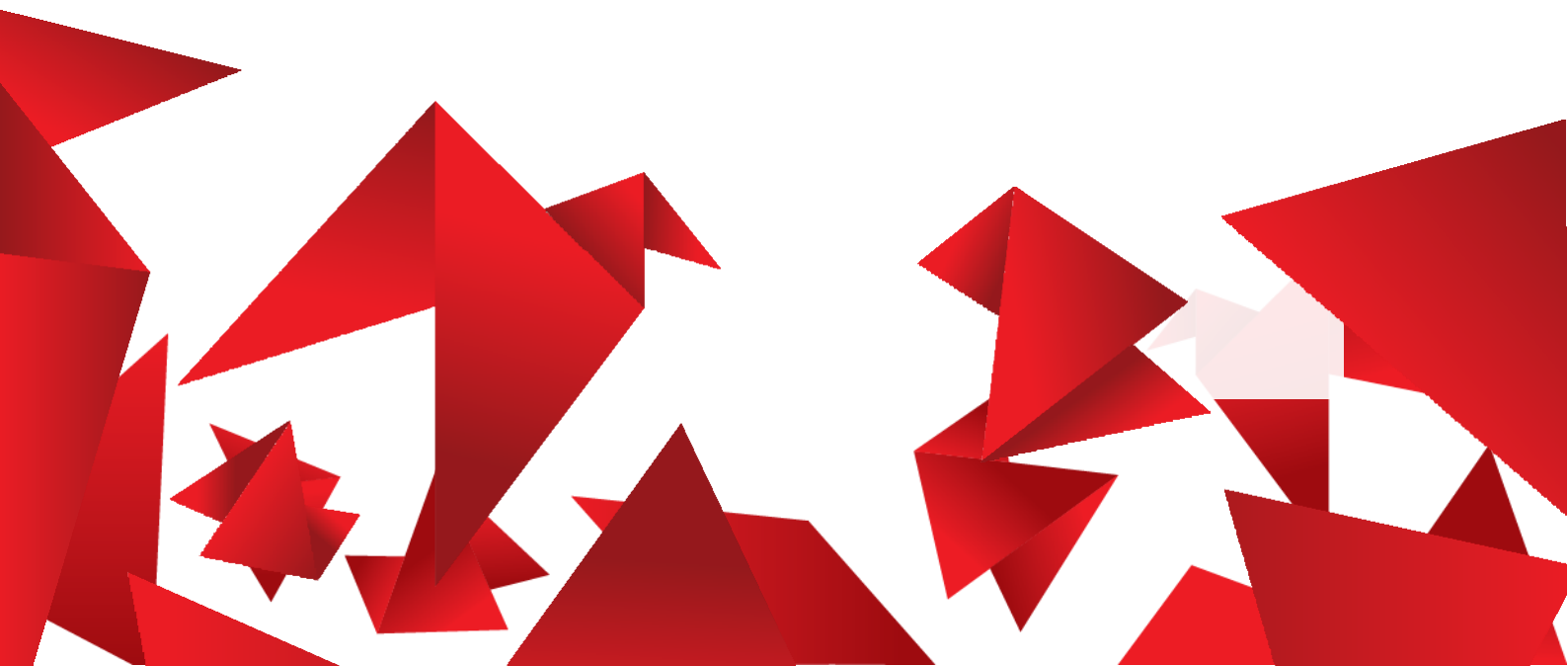


SAMEDAY
#theopenway

COMMERCIAL OFFER

AVAILABLE FROM AUGUST 2024



Contents:

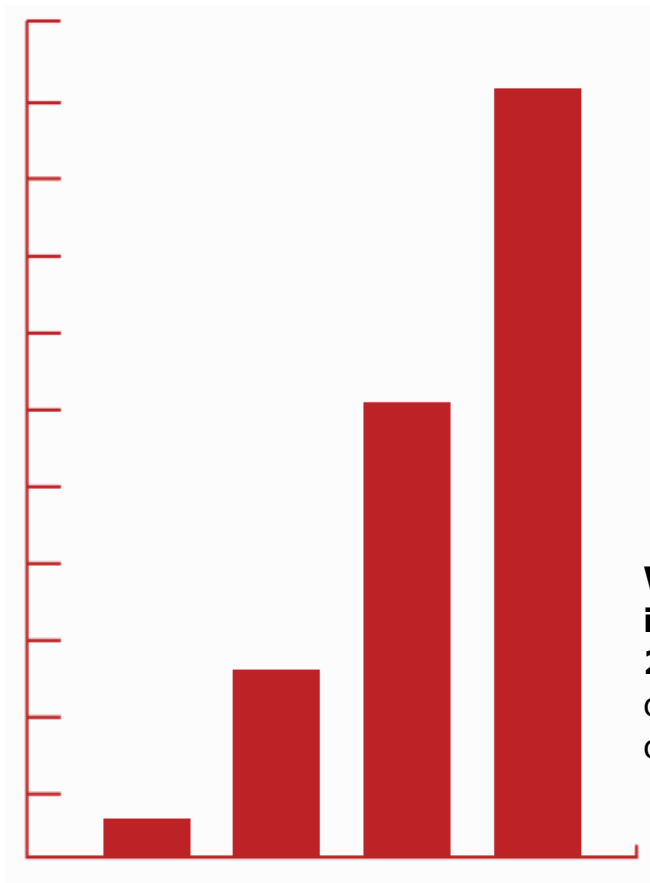
- I.** About us
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I. About us

Sameday, a company employing technology to develop delivery solutions which open growth opportunities for people, communities and industries. Sameday is one of the main players in the Romanian courier market. With a team of over 4,500 employees and partners, we are the first Romanian courier company to expand its operations across the border, in Hungary, thus becoming the company with the most dynamic evolution in the region.

The company operates in **Romania, Hungary** and **Bulgaria**, offering both home delivery services and delivery in the over **4,900 easybox lockers**, on the territory of **Romania, Hungary** and **Bulgaria**.



While recording an almost 14 times increase in volumes between 2018 and 2021, we have consistently developed the operational capacity and continue to offer our customers **the best services**.





In Sameday, we offer you the opportunity to grow your business at your rate by making available

3 (tree) delivery options:

- Locker/easybox
- Home delivery
- PUDO (Pick Pack Point by Sameday)



easybox



home delivery



same day
(doar în București)

Servicii dedicate creșterii tale



NEXT DAY
24-48h delivery

Oriunde în România și Ungaria. În curând în mai multe țări din regiune.

EASYBOX

Soluție de livrare rapidă și convenabilă cu timp de retenție a coletelor de 36 de ore de duminică până joi și 72 de ore de vineri până sâmbătă.

SAMEDAY DELIVERY

Servicii în București și împrejurimi.

Livrare în intervale de 6 ore, de la 9:00 la 21:00, de luni până duminică, cu urmărire constantă și control complet al expediției.

Livrare complet electrică, cu o amprantă redusă de carbon și zgomot, ceea ce evidențiază natura noastră "eco-centrată".

