

ACS International Transport Service Tariff Schedule

December 2023

International Services: New Export Service «ACS – EUROPE LARGE PARCEL (ED)»

Description of Export Service (Export)

- New financial service of international transfer of parcels **from Greece to European destinations**, addressed mainly to customers-senders in the field of e-Commerce (online stores), customers who have a contract with the company, as well as to private customers.
- It mainly concerns the collection of parcels with a maximum actual weight of up to 31.5 kg from the consignor's address in Greece and their delivery by road transport to 22 countries of the European Union (EU). Consignments are monitored as in courier services with electronic tracking (track & trace) at all stages, while delivery is performed by receiving a signature.
- Each parcel is a unique consignment. **Parcels over 31.5 kg are not supported by this service and will not be collected.** The minimum dimensions of the parcel are 23cm x 17cm x 2cm. Respectively, the **maximum dimensions** result from the sum of the Length to which is added twice the sum of the Height and the Width, which **should not exceed 300 cm**, and more specifically: (Maximum dimensions = (Length) + 2 x (Width + Height) ≤ 300cm). The permissible length as an individual dimension cannot exceed 150 cm.

Export Service Tariff Schedule [Prices in € (euro) <u>without</u> VAT]				
Destinations - Zones	Charges / Weight category (up to Kg)			
	0–3 Kg	>3-7 Kg	>7-15Kg	>15-31,5Kg
Zone 1	21,77€	24,19€	29,03€	31,45€
Zone 2	20,16€	24,19€	25,00€	25,00€
Zone 3	21,77€	33,87€	37,90€	39,52€
Zone 4	45,97€	47,58€	52,42€	54,84€

All the above prices are in € (euro) and **do not** include VAT (presently at 24%). 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

Export Service Tariff Schedule [Prices in € (euro) <u>with</u> VAT]				
Destinations - Zones	Charges / Weight category (up to Kg)			
	0–3 Kg	>3-7 Kg	>7-15Kg	>15-31,5Kg
Zone 1	27,00€	30,00€	36,00€	39,00€
Zone 2	25,00€	30,00€	31,00€	31,00€
Zone 3	27,00€	42,00€	47,00€	49,00€
Zone 4	57,00€	59,00€	65,00€	68,00€

All the above prices are in € (euro) and include VAT (presently at 24%). 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

Zones / Delivery Times: The following tables show the countries - destinations and delivery times per zone

ZONE 1	ZONE 2	ZONE 3	ZONE 4
AUSTRIA	GERMANY	BELGIUM	ESTHONIA
HUNGARY		FRANCE	IRELAND
		DENMARK	SPAIN
		ITALY	LATVIA
		CROATIA	LITHUANIA
		LUXEMBOURG	PORTUGAL
		NETHERLANDS	SWEDEN
		POLAND	FINLAND
		SLOVAKIA	
		SLOVENIA	
		CZECH REPUBLIC	

Indicative Delivery Times *

ZONE 1	ZONE 2	ZONE 3	ZONE 4
4-6 business days	5-7 business days	5-8 business days	6-9 business days

* Delivery times are calculated from the day of departure from Greece.

Additional Services EUROPE LARGE PARCEL

- **ACS Info Service.** Automatic notification of the sender for the delivery details of his consignment, by e-mail to his computer.

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

Discounts

On the invoiced values of the Basic Service and the Additional Services, with the above prices of the specific and only service, a discount of timely repayment is provided, either in cash, or within 20 days from the date of the invoice, according to the following table, and payment by deposit in an ACS bank account. This discount is provided in the form of a credit invoice at the end of each month for the timely paid turnover during that month, according to the following table.

Discount - on the corresponding timely paid turnover > € 500 (before VAT)					
Height of monthly turnover	€500	€1.000	€2.000	€3.500	€5.000
% Corresponding Turnover Discount	5%	6%	7%	8%	10%

- No other discount is provided on this service or in connection with other services

Consignment Insurance

1. Automatic Consignment Insurance (Basic)

Every consignment carried by ACS and is not classified as a prohibited good for transportation, with this service is automatically insured for loss or damage up to the amount of €70,00 for documents and up to €100,00 for parcels.

