

# GENERAL TERMS AND CONDITIONS FOR **INTERNATIONAL SERVICES**

## DIMENSIONS AND WEIGHT\*

### • INTERNATIONAL EXPRESS

Worldwide express services.

Actual weight or volumetric weight applies, whichever is greater (volumetric: width x length x height/6000 = kg).

### • BUSINESS EUROPE

B2B overland services within Europe.

Volumetric weight applies (width x length x height/5000 = kg), provided that this is greater than the actual weight.

### • ECOMMERCE EUROPE

Overland, single-parcel shipments, for B2C deliveries.

- **Home delivery:** 40 kg maximum weight per package.
- **Delivery to pick-up point:** 20 kg maximum weight per package (please check availability).

Volumetric weight applies (width x length x height/5000 = kg), provided that this is greater than the actual weight.

## IMPORTS\*

Available for all International services: **INTERNATIONAL EXPRESS**, **BUSINESS EUROPE** and **ECOMMERCE EUROPA**, there is a supplement for non-EU countries. Imports destined for the Canary Islands can only be shipped through the INTERNATIONAL EXPRESS service.

The sender's email and phone number are mandatory for the proper processing of the collection.

It is possible to make collections/deliveries in 3rd countries.

\* Check the scope of the service with the franchise.

## SPECIAL SERVICES AND ADDITIONAL CHARGES

### • FAIRS AND EXHIBITIONS:

These are arranged deliveries that must be organized in advance (minimum period of 48 hours prior to requesting the service) and require an additional surcharge. **We do not guarantee the service outside the EU.** Please check with your franchise office.

### • PRIOR NOTICE PROCEDURE

Exclusive service for samples of alcohol, medicines, and food, to countries subject to FDA (Food and Drug Administration) controls. Please check with your franchise office.

### • RETURNS TO ORIGIN

For those expeditions that leave our installations, whose return is from customs and excise at origin or external mainland warehouses, €15 will be invoiced regardless of the service contracted. If the return is from the destination or transit areas, the original export price will be invoiced.

### • E-ALERT AND PRE-ALERT SERVICE

Confirmation to the client of delivery with the date, time, person who received it, by sms or e-mail. Please check availability with your franchise office.

### • HAZARDOUS GOODS, TEMPORARY EXPORTS AND TRANSITS:

Are not permitted.





## CUSTOMS

Export SAD included in tariffs. For all other documentation related to customs clearance and procedures, please check with your franchise office.

It is the responsibility of the sender and consignee to be aware of the specific export conditions, as well as to provide the necessary documentation for clearance. We are not responsible for delays caused by the lack of proper processing/handling.

All charges and fines produced at customs that are not accepted by the importer will be passed on to the sender, as the one responsible for exportation.

## SERVICE EXCEPTIONS\*

### • SHIPMENTS OF PRODUCT SAMPLES TO NON-EC COUNTRIES

The original exportation invoice, and copy in pdf, needs to be taken to the client franchise office. Templates are available with the minimum mandatory information required. Please, check with your franchise office.

(Please find more information on the website [nacex.com](http://nacex.com) Services / General Conditions).

### • EXCLUDED GOODS

In addition to the goods excluded at national level, the following goods are excluded at international level: articles of unusual value, marketable securities, ivory and products derived from it, weapons, jewellery, pornographic material, hides/furs, passports, ID cards, car registration/license plates, plants, seeds, activated credit cards, tobacco and products derived from it.

### • RESTRICTED GOODS

For shipments within the EU, there is free circulation with the possibility of inspection, in which case it is required that both the exporter and importer have licenses and documentation if required.

Perfumery, medicines, olive oil, leather goods or derivatives, and non-perishable foodstuffs.

\* Check the scope of the service with the franchise.

- International shipments must travel with a telephone **number** and/or **e-mail** for the consignee. In the event of their omission, no claims or complaints are accepted.
- **Shipment of product samples:** The content and real value of the goods must be declared for all international destinations. Generic descriptions are not permitted.
- In the event of an incident in deliveries to individuals, shipments will be deposited at a convenience point or collection point (Smart Locker, Drop point, etc.). The consignee will be duly informed of the conditions for collection.
- **Digitised signatures:** Not all international services are guaranteed to be digitally signed.
- Deliveries to post office boxes are not permitted.