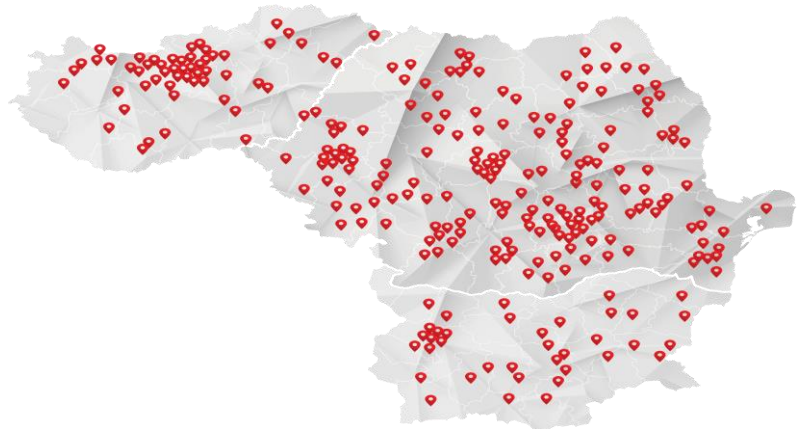
LIVRARE CROSSBORDER

Livrare în și din Ungaria și Bulgaria.

II. What makes us stand out?

Developers of the largest network of delivery lockers in the region - the easybox network - in Sameday we bring together the experience of the 15 years of courier services and the e-commerce know-how to create the best delivery experience and the conditions for growing your business.

easybox - the largest network of lockers in the region



+4900

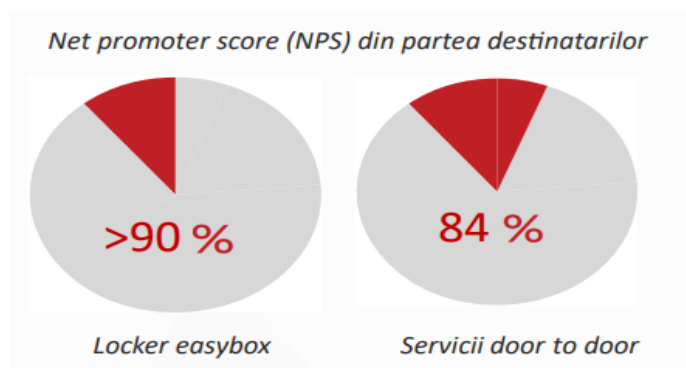
easyboxes in RO,
HU and BG

+40 %


Overall adoption
rate


Results that stimulate the growth of our partners


We provide customers **the best experience**, for you and your business to reach an increase rate of customer retention.








Personalisation		2020 vs 2019	
Sameday		+17.7%	
Electrica		+9.3%	
Orange		+7.7%	

Time & Effort		2020 vs 2019	
Sameday		+19.6%	
ENGIE		+8.0%	
Electrica		+7.9%	

Expectations		2020 vs 2019	
Sameday		+19.9%	
Electrica		+10.1%	
DPD		+8.6%	

Integrity		2020 vs 2019	
Sameday		+18.8%	
Deichmann		+9.1%	
Electrica		+8.6%	

Resolution		2020 vs 2019	
Sameday		+14.6%	
ENGIE		+10.0%	
Electrica		+8.8%	

Empathy		2020 vs 2019	
Sameday		+16.3%	
Deichmann		+14.2%	
Bershka		+11.8%	

*Extract from The Romanian 2020 Customer Experience Report developed by KPMG in Romania.

According to the Customer Excellence Report released by KPMG, we are the brand with the highest growth across all the essential levels of customer experience.



Our on-time delivery (OTD) rates exceed the results of any competitor, providing a competitive advantage to our customers' businesses.





Awards for our activity

We won awards for **“the company with the best growth”**, **“the investment of the year”**, **“the best locker delivery”**, **“the Black Friday Delivery Hero”** and **“the company of the year”**, within the Courier and Postal Services Industry Awards in Romania 2021, awarded by GOVNET Romania and ARMO (Romanian Association of Online Stores).



Part of the eMAG-Naspers group



III. Value proposal: our systems and processes

We continuously innovate and invest in technology and teams, **significantly reducing delivery times.**

We have focused on the development of systems and processes to provide **the most customer-focused last mile** experience **for B2C deliveries**, for big and small customers.

Our logistics services cover the entire value chain to ensure you and your customers the **peace and security** you want.

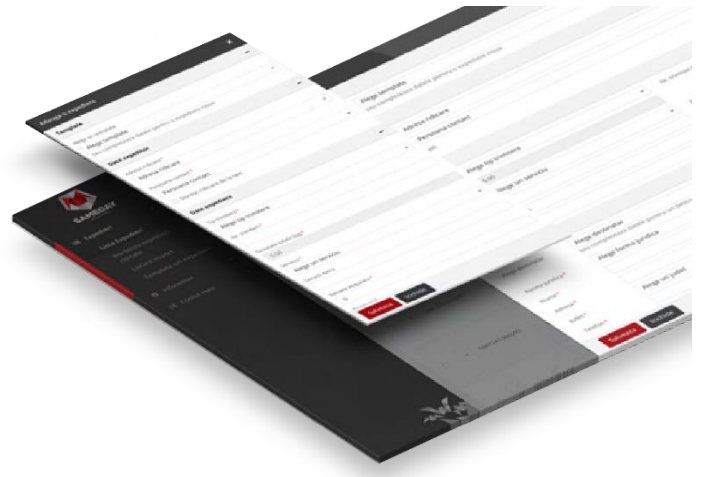


IV. Our investments



We bring your business closer to millions of consumers, using cutting-edge customer-oriented technology and applications, with unique features:

eAWB, the best application for customers, with real-time tracking functions, reports, administration and control for you to enjoy the benefits of our partnership. The platform incorporates the **'ticketing' application** dedicated to streamlining the resolution of your requests and to enhancing the efficiency of the processes.



Connectors/APIs for the most frequently used e-commerce platforms, which allow you to save resources as they offer easy integration into the Sameday ecosystem.





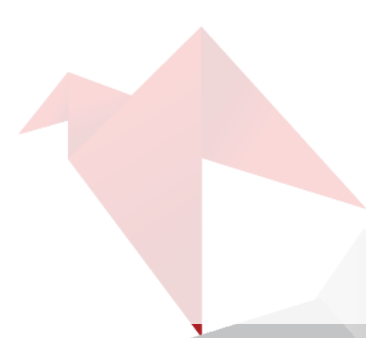
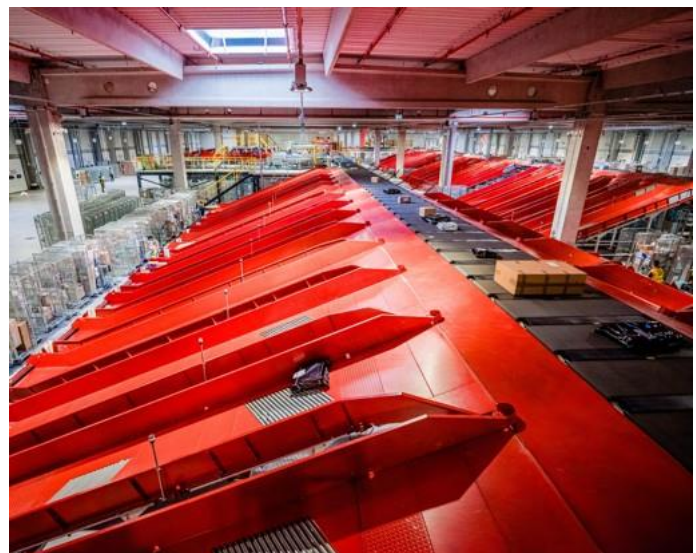
Dedicated connector for the easy integration of easybox in the ready-made e-commerce platforms Magento, Open cart, Woocommerce, Presta shop, Shopify, UNAS



Delivery technology at the service of your business

The 3 (three) logistics centres in Bucharest, Sibiu and Budapest allow us to achieve excellent delivery times (over 95% deliveries within the estimated time), thanks to automation and constant investments in technology:

- > 12,000 packages/hour sorting capacity, only in Budapest
- > 40.000 packages/hour sorting automate and simplify the sorting process.





