

INSURANCE handling



OPTIONAL GOODS INSURANCE

WORLDWIDE COVERAGE*

GENERAL

GENERAL GOODS UP TO €3,000

Rate 8% on carriage costs.

General Goods: up to a maximum of €3,000 per shipment.

Branded/Luxury goods (clothing, accessories, and footwear): up to a maximum of €1,500 per shipment.

Excluded from coverage: Precious metals, jewellery, watches (including plastic), costume jewellery, objects of exceptional value and/or antiques, works of art (paintings, figures, sculptures of any kind and cost), commercial samples, promotional items, gifts/presents, personal items/belongings, cured hams and sausages, furniture removals, collector's items (stamps, coins, comics, dolls/figures, toys/games etc.), weapons, ammunition and their spare parts/accessories, lottery tickets, meal vouchers, show tickets, smart box.

INDIVIDUAL TYPE A

GENERAL GOODS OVER €3,000

Rate: 0.60% of the value of the goods.

General Goods: maximum €5,000 per shipment.

Watches*: maximum €600 per shipment.

Branded/luxury goods (clothing, accessories, and footwear) from €1,500 and up to a maximum of €5,000 per expedition.

Minimum premium €1.50.

For all services containing the goods listed above and detailed below: Goods with a value of over €3,000, commercial samples, promotional items, gifts/presents, jewellery and watches that do not contain precious metals, precious and/or semiprecious stones, personal items/belongings (suitcases, bicycles, trunks, etc.) furniture removals (excess of €300.50), cured hams and sausages (does not cover deterioration).

Excluded from coverage: precious metals, jewellery, costume jewellery and watches containing precious metals, precious and/or semiprecious stones, as well as watches worth over €600, objects of exceptional value and/or antiques, works of art (paintings, figures, sculptures of any kind and value) and collector's items (stamps, coins, comics, dolls/figures, toys/games etc.), weapons, ammunition and their spare parts/accessories (always need to be accompanied by a waybill).

INDIVIDUAL TYPE B JEWELLERY

Rate: 1.60% of the value of the goods.

(Maximum €5,000 per expedition).

Minimum premium €1.50.

For all services containing: jewellery, metal craftwork/costume jewellery/watches containing precious metals, precious and/or semiprecious stones, as well as watches worth over €600.

INDIVIDUAL TYPE D

SPECIAL/EXCLUSIVE GOODS

Rate: 1.50% of the value of the goods. (Maximum €5,000 per expedition).

Minimum premium €1.50.

For all those services containing with special goods, such as: objects of exceptional value, antiques, works of art (paintings, figures, sculptures of any variety and value), collectors' items, stamps, coins, comics, dolls, toys/games, etc., metal craftwork that does not contain precious metals, precious and/or semiprecious stones.

INDIVIDUAL TYPE E

(For deliveries in mainland Spain)

WEAPONS, , AMMUNITION, ACCESSORIES AND SPARE PARTS

Rate: 0.60% of the value of the goods.

(Maximum €5,000 per expedition).

Minimum premium: €1.50

For all shipments containing firearms, air guns (regardless of their power), ammunition, accessories and spare parts that require a waybill.

INDIVIDUAL TYPE F

LOTTERY TICKETS**, MEAL VOUCHERS, SHOW TICKETS, SMART BOXES

****Coverage only for tickets from Official Lottery Establishments**

Payment for the goods prior to sending insured shipment (cash on delivery or returns are not accepted).

Rate: 1% of the value of the goods.

(Maximum €5,000 per expedition)

Minimum premium: €1

For all services containing lottery goods (non-winning tickets), meal vouchers, show tickets, smart boxes.

For further information, please ask your **NACEX** franchise office.

* Excluded countries and geographical areas: those under economic sanction, at war or in war/armed conflict, or at severe or very high extreme risk (List published in the JCC GLOBAL CARGO WATCH LIST by IHS)



GOODS INSURANCE

Insurance only applicable to goods.

The insurance covers material and direct damage; indirect damage, such as harm to commercial interests due to unrealized sales, exchange differences, market losses or guarantee of origin, etc. are not compensable.

Documentation shipments are insured for the value of the printing, never for the value of creation or preparation.

Compensation for goods will depend on the criteria adopted by the insurance company, being generally the market value or cost, not the resale value, depending on each case.

Compensation for used goods damaged during transport shall be subject to the corresponding depreciation. Furthermore, only the cost of repairs will be paid on claims made for damage to goods, with the final decision to apply the aforementioned point being the company's.

DEPRECIATION TABLE

Age of goods	Depreciation applied
Less than 1 year	0%
From 1 to 2 years	20%
From 2 to 3 years	40%
From 3 to 4 years	60%
From 4 to 5 years	60%
From 5 to 6 years	80%
More than 6 years	100%

The depreciation percentages may vary, depending on the type of goods transported and in those cases where the intervention of the Company's claims handler is required.

COVERAGE INCLUDED

The compensation received for this type of coverage shall never be greater than the value of the goods transported goods.

