

## **General parcel declared value refund General Logistics Systems, logistične storitve, d.o.o.**

General Logistics Systems, logistične storitve, d.o.o. (hereinafter "GLS Slovenia") system is based on secure technology, and all participants of the system seek to prevent and avoid all damages and detriments.

GLS Slovenia trusts that upon packaging the parcels handed over by the Commissioner (below mentioned as "parcels") the most careful and professional procedure is followed, and the nature of the goods handed over and the conditions of parcel forwarding are eminently taken into account.

GLS Slovenia registers the parcels' route at each checkpoint with the help of a bar-code following system, minimizing the chance of false routing and losses. GLS Slovenia automatically measures and electronically records the weight of parcels handed over, making it possible to control all parcels.

Despite the above described expertise and accuracy, damages can still emerge. Upon the adjustment of the related claims the following articles supplement the general and contracted rules of responsibility.

For the parcels taken over for forwarding GLS Slovenia only undertakes a level of liability for damages included in the agreement until the first damage in each case, with the following exclusions and clauses.

General responsibility for damage covers the contents of the parcels shall not exceed 200,00 € for domestic and international parcels. In case of different declared value refund is being discharged the level of responsibility for damages shall be included in this latter declared value refund agreement. However, the contents of exclusions and clauses may only be amended by separate declared value refund agreements in the form of a written amendment. Exclusions – groups of articles excluded from the damage coverage:

- Goods that are susceptible to destruction.
- Bagged goods or items in bulkin bags, or wooden crates
- Mortal remains, live animals.
- Goods of extraordinary value; precious metals, drawings or other art objects,
- Antiques, document of money worth and other similar documents,
- Jewels, fur, gold, silver, cash and coin.
- Goods requiring temperature adjustment.
- Weapons and ammunition.
- Dangerous goods of all kinds (for example: inflammable, explosive, toxic and environmentally dangerous substances), which could be health threatening and could cause injuries must not be shipped even with the outside mark.
- Parcels with long sharp protruding parts.
- Parcels strapped together.
- Glass and glass items.
- Parcels addressed to the post office box of the addressee.
- Drugs.
- Fragile goods and other goods that must be treated under special laws and regulations.
- Under separate agreement dangerous goods can be shipped according to the ADR (1.1.3.4.), Sender must follow the regulations and must not submit the volume of the goods exceeding the ADR regulations..

In case of domestic or international parcels that value of the content is exceeding 2000,00 EUR, contents under the government supervision, alcohol drinks and tobacco goods.

Clauses:

1. Damages are covered up to the costs of reparation at the most suitable location from the point of view of transportation cost-efficiency, and do not cover deterioration. Supplementation is reimbursed at purchase value.
2. In case of partial damages only the cost of supplementation or replacement can be reimbursed, damage coverage does not apply to "lost profit".
3. No damages can be claimed in cases where packaging did not take the conditions of parcel forwarding into account, or in case the contents of the parcel are damaged due to the deficiencies of the inner packaging, despite the outer packaging being undamaged. Label "Fragile" does not relieve the sender of the obligation of packing according to the nature of the contents, because the label itself does not protect the contents of the parcel.
4. In case of fragile objects (glass, porcelain, bottles, medicine and injection ampoules, infusion bottles, etc.) no claims shall be accepted if the outer packaging is undamaged, even if due to the deficiency of the inner packaging some of the elements are damaged and the contents are spilt, tainting the rest of the elements of the package.
5. In case one or more elements or parts of a set of objects are damaged upon parcel forwarding, no special interest may apply upon reimbursement of damages. Reparation or supplement costs must be calculated in the pro rata ratio of the set, as if all pieces were declared value refund separately.
6. In any case the costs of packaging suitable for the transport conditions are charged on the sender. After intact delivery, loss due to deficient packaging, suspicion of pilferage and in case of stocking several packages in a single parcel the decrease of the stocked quantity shall not be subject to damage claims.
7. Claims are excluded in case of chipped, scratched, rubbed, scraped etc. damages of enameled goods and lacquer-ware if the outer packaging is intact. Similarly, in case of furniture and wooden parts the above damages and furthermore damages due to depression, damages of the burnish, and the ungluing of the glued parts or ply are excluded.
8. In case of used objects, lost or damaged parts shall be reimbursed in the ratio of the value of the used object related to the new.
9. Upon indemnification the recompensing party is entitled to choose between replacement and reparation
10. No cases are subject to indemnification where delivery was performed in the original, undamaged packaging, and claim arises after delivery. All claims are excluded that concern the damages of new articles dispatched in the original, factory packaging, if packaging was undamaged and unopened upon delivery. If the outer packaging of the delivered shipment is not damaged, but the contents of the package itself are damaged, complaints based on inappropriate packaging or content excluded from the transport service cannot be considered.
11. In case the packaging of a properly packed parcel has not been damaged in the process of forwarding and the vehicles or other instruments taking part in the forwarding did not collide, fall over and were not shaken, and the objects inside the parcel were not subject to mechanical or electric or electronic disturbances, no claim shall arise.
12. Rusting, oxidation or discoloration of objects handed over for forwarding shall not give ground to claims or damage case.
13. GLS Slovenia shall not compensate any damages covered by some other declared value refund at the time of occurrence, except for the sum that exceeds the above sum paid by the other declared value refund, but within the above mentioned limit.
14. In case of damage emerging, a register must be logged upon delivery of the parcel. The parcel number must be identified for indemnification, and the documents certifying the contents of the parcel and the damage bill must be handed over.
15. For all damaged packages it must be made possible for the GLS Slovenia or the representative to inspect them. For this reason the conditions upon the emergence of damage must be kept.
16. In case the original packing is damaged during the delivery service but the content of the parcel is unharmed, GLS will refund the 10% of the purchasing price.
17. In case that sender delivers goods that are excluded from GLS Slovenia service, sender must take all the responsibility for the damage caused by the these goods unless otherwise is agreed and if service MAH has been used.



18. GLS Slovenia is not liable for any consequent damage or any lost profit
19. GLS Slovenia reserves the right that in case of a request of inspection the damage will exclusively be compensated up to the value adjusted to the inspection.
20. GLS Slovenia reserves the right to dispose with the content of the parcel which has paid the refund.
21. The reimbursed value shall be transferred within 8 days after the claim approval. Refund can only be accomplished after the approval. Refund is deposited to the senders' bank account.
22. If there is no mark (status) of damage in the system, there is no GLS adhesive tape on the package and the recipient has signed the acceptance of the undamaged shipment, the complaint regarding the damage cannot be followed.

GLS Slovenia can only be charged for the interests of late payment after the above mentioned deadline. These conditions are public and are in effect from 20.06.2022. until recalled. GLS General Logistics Systems.

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