The **easybox** network is the most extensive “**out of home**” service network in Romania and the most modern “**hi-tech courier service**” system, which reinvents the delivery experience.

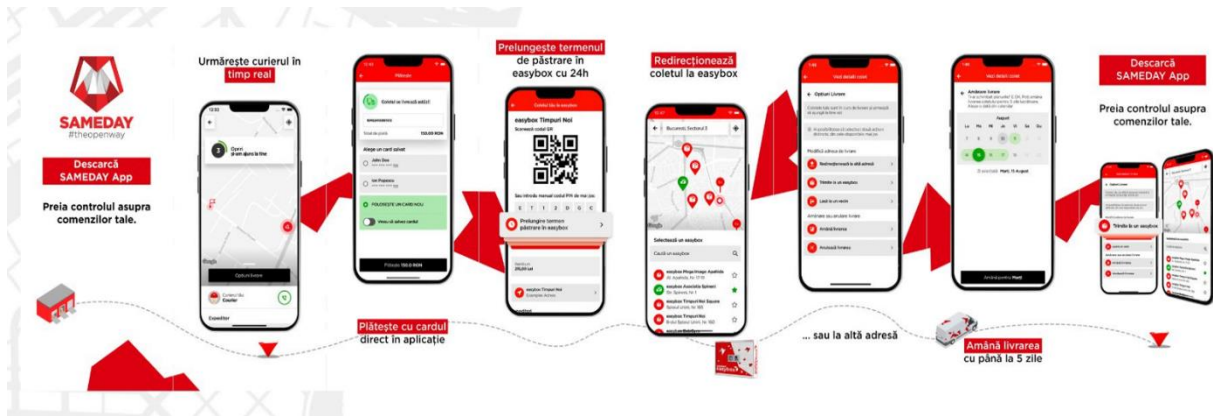
easybox is an eco-friendly pickup and delivery method, as easybox deliveries generate fewer motorised trips and reduce the carbon footprint by 95% compared to home deliveries.

We deliver with care for the environment

- We are developing an off-the-grid easybox network, aiming to make 0% carbon footprint last mile deliveries via easybox.
- We have a fleet of 0 (zero) emission vans we use for Express deliveries, managing to significantly reduce the carbon footprint.
- We are constantly renewing the Sameday car fleet to ensure that the emission regime of the approximately 3,000 vehicles impact the environment as little as possible.



SAMEDAY App



We have created for you and your customers a revolutionary delivery experience through the courier SAMEDAY App.

Discover the coolest features in one App!

Have you selected the easybox delivery?

When you need more time, you can extend the storage period, free of charge, by another 24 hours from the time the package is loaded in the easybox.

Are you waiting for a package to be delivered at home by Sameday? Use the SAMEDAY App:

- **To track your delivery in real time**

Don't worry about missing the courier when you go to the store! The SAMEDAY App will notify you a maximum of 2 hours before the delivery to your address, and you can use the application to access the interactive map to see how many stops there are until the courier gets to your address.

- **To pay on delivery by card in the app**

If you prefer to pay for packages on delivery, you no longer need to have cash on you when the courier arrives at the delivery address. You can pay online, directly in the application, from the moment your package is picked up by the courier for delivery.



- **To divert orders pending delivery to any easybox**

When your packages, eligible for easybox loading, are picked up by the courier to be delivered at home, you can divert their delivery to any of the 3800 easyboxes in Romania.



- **To divert the package to another address**

If your plans have changed, you can divert the package to a neighbour or to another more convenient address, from the moment your package is picked up by the courier for delivery.

- **To delay the delivery**

No more fear of returned packages when you are out of town! Postpone the delivery to the address of your choice by up to 5 (five) days in Bucharest or by up to 2 (two) days in other locations in Romania once your package is picked up by the courier for delivery.



V. Sameday postal and transport network. Extra network

Information about the Sameday postal and transport network can be found on the company's official websites:

 www.sameday.ro

 www.sameday.hu

 www.sameday.bg



VI. Definitions, terms and abbreviations

- **NMHH** – National Media and Infocommunications Authority
- **Parcel Insurance** – as it is mentioned in Chapter X “*Tariffs*”, represents the Service of the postal item with declared value and the Service of transport with value declared.
- **AWB** - the transport document accompanying any postal item/shipment and containing an envelope/package/goods, identified by a unique code that allows it to be tracked in the Sameday postal and transport network.
- **Beneficiary** - the legal person or any legal entity contracting the services offered by Sameday under the Commercial Offer.
- **BTS (Back to sender)** - shipments returned to the Beneficiary.
- **Goods** - all the goods in a shipment or any part of the load, described in the transport document, including any related packaging.
- **Customer** - any natural or legal person contracting the services offered by the Provider and obtaining access to the related information and services, after creating a membership account on the eAWB platform.
- **Pickup** - the operation of taking over by Sameday of shipments (postal items, envelopes, packages, goods), carried out either using the access points or from an address indicated by the sender.
- **Postal package** - a postal item with a maximum weight of 40 kg containing goods with or without commercial value.
- **Package (NOVS)** - a package with a maximum physical/volumetric weight of 40 kg and a maximum girth of 300 cm.
- **Oversized package (OVS)** - a package meeting one of the following conditions: package with a physical/volumetric weight above 40 kg and/or girth - height + 2 x length + 2 x width > 300 cm.
- **Atypical package** - a package meeting one of the following conditions: requires manual reinforcement, its girth - height + 2 x length + 2 x width = 270 and 300 cm (<https://sameday.ro/packaging/methods/?lang=en>)
- **Additional package** – each additional package from a multiple consignment of goods.
- **Order** - an electronic transport document, called AWB, acting as a form of communication between the Provider and the Beneficiary, by which the Beneficiary transmits to the Provider, via the Sameday Platform or any other electronic means owned by the Provider or its collaborators, its intention to receive Services offered by the Provider.



