their own discretion in accordance with the procedures followed in that area (in cooperation with another collaborating courier company or global postal service provider of the country concerned). With regard to remote and/or difficult to access Area's delivery time is extended by an extra 1 to 5 working days. Therefore, the total delivery time ranges from 5 to 15 working days, following the departure of the transportation means for the shipment destination, depending on the point of dispatch and the point of destination.
4. ACS makes every effort to deliver consignments according to its schedule and delivery schedules which apply to each area. All delivery times are indicative, pertain to working days and are calculated from the date of departure from Athens or Thessaloniki until the first delivery attempt to the address of the recipient. ACS will not be held liable for damages if delivery times are exceeded.
5. Working days are Monday to Friday, except for national and local holidays. Day means the entire day from 00:01 to 23:59, while collection and delivery usually take place during the opening hours of local stores.
6. ACS reserves the right to request, and the customer is obliged to show identification upon collection/delivery of the consignments made at the place of collection/delivery. As a general rule applying to this service and to the courier service, the recipient states his name and surname, however his identification details are not verified, unless otherwise agreed in writing or the consignment is subject to different treatment under the relevant additional service or subject to the aforementioned case.
7. If a consignment exceeds a weight limit, the next weight level is considered for the calculation of the charge, namely it is rounded up.
8. Consignments are accompanied by a Shipping Note of ACS or of the collaborating foreign company, which may also be entitled Shipping Voucher, Collection/Delivery Voucher, POD Voucher, ACS Connect, AWB, or bear no title at all.
9. Repayment for the services provided can be made either in cash, by credit on the sender or by third party code debit.
10. Any consignment returns (due to non-delivery of consignments) are charged as a new shipment.
11. The transportation services and charges referred to herein are subject to the ACS General Terms and Conditions of Transportation and the Charter of Obligations to Consumers (COC), which can be found on the website [www.acscourier.gr](http://www.acscourier.gr).
12. The prices listed herein are subject to VAT (currently 24%). In the event of a change in VAT, prices will also be adjusted according to the applicable VAT.

**The present price list is valid from 01/12/2023.**

*The present document is an extract of ACS's official tariff schedule and regards the Courier and Transport Services. The applicable tariff schedule is published on the company's website at [www.acscourier.gr](http://www.acscourier.gr). ACS reserves the right to make changes to the information of this document without prior notification, always in accordance with the applicable stipulations of law.*