2. Supplementary Consignment Insurance (Full)

The following surcharges apply (articles only) for the insurance of consignments

Value of transportable Items	Insurance Fee
Up to €1.500	1%

Volume Charge

The charge for each consignment depends on the combination of size and weight. If the volumetric weight of the consignment is greater than the actual weight (cases of light parcels with large volume), 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.

$$\text{Volumetric Weight (in Kg)} = \frac{(\text{length}) \times (\text{width}) \times (\text{height}) \text{ in centimetres}}{3.000}$$

Clarifications & Explanations

1. The selection of the service is the responsibility of the customer / sender (without any liability of ACS) for cases not described here. It is not related to urgent consignments with sensitive and / or vulnerable products. It only concerns free consignments. The charge for the export service is always borne by the sender while the corresponding charge for the import is always borne by the consignee. The export service concerns customers either by contract or who pay in cash upon collection (receipt) of the consignment by ACS. The import service concerns exclusively customers with a contract with the company.
2. The corresponding charges of the basic tariff schedule apply to the basic charges of the tariff schedule, in cases of usage of additional services (such as acs info, etc).
3. The service is provided in cooperation with **DPD** which has one of the largest European road transport networks.
Consignments depart from Greece and Abroad on a daily basis. Delivery times are indicative and are subject to delays of transport axes (mainly road) to the final destination. Deliveries and delivery times to foreign countries or within Greece, mainly concern deliveries made within the main cities and at the recipient's address. In case of deliveries outside of cities or in remote areas / destinations of foreign countries, and in cases of non-existence of exact address, the time and manner of delivery of these consignments may be modified, according to the delivery criteria of the cooperating transport companies or agents in each country. These deliveries, as the case may be, can be made either at the nearest service point of the cooperating transport company or its representative, or can be completed at their discretion, according to the procedures followed in the respective area (in cooperation with another courier company cooperating with them or postal service provider of the respective country). Consignment deliveries out of cities to remote and / or difficult to access areas will have an additional delivery time of 1-2 business days. Therefore, the total delivery time ranges from 3 to 9 business days from the departure of the means of transport to the destination of the consignment, depending on the point of dispatch and the point of destination.
4. ACS makes every reasonable effort to deliver the consignments as per its operation schedule and local delivery schedules. All reported delivery times are indicative, concern business days from the date of departure from Thessaloniki and are calculated from this day until the first attempt of delivery to the recipient's address. In case of excess delivery times, ACS has no liability for compensation.
5. 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 while collections and deliveries are usually carried out during the operating/business hours of the local stores.
6. ACS reserves the right to request proof of identity upon consignment delivery at the delivery stores and the customer has the obligation to conform accordingly. Generally, authentication of the recipient's identification is not carried out for courier services and for this specific service, only the

recipient's surname/name is recorded (by his/her declaration), unless otherwise agreed in writing or there is special treatment related to a Supplementary Service or are related to the mentioned case.

7. In case a consignment exceeds the weight limit, as consignment weight for the charge is considered the next weight level, i.e. it is rounded upwards.
8. Consignments carry the Accompanying Card of ACS or of the cooperating foreign company, which may also be termed as: Proof of Transport, Proof of Delivery-Collection, POD Voucher, ACS- Connect, AWB, or may not even have a title.
9. The payment of the rendered Services can be made in cash or on credit either to the shipper or can be charged to a third party
10. Any consignment return (due to non-delivery of consignment) will be charged as a new consignment.
11. The 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 .
12. The present tariff schedule includes VAT (presently at 24%). Tariffs will change accordingly in the event of a VAT change.

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 Transport Services. The applicable tariff schedule 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.