- **Commercial communications** - any type of message sent by Sameday (email/SMS/SAMEDAY App/mobile push/webpush, etc) containing general and specific information, information about services similar or complementary to those requested and contracted by the Customers, information about offers or promotions, as well as other commercial communications, such as market research and/or opinion surveys.
- **Digital confirmation** - the delivert confirmation based on the PIN/QR-code/link received by the recipient via SMS, email or SAMEDAY App.
- **The CMR Convention** - the Convention on the Contract for the International Carriage of Goods by Road of 1956, as amended in 1978.
- **The date of handover of the shipment/postal item** - the date on which the shipment/postal item was picked up, respectively on which it was picked up by Sameday from the Sender.
- **Distribution** - the process that begins with the sorting of postal items and ends with their delivery to the recipients.
- **DLV (Delivery)** - the operation of delivery to the recipient by Sameday of shipments, by any method regulated by law (automated delivery system (locker/easybox), door-to-door at the address indicated by the sender, contact point served by personnel).
- **Recipient** - the natural or legal person to whom the shipment/postal item is addressed.
- **Document** - the Service Contract and the annexes thereto, as well as any other relevant document.
- **Transport document** - any document (AWB, MAWB, CMR), manifest, waybill, label, stamp, electronic record or any similar document that accompanies a shipment, used by Sameday in its activity.
- **Shipping (shipment)** - the package, the goods picked up by Sameday based on a transport service.
- **Sender** - any natural or legal person initiating the sending of the postal item/the shipment and entering it into the postal network, in person or via a third party.
- **Extra-network** - an additional fee charged for the picking up and delivery of postal items/shipments in localities which are outside the Sameday postal network.
- **Postal service provider** - any self-employed person, individual enterprise, family enterprise or any legal entity which provides, in full or in part, one or more postal services.
- **GIRTH** - a parameter of the size of a package which is calculated according to the following formula: $L + (w + h) \times 2$ (the longest side plus twice the sum of the other sides, calculated in meters).

- **Chargeable weight** – the physical (gravimetric) weight or the volumetric weight of a postal item/shipment. the highest of these is used as basis for the pricing of the charge for postal and courier services, as well as for transport services.
- **Physical weight** - the actual, physical (gravimetric) weight of a postal item/shipment.
- **Volumetric weight** - it is calculated according to the formula: $L \times w \times h / 6000$.
- **Fuel index** – a dynamic extra charge for fuel, in accordance with the fuel price variations. Additional information is available on <https://sameday.hu/uzemanyag-felar/>.
- **Home delivery** – the pickup address (of the Sender) and/or delivery address (of the Recipient).
- **Integrator** - any natural or legal person acting under a contract as an intermediary between one or more senders and the postal service provider, the activity of which consists, in whole or in part, in the generation and processing of postal items and their introduction into the postal network of a postal service provider for delivery to the address indicated by the sender. these services provided by the integrator are not postal services.
- **Delivery** - the operation of delivery to the recipient by Sameday of shipments and postal items, by any method regulated by law (automated delivery system (locker/easybox), door-to-door at the address indicated by the sender, contact point served by personnel).
- **Contactless delivery** - the delivery made while maintaining social distance, by PIN/QR-code communicated to the recipient by informatic communication (SMS/email/SAMEDAY App).
- **Locker (easybox)** - a package delivery system, consisting of an automatic terminal, made of metal, in the shape of a cabinet containing several storage compartments, secured in multiple ways, accessible to customers 24/7, based on a code.
- **Dangerous goods** - goods classified by the United Nations Recommendations on the Transport of Dangerous Goods, the International Civil Aviation Organization (ICAO), the European Agreement on the International Road Transport of Dangerous Goods (ADR), the International Air Transport Association. (IATA), as well as national/EU laws and regulations.
- **Means of communication** - any means of transmitting information (email/SMS/SAMEDAY App/courier and post/VPN/mobile push/webpush).



- **OTD (On Time Delivery)** – an indicator measuring the delivery performance of a shipment/postal item to the destination.
- **Ordinance no. 2012. évi CLIX.** - the special law that regulates postal and courier services.
- **Reference period** - the time interval taken into account by the Beneficiary when selecting postal items and shipments eligible for invoicing.
- **Pickup from third-party sender** - a one-time fee, applied on top of the delivery charge for picking up postal items from third parties.
- **Peak season** - the periods with high operational volume, respectively: Christmas, Easter, Valentine's Day, March 1 and 8, etc.
- **eAWB platform** – the IT platform of the Provider allowing the Beneficiary to generate service orders and access information related to the contracted services.
- **Sameday platform** - the set of software applications whereby Sameday facilitates the access of its customers to the services it offers. The Sameday platform includes, among others: the order management application, the customer enrolment application and the website www.sameday.hu
- **Envelope** - a postal item weighing less than 0.99 kg. A consignment containing several envelopes weighing less than 0.99 kg is deemed for the Sameday services as an “envelope”, and, if it weighs more than 0.99 kg, it is deemed as a “package”.
- **Provider** - Delivery Solutions Zrt., (commonly known as "Sameday" or "Sameday Courier Service"), a Hungarian legal entity, with its registered office at 1097 Budapest, Könyves Kálmán út 34, company registration number: 01-10-141982, tax number: 32041848-2-43.
- **PPR (Pick, pack and return)** – a service that ensures the packaging and picking up of shipments and postal items from third parties.
- **In-person delivery to locker/easybox** - the Beneficiary's option to deliver and load postal items in person via locker/easybox.
- **Access points** - physical facilities, including letter boxes provided for the public, where postal items may be deposited with the postal network.
- **Contact points** - the set of physical facilities allowing the delivery of postal items to recipients.
- **COD** – as it is mentioned in the Chapter X “Tariffs”, represent the Service with cash-on-delivery.
- **Call centre & ANPC complaints** - the complaints and notices filed by the Beneficiary and submitted for the attention of Sameday or ANPC,



following the non-fulfilment or improper fulfilment by Sameday of the service contracted by the Beneficiary.

- **Package reweighing** – the process by which the Provider, using approved measuring and weighing means, measures the dimensions and reweighs the postal items/shipments.
- **Regulations** - any law, decision, judgement, ordinance, code, decree, rule, regulation issued, enforced, adopted, promulgated, implemented or otherwise adopted by or under the authority of any government body or by any other regulatory body in Romania or EU.
- **Postal network** - the organisation system and resources of any kind used by Sameday for the picking up, transport and handling of postal items and shipments, from the access points to the distribution centres, as well as the distribution of postal items and shipments to the destination addresses indicated by the sender on the AWB.
- **PUDO point (Pick Pack Point by Sameday)**– the point of work owned by a Sameday's partner, used as point of delivery for the postal items delivered by Sameday.

PUDO (Pick Pack Point by Sameday) services (through Sameday partners)

Pick Pack Point by SAMEDAY

- A postal service in the category of registered delivery service, consisting of the delivery of a postal item with maximum dimensions not exceeding 47 x 44.5 x 39 cm via a PUDO centre within a minimum of 24 hours and a maximum of 72 hours of receipt, for a fee.
 - Customers with a customer account can order via the eAWB platform or API integration.
 - Available depending on delivery areas provided by Sameday, which can be found at https://sameday.hu/sameday_pont.
 - Can be associated with the following services:
 - Cash on delivery (COD), refund payment is made by contactless debit card only.
 - Can be associated with:
 - Postal service declaration of value ("parcel insurance").
 - Change of ordering location.