NATIONAL

OVERLAND

In accordance with the responsibility demanded by Law 15/2009 of 11 November on the Contract for the Overland Transport of Goods (LCTTM) the maximum compensation for the client is established, in the event of a claim, at one third of the IPREM/day (Public Indicator of the Value of Multiple Effects in Spain) per kilogram of gross weight of lost or damaged goods, with no compensation being payable in excess of the market value or cost of the goods.

INTERNATIONAL

Compensation as established by obligatory **C.M.R.** insurance (Convention on the Contract for the International Carriage of Goods by Road).

BY AIR

NATIONAL/INTERNATIONAL

Compensation as established by obligatory **IATA** insurance (International Air Transport Association).

GOODS EXCLUDED FROM INSURANCE COVER

Goods with insufficient packaging, dangerous goods or articles and those prohibited by law, tobacco, corrosive or flammable material, explosive material, poisonous material or material harmful to health..., live animals, live plants, biological samples, perishable goods** goods requiring refrigeration for preservation, fresh or frozen meat, fish or seafood; precious furs, damaged goods, marble and minerals in slabs, sheet glass, documents and photocopies of any kind, airline or other transport tickets, money in any form, cash, bank notes, commercial or bank bills, securities and securities coupons, mobile phone top up cards, pre-paid cards, credit cards or similar..., written projects, goods of no commercial value, documents and goods whose intrinsic value is greater than the goods themselves.

OTHER INTERNATIONAL DESTINATIONS

ADDITIONAL INSURANCE

Check the insurance conditions for non-EU samples with your franchise office

IMMEDIATE/DIRECT

Service excluded from goods insurance.
Please, check with your franchise office.



HANDLING OF INSURANCE CLAIMS

Claims for loss and/or damage to the goods transported must be made within **7 calendar days** of receiving the goods, unless the damage was evident at the time of receiving, in which case, the claim must be made at that moment. (Art. 60 L.C.T.T.M.). Once the claim has been formally presented within this period, a statute of limitations of one year will apply. (Art. 79 L.C.T.T.M.).

PROCESSING OF CLAIMS

The following points should be taken into consideration for the correct processing of **Optional Coverage** insurance:

- The claim for any damage detected in the transported goods must be made to the **NACEX** franchise office:
 - 1 at the time of receiving the goods, noting any concerns on the delivery note or,
 - 2 within 7 calendar days by letter,
 - 3 claims for breakage of more than €1,000, require assessment by a claims handler, which must be requested within 24 hours of the communication sent within the period indicated above (points 1 and 2),
 - 4 to submit a claim for damaged shipments, photographs must be taken at the time of receiving the shipment and sent to the **NACEX** franchise office within a maximum period of 72 h (outer packaging with the label identifying the shipment, inner packaging, damage to the goods, etc.).
- The client must provide the following for subsequent processing by the insurance company,
 - 1 photocopy of the commercial invoice for the totality of the goods sent (if this document is not available and any other document is provided, the insurance company may deduct 20% of the amount indicated),
 - 2 damage claim letter,
 - 3 a quote for the repair of the damaged goods or, failing that, a written letter of non-repair from an official technical service as well as the return of the goods,
 - 4 invoice or debit note for the amount of the damaged goods.

The company reserves the right to request additional documentation and/or clarification if the procedure so requires.

The presentation of all of the aforementioned documentation is essential in order to proceed with the handling of the claim.

This documentation must be sent to the **NACEX** office within a maximum period of **30 days** from the notification of the claim.

- As a general rule, the **NACEX** franchise office will pay compensation upon completion of the appropriate investigations and appraisals within a period of approximately 90 days from acceptance of the claim by the Insurance Company, with the agreement of the Claims Handler if required. It should be borne in mind that the assessment by the claims handler is contracted out to companies not owned by the insurance company. In these cases, the process usually takes longer, which may delay the payment of compensation. The amount of compensation shall be determined on the basis of the assessment made by the claims handler. The same applies to large claims whose timescale cannot be determined due to the magnitude of the event (theft or road accident).

It is the client's responsibility to package the transported goods appropriately; otherwise, the insurance company may reject the claim.

In light of the above, the transport of goods using **NACEX** is carried out with the client's full knowledge and acceptance of the general and specific conditions of the insurance policy and the risks covered and amounts of compensation provided therein, exempting us from any liability for damages that may result from the loss, deterioration, delay, robbery or theft of the shipments entrusted to us and that are not covered by the insurance policy taken out.

OPTIONAL COVERAGE

TYP	RATE VALUE	INSURED GOODS	MAXIMUM INSURABLE AMOUNT
Optional Goods Insurance			
WORLDWIDE COVERAGE: except type E (for shipments to mainland Spain)			
8%	On Carriage	General goods, value up to €3,000	€3,000
A	0.60%	General goods, value over €3,000	€5,000
B	1.60%	Jewellery	€5,000
D	1.50%	Special/exclusive goods	€5,000
E	0.60%	Weapons, ammunition, accessories and spare parts	€5,000
F	1%	Lottery tickets, meal vouchers, show tickets, etc.	€5,000
Additional International Insurance			
€4.50 + 1%		<i>Check with your franchisee</i>	