- **Sameday RO network** - it is structured as presented on the Sameday.ro website and in the IT application used by the customer, eAWB.
- **Sameday network** – www.sameday.ro/www.sameday.hu/www.sameday.bg
- **Crossborder network** – www.sameday.ro/www.sameday.hu/www.sameday.bg
- **easybox network** – www.sameday.ro/www.sameday.hu/www.sameday.bg
- **PUDO network** - https://sameday.ro/sameday_point
- **Sameday** or **Sameday Courier** means the Delivery Solutions Zrt., including any subcontractor of Delivery Solutions Zrt., contracted to provide postal and courier services, as well as transport services, acting on behalf and for the benefit of Delivery Solutions Zrt.
- **Saturday delivery** - the delivery of postal items/shipments on Saturday.
- **Services** - the postal and courier services, as well as the transport services provided by Sameday, consisting in the picking up, sorting, transport and delivery to the destination of postal items/shipments, as well as the return to the attention of the sender/Beneficiary of postal items/shipments not delivered for reasons beyond the control of Sameday. The services further include other necessary, adjacent activities, such as, without limitation, the handling or storage postal items/shipments.
- **Postal services** - services consisting of picking up, sorting, transport and delivery of postal items. these implicitly include other specific activities necessary for the provision of postal services such as, without limitation: handling, storage of postal items, etc.
- **Transport service** – means and includes all domestic and international freight transport operations and services offered and provided by Sameday under a complete and accurate order placed by the Customer and based on a transport document, namely picking up, loading, packing, filling, unloading, unpacking, storing and handling goods/shipments, any value added services and any other operations and services of any nature undertaken by or performed by or on behalf of the Carrier in relation to the goods and related customs and information technology operations.
- **Ancillary services** - all services that are not part of the Transport services.



- **Subcontractor** - legal entity carrying out postal and courier, transport activities, in the name and on behalf of the Provider, under a written contract therewith.
- **Correspondence** - any communication in written form on any kind of physical support which is to be transported and delivered to the address indicated by the sender on the postal item or on its packaging. Books, catalogues, newspapers and periodicals will not be regarded as items of correspondence.
- **Postal item** - a good, in final form (packaged and labelled), which is to be picked up, transported by any means chosen by Sameday and delivered to the address indicated by the sender and which is accompanied by the transport document/AWB.
- **International postal item** - a postal item sent from the territory of Romania to an address that is not located on this territory or sent from outside the territory of Romania to an address located on its territory and the postal item sent from outside the territory of Romania to an address that is not located on this territory, but in transit on the territory of Romania.
- **Registered postal item** - a postal item covered by a service the specificity of which is the issuance by Sameday to the sender of a document certifying the date of handover, as well as, as a rule, the payment of the charge.
- **Eligible postal items/shipments** - the postal items/shipments picked up by Sameday from the Beneficiary for the performance of postal and courier services or for freight transport.
- **User** - any natural or legal person receiving a postal service as a sender or recipient.
- **Declared value of the shipment (*Insurance*)** - the value indicated, as the case may be, by the Sender/Beneficiary on the AWB/transport document, representing the maximum amount for which Sameday is liable in connection with the shipment/postal item and any direct damage caused to it, respectively the declared value for which the Sender/Beneficiary pays a charge requested by Sameday, related to the extension of its limit of liability.
- **Monthly volume** - the number of monthly postal items/shipments delivered through the services contracted by the Beneficiary, provided and invoiced by Sameday.
- **Days** - working days unless expressly provided otherwise.





VII. General Conditions for the Provisions of Postal Services

The General Conditions for the Provisions of Postal Services are posted on the page <https://sameday.hu/altalanos-szerzodesi-feltetelek/>

VIII. Postal and courier services

General characteristics of postal and courier services

- The service fee is charged/paid in RON, at the chargeable weight of the postal items (packages) concerned, for the physical weight and the volumetric weight, whichever value is higher.
- The maximum permissible chargeable weight of a postal item (package) is 40 kg.
- The maximum length of one side of the package must not exceed 300 cm.
- $GIRTH - L + (w + h) \times 2 > 300 \text{ cm}$
- The minimum charging unit is 1 kg (weight is rounded upwards, when the weight exceeds 0.01 grams).
- The volumetric weight of a package is calculated according to the formula: length x width x height (measured in centimetres)/6000.
- A postal item can contain 1 (one) or more parts.





National postal and courier services

Nextday 24H (standard)

- A postal service falling within the registered delivery service category, consisting of picking up a postal item and delivering it to the destination address within a minimum delivery time of one 72 hours calculated from the pickup, for a charge.
- The delivery is made to the destination address mentioned on the transport document (AWB).
- It involves 2 (two) free delivery attempts, made on different days.
- The postal item is delivered against the confirmation of the delivery PIN received by the recipient via SMS.
- It can be associated with the following services:
 - Cash on delivery (COD)
- It can benefit from extra services, for a charge:
 - Service of postal item with declared value ("parcel insurance")
 - Change of destination (redirect parcel parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Oversized package
 - Digital confirmation
 - Delivery in person via locker/easybox
 - Extended storage period in locker/easybox





Cash on delivery (COD)

- A postal service the specificity of which is the payment by the recipient to the sender, through the postal network (including via lockers/easybox and/or the SAMEDAY App), of the value of the good covered by the registered postal item, respectively picked up by Sameday.
- Maximum cash on delivery values:
 - HUF 500,000 (for the cash on delivery service where the recipients are legal entities)
 - HUF 500,000 (for the cash on delivery service where the recipients are individuals)
- The change in the amount of the cash on delivery can be requested by the sender in writing, by email sent through the customer account in the eAWB application, during the period when the postal item/shipment is in transit, in the postal and transport network, until the time it is picked up by the courier to be delivered to the destination.
- The method used by Sameday to confirm to the sender the change in the amount of the cash on delivery is in writing, by email/in the customer account in the eAWB application.
- The time limit for returning the cash on delivery value to the sender's collection account is of maximum of 3 (three) working days calculated from delivery.
- It can be associated with the following services:
 - Nextday 24H (standard)
 - Crossborder
- It can benefit from extra services, for a charge:
 - Service of postal item with declared value ("parcel insurance")
 - Change of destination (redirect parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Oversized package
 - Digital confirmation
 - Extended storage period in locker/easybox





Additional services with added value applicable to the national postal and courier services

Service of postal item with declared value (“parcel insurance”)

- A postal service the specificity of which is the insurance of a recorded postal item against loss, theft, total or partial destruction or damage, for an amount that cannot exceed the value declared by the sender and supplying the sender, upon request, after the deposit or delivery of the postal item, with proof of the deposit of the postal item or of its delivery to the recipient, without a written confirmation thereof by the latter.
- It is activated by ticking the appropriate box related to the transport document (AWB).
- The declared value must be correctly stated on the transport document (AWB).
- The declared value must not exceed the limit of HUF 500.000/postal item.
- The charge to be paid by the Sender to Sameday is 1%, calculated based on the declared value, stated on the transport document (AWB).
- It can be associated with the following services:
 - Nextday 24H (standard)
 - Cash on delivery (COD)
 - Crossborder
- It can benefit from extra services, for a charge:
 - Change of destination (redirect parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Oversized package
 - Digital confirmation
 - Extended storage period in locker/easybox





Change of destination (Redirect parcel parcel)

General characteristics:

- A postal service the specificity of which is the possibility of changing the recipient or the delivery address before the delivery of the postal item, at the express request of the sender or the recipient, communicated to Sameday within a period agreed in advance with it, as well as the possibility of stopping the delivery of postal items.
- The change of the recipient and the delivery address can be requested via the eAWB platform, the SAMEDAY App, or the link received by SMS by the recipient, before the time of delivery to the destination.
- It may be realised by the following types of delivery:
 - **Home Delivery to Home Delivery** (change of destination from the initial address of delivery to another address of delivery)
 - **easybox to Home Delivery** (change of destination realized as result of the impossibility of delivery of the postal items with volumes/dimensions that exceed the dimensions of the easybox/locker or as result of the expressly request of the sender or the recipient).
- Available depending on the delivery areas serviced by Sameday, which can be found on <https://sameday.ro/news/r/>.
- It can be associated with the following services:
 - Cash on delivery (COD)
 - Express (2H, 3H, 6H)
- It can benefit from extra services, for a charge:
 - Service of postal item with declared value ("parcel insurance")
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Oversized package
 - Digital confirmation





Return of documents

- A service the specificity of which is handing over to the recipient a postal item (envelopes and packages) and picking up another envelope from him/her, which will be delivered to the sender.
- It is activated by the ticking by the sender of the appropriate box related to the transport document (AWB).
- The minimum time for the delivery of the envelope/document is of 24 hours and the maximum one is of 72 hours calculated from pickup.
- If the recipient refuses to hand over the envelope/document in exchange, Sameday will not deliver the postal item to the recipient.

Package in exchange (SWAP)

- A service the specificity of which is handing over to the recipient a package and picking up from the recipient, in exchange, another package, which will be delivered to the sender.
- It is activated by the ticking by the sender of the appropriate box related to the transport document (AWB).
- The minimum time for the delivery of the package is of 24 hours and the maximum one is of 72 hours calculated from pickup.
- If the recipient refuses to hand over the package in exchange, Sameday will not deliver the postal item to the recipient.



3rd delivery attempt

- A service allowing the sender to request Sameday to make a 3rd delivery attempt, after exhausting the other delivery attempts included in the contracted service, for a charge.

Extension of storage term in locker/easybox

- It is a service that may be accessed by the recipient through the SAMEDAY APP, from the moment the postal item is uploaded to the locker/easybox.
- Allows the recipient to request the postal provider to keep the postal item in the locker for an additional 24 hours for a fee.

Pickup from third-party sender

- A fee applied on top of the delivery charge for picking up postal items from third parties.

Additional package

- An additional value-added service for a charge, applied to each additional package related to a multiple consignment of goods.

Oversized package (OVS)

- A package meeting one of the following conditions: package with a physical/volumetric weight above 40 kg and/or Girth - height + 2 x length + 2 x width > 300 cm.

Atypical package

- A parcel meeting one of the following conditions: requires manual reinforcement, its girth - height + 2 x length + 2 x width = 270 and 300 cm. More informations : https://sameday.hu/app/uploads/2023/07/SAMEDAY-UTMUTATO-SINGLE_FINAL_jul13.pdf
www.sameday.hu
Find more additional information on the website www.sameday.ro, in the section <https://sameday.ro/packaging-methods/?lang=en>.

Digital confirmation service

- A service the specificity of which is the delivery of the postal item/shipment:
 - o against the confirmation of the delivery PIN received by the recipient via SMS, email and/or SAMEDAY App
 - o against the link received by the recipient via SMS email and/or SAMEDAY App

Supplies

- Self-adhesive envelope AWB C5
- A3 bag (500 x 500 mm)
- A4 bag (300 x 400 mm)
- Small box (468 x 443 x 98 mm)
- Average box (468 x 443 x 198 mm)
- Large box (468 x 443 x 388 mm)

Free extra services

- Dedicated support
- 2 (two) delivery attempts
- SMS to recipients
- Email notifications
- eAWB Platform
- Track and trace
- Contactless delivery
- Package reweighing
- AWB



Easybox services (provided through locker/easybox automatic machines)

easybox Next Day (24H)

- A postal service falling within the registered delivery service category, consisting of picking up a postal item and delivering it through a locker, within a minimum delivery time of 24 hours and a maximum one of 72 hours calculated from the pickup, for a charge.

It can be ordered by customers via their customer account on the eAWB platform.

- It allows senders to enter postal items related to orders generated via the eAWB application into the Sameday postal network.
- It can be associated with the following services:
 - Cash on delivery (COD)
- It can benefit from extra services, for a charge:
 - Service of postal item with declared value ("parcel insurance")
 - Change of destination (redirect parcel)
 - Delivery in person via locker/easybox



Packaging methods. Goods prohibited and restricted for transport via lockers/easybox

The packaging methods, the goods prohibited and restricted for transport via locker/easybox can be found on www.sameday.hu in the section https://sameday.hu/app/uploads/2023/07/SAMEDAY-UTMUTATO-SINGLE_FINAL_jul13.pdf

PUDO (Pick Pack Point by Sameday)-service(provided through Sameday partners)

- It is a postal service that is part of the category of registered delivery service, that consists in the delivery of a postal item - whose maximum dimensions will not exceed 73 x 45 x 40 cm - through the PUDO point, within a minimum delivery time of 24 hours and a maximum of 72 hours calculated from pick-up, for a charge.
- It can be ordered by customers who have a customer account, through the eAWB platform or through API integration.
- It is available depending on the delivery areas provided by Sameday, which can be found on the https://sameday.ro/sameday_point.
- It can be associated with the following services:
 - Cash on delivery service (COD), the payment of the refund being made exclusively by contactless bank card
- It can be associated with the following services:
 - Declared value of postal service ("parcel insurance")
 - Change of destination

International postal and courier services

Crossborder nextday 24H

- An international postal service falling within the registered delivery service category, consisting of the picking up by Sameday of postal items (packages) from senders in Romania and the delivery to the destination, in the EU, within the estimate period of 96 (ninety-six) hours calculated from pickup, for a charge.
- The delivery is made in the EU - via the Sameday partners - to the destination address mentioned on the transport document (AWB).
- Available depending on the delivery areas serviced by Sameday, which can be found on www.sameday.ro/www.sameday.bg/www.sameday.hu.
- It involves 2 (two) free delivery attempts, made on different days
- The postal item is delivered against the confirmation of the delivery PIN received by the recipient via SMS.
- It can be associated with the following services:
 - Cash on delivery (COD)
- It can benefit from extra services, for a charge:
 - Service of postal item with declared value ("parcel insurance")
 - Change of destination (redirect parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Digital confirmation
 - Delivery in person via locker/easybox



Cross border locker delivery

- An international postal service falling within the registered delivery service category, consisting of the picking up by Sameday of postal items (packages) from senders in Romania and the delivery to the destination, in the EU, through lockers (easybox), within the estimate period of 96 (ninety-six) hours calculated from pickup, for a charge.
- Available depending on the delivery areas serviced by Sameday, which can be found on www.sameday.ro/www.sameday.bg/www.sameday.hu.
- It can be associated with the following services:
 - Cash on delivery (COD)
- It can benefit from extra services, for a charge:
 - Service of postal item with declared value ("parcel insurance")
 - Change of destination (redirect parcel)
 - Delivery in person via locker/easybox





VIII. Road freight transport services

General characteristics of road freight transport services

- The chargeable weight of a shipment (package) must be between 0,1 kg and 75 kg.
- The maximum length of one side of the package must not exceed 300 cm.
- The service fee is charged/paid in RON, at the chargeable weight of the shipment concerned, for the physical (gravimetric) weight and the volumetric weight, whichever value is higher.
- The Customer/the Beneficiary undertakes to comply with the maximum chargeable weight of 75 Kg of a shipment (package) and to assume any responsibility arising from this violation, which cannot be attributed to the Service Provider.
- The Service Provider may refuse to take over shipment weighing more than 75 Kg, but, if it takes over the shipment, it is done at the Customer's responsibility, the Service Provider being exonerated from any liability related to the deadlines for the execution of contractual obligations, loss, destruction or theft or the delivery of the shipment itself.





Domestic road freight transport services

24 H transport service

- A domestic road transport service, consisting of the picking up by Sameday of a shipment (package) and the delivery thereof to the recipient, at the address entered on the transport document (AWB), for a charge.
- Available depending on the delivery areas serviced by Sameday, which can be found on <https://sameday.hu>.
- The chargeable weight of a package must be between 0,1 kg and 75 kg.
- The maximum length of one side of the package must not exceed 300 cm.
- The minimum delivery time is of 24 hours and the maximum one is of 72 hours calculated from pickup.
- It involves 2 (two) free delivery attempts, made on different days.
- The shipment is delivered against the confirmation of the delivery PIN received by the recipient via SMS/ Viber.
- It can be associated with the following services:
 - Cash on delivery transport service (COD)
- It can benefit from extra services, for a charge:
 - Service of transport with declared value ("parcel insurance")
 - Change of destination (redirect parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Digital confirmation





Cash on delivery transport service (COD)

- A domestic road transport service consisting of the payment by the recipient to the sender, through the Sameday transport network and/or the SAMEDAY App, of the value of the good covered by the shipment (of the package) picked up for transport by Sameday.
 - Maximum cash on delivery values:
 - HUF 500.000 (for the cash on delivery service where the recipients are legal entities)
 - The change in the amount of the cash on delivery can be requested by the sender in writing, by email sent through the customer account in the eAWB application, during the period when the shipment is in transit, in the transport network, until the time it is picked up by the courier to be delivered to the destination.
 - The method used by Sameday to confirm to the sender the change in the amount of the cash on delivery is in writing, by email/in the customer account in the eAWB application.
 - The time limit for returning the cash on delivery value to the sender's collection account is of maximum of 3 (three) working days calculated from delivery.
 - It can benefit from extra services, for a charge:
 - Service of transport with declared value ("parcel insurance")
 - Change of destination (redirect parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Digital confirmation

International road freight transport services



Cross border 24H

- An international road freight transport service consisting of the picking up by Sameday of shipments (parcels) from senders in Romania and their delivery to the destination, in the EU, within the estimate period of 96 (ninety-six) hours calculated from pickup, for a charge.
- The delivery is made in the EU - via the Sameday partners - to the destination address mentioned on the transport document (AWB).
- Available depending on the delivery areas serviced by Sameday, which can be found on www.sameday.ro/www.sameday.bg/www.sameday.hu.
- It involves 2 (two) free delivery attempts, made on different days.
- The postal item is delivered against the confirmation of the delivery PIN received by the recipient via SMS.
- It can be associated with the following services:
 - Cash on delivery transport service (COD)
- It can benefit from extra services, for a charge:
 - Service of transport with declared value ("parcel insurance")
 - Change of destination (redirect parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Digital confirmation
 - Delivery in person via locker/easybox

Extra services for a charge relating to the domestic road freight transport services

Service of transport with declared value for ("parcel insurance")

- A domestic road transport service the specificity of which is the insurance of the goods (shipments) against loss (total/partial), theft, destruction (total/partial) or damage for an amount that cannot exceed the value declared by the sender on the transport document and the issuing, on request, of a proof of the handover/receipt of the goods by Sameday.
- It is activated by ticking the appropriate box related to the transport document (AWB).
- The declared value must be correctly stated on the transport document (AWB).
- The declared value must not exceed the limit of HUF 500.000/postal item.
- The charge to be paid by the Sender to Sameday is 1%, calculated based on the declared value, stated on the transport document (AWB).
- It can be associated with the following services:
 - Cash on delivery transport service (COD)
- It can benefit from extra services, for a charge:
 - Change of destination (redirect parcel)
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Digital confirmation

Change of destination (Redirect parcel)

- A domestic road freight transport service the specificity of which is the possibility of changing the recipient or the delivery address before the delivery of the shipment (package), at the express request of the sender or the recipient, communicated to Sameday within a period agreed in advance with it, as well as the possibility of stopping the delivery of the shipment.
- The change of the recipient and the delivery address can be requested via the eAWB platform or the link received by SMS by the recipient, before the time of delivery to the destination.
- It can be associated with the following services:
 - Cash on delivery transport service (COD)
- It can benefit from extra services, for a charge:
 - Service of transport with declared value ("parcel insurance")
 - Return of documents
 - Package in exchange (SWAP)
 - Package opening upon delivery
 - 3rd delivery attempt
 - Pickup from third-party sender
 - Additional package
 - Atypical package
 - Digital confirmation



Return of documents



- A service the specificity of which is handing over to the recipient a shipment (package) and picking up another envelope from him/her, which will be delivered to the sender.
- It is activated by the ticking by the sender of the appropriate box related to the transport document (AWB).
- The minimum time for the delivery of the envelope/document is of 24 hours and the maximum one is of 72 hours calculated from pickup.
- If the recipient refuses to hand over the envelope/document in exchange, Sameday will not deliver the package to the recipient.

Package in exchange (SWAP)

- A service the specificity of which is handing over to the recipient a shipment (package) and picking up from the recipient, in exchange, another package, which will be delivered to the sender.
- It is activated by the ticking by the sender of the appropriate box related to the transport document (AWB).
- The minimum time for the delivery of the package is of 24 hours and the maximum one is of 72 hours calculated from pickup.
- If the recipient refuses to return the package in exchange, Sameday will not deliver the package to the recipient.



IX. A szolgáltatások árazása

Házhozszállítás – Home Delivery (NextDay 24H)

Szállítási díj – csomag 40 kg-ig	
Fuvardíj/csomag – NextDay 24h	
0-2 kg	1710 HUF
2-3 kg	1920 HUF



3-5 kg	2070 HUF
5-10 kg	2360 HUF
10-15 kg	2490 HUF
15-20 kg	2720 HUF
20-25 kg	3000 HUF
25-30 kg	3140 HUF
30-35 kg	3290 HUF
35-40 kg	3410 HUF

Az Sameday szolgáltatás díjai HUF-ban vannak kifejezve, és nem tartalmazzák az áfát.

Túlméretes / OVS küldemények szállítási felára, feltétele

Túlméretes – OVS küldemények felárai	
40 kg-ot vagy 300 cm-es körméretet meghaladó küldemények esetén*	
Túlméretes csomag alapdíja (0-1 kg)	7500 HUF
További díj / kg	45 HUF
Példa költségszámítás 45 kg súlyú küldemény esetén	Túlméretes csomag díj (0-1 kg) + [44 kg x 45 HUF] = szállítási költség

***40 kg-nál és/vagy 300 cm-nél nagyobb körméret.**

Körméret számítása:

$$2x(SZ+M)+H = > 300 \text{ cm}$$

Az Sameday szolgáltatás díjai HUF-ban vannak kifejezve, és nem tartalmazzák az áfát.

Easybox csomagautomata (Locker delivery)

Szállítási díj Sameday easybox-ba	
Fuvardíj/csomag – Locker Nextday	
0-2 kg	1710 HUF
2-3 kg	1710 HUF
3-5 kg	1710 HUF
5-10 kg	1710 HUF
10-15 kg	1710 HUF
15-20 kg	1710 HUF
Sameday easybox-ban megengedett csomagméretek	
44,5 cm x 47 cm x 10 cm	
44,5 cm x 47 cm x 20 cm	
44,5 cm x 47 cm x 39 cm	

Crossborder szolgáltatás – Határokon átnyúló

Crossborder - Nemzetközi csomagküldés		
Szolgáltatás	Bulgária	Románia
Crossborder normál felár*	899 HUF	899 HUF
Crossborder túlméretes felár**	6999 HUF	6999 HUF
Kézbesíthetetlen csomag visszaküldése	Szállítási díj + Crossborder felár	
Harmadik szállítási kísérlet	Szállítási díj + Harmadik szállítási kísérlet (Magyarországon)	
Kézbesítési cím módosítása /Csomag átirányítása	Szállítási díj + Postázási cím módosítása/Csomag átirányítása (Magyarországon)	
Feladó Pick-up/Harmadik fél	Crossborder felár + Feladó Pick-up/Harmadik fél (nemzetközi) (Magyarország)	

Az Sameday szolgáltatás díjai HUF-ban vannak kifejezve, és nem tartalmazzák az áfát.



Package opening upon delivery

- Is a service that allows the recipient to open and visually (not technically) check, for a maximum of 5 (five) minutes, the contents of a package before delivering it.
- Is activated by the ticking by the sender of the appropriate box related to the transport document (AWB).
- During the entire period in which the recipient checks the contents of the package, Sameday is no longer in the possession of the shipment.
- Sameday is not required to ensure the security of the package, which is in the recipient's hands, for verification.
- The sender is advised not to send valuable small items through this service, and, if it orders such deliveries, it assumes full responsibility for the manner in which this type of delivery is carried out, and Sameday is not liable in any way if, upon return, it is found that the good in the parcel has been replaced or damaged, or that it is missing.
- If, after opening the package, the recipient finds that the ordered product does not match the one requested, if it is not in perfect delivery condition and shows signs of impact, scratches or other aesthetic non-conformities, the recipient is entitled to refuse the receipt of the shipment.
- The parcel opened upon delivery and refused by receiving at destination by recipient must be possible to be close and seal (e.g. in cardboard boxes) after the visual check done.
- The process relating to the refusal to receive the shipment after opening is carried out by the entering in the Sameday application used by the Courier of the reason for the recipient's refusal to receive it.
- After the recipient's refusal to receive the package and the digital or handwritten recording, taken from the delivery note, of the receipt refusal, the Sameday courier will close and seal the shipment and return it to the sender. In the case of a shipment containing several products/items if, after the opening of the package upon delivery, the recipient finds that one of the products is not in perfect condition and certain non-conformities can be observed and refuses to receive it and decides to return the shipment to the sender, the procedure involves the return of all the products delivered and contained in such shipment.



- In event that, although the ordered service had the option of "*package opening upon delivery*", the recipient takes the package without objection and without opening it after delivery, the service is considered to have been performed under good conditions.



IX. Service pricing

Sameday easyway

Service charging	National	Local
Sameday easyway (locker pickup and delivery) 0-1 kg	14.99	14.99
easybox additional kg (up to 19 kg)		0
Cash on delivery (COD)		
Sameday easyway central account	2% of the cash on delivery value	
Additional services		
Package insurance		2 %
Change of destination - Package diversion		0
Extended storage period in easybox		4.99
Return		
Return of package not delivered		0
Fuel index		0

The rates for Sameday easyway service are expressed in RON and include VAT.

Locker delivery

Service charging	National	Local
easybox service (locker delivery)¹ 0-1 kg	12	12
easybox additional kg		1.90
Delivery in person to easybox		0
Cash on delivery (COD)		
easybox central account	1% of the cash on delivery value	
Additional services		
Package insurance		1 %
Change of destination - Package diversion		100 %
Pickup from a sender/third party ²		100% + 5
Additional package charge ³		8



Atypical package charge ⁷	29
Extended storage period in easybox	4.99
Return	
Return of package not delivered	100 %
Fuel index⁴	The value of the fuel index can be found on: www.sameday.ro/index-de-combustibil

NOVS⁵. Nextday 24H (standard)/Sameday Express (2H, 3H, 6H service)

Service charging	National	Local
Nextday 24H (standard) NOVS⁵ 0-1 kg	20	20
Delivery in person to easybox		0
Sameday Express 0-1 kg		25
NOVS additional kg		1.90
Extra network		35
Cash on delivery (COD)		
Nextday 24H NOVS central account		7
Additional services		
Package insurance		1 %
3rd delivery attempt ⁶		100 %
Change of destination - Package diversion		100 %
Package opening upon delivery		2
NOVS pickup from a sender/third party ²		100% + 5
Additional package charge ³		8
Atypical package charge ⁷		29
Return		
Package in exchange (SWAP) return	100 %	100 %
Return of package not delivered		100 %
Return of documents	19	19
Fuel index⁴	The value of the fuel index can be found on: www.sameday.ro/index-de-combustibil	

OVS⁸. Nextday 24H (standard)/Sameday Express (2H, 3H, 6H service)

Service charging	National	Local
Nextday 24H (standard) OVS⁵ 0-31.5 kg	100	100
Sameday Express 0-1 kg		25
NOVS additional kg		2.5
Extra network		35
Cash on delivery (COD)		
Nextday 24H OVS central account		7
Additional services		
Package insurance		1 %
3rd delivery attempt ⁶		100 %
Change of destination - Package diversion		100 %
Package opening upon delivery		2
NOVS pickup from a sender/third party ²		100% + 30
Additional package charge ³		8
Atypical package charge ⁷		29
Return		
Package in exchange (SWAP) return	100 %	100 %
Return of package not delivered		100 %
Return of documents	19	19
Fuel index⁴	The value of the fuel index can be found on: www.sameday.ro/index-de-combustibil	



Crossborder. International delivery¹¹

International service charging	Bulgaria	Hungary
NOVS Crossborder additional charge⁹	7.4	11.9
OVS Crossborder additional charge¹⁰		50
Return of package not delivered	Delivery charge + Crossborder (NOVS/OVS) additional charge	
3rd delivery attempt ⁶	Delivery charge + 3rd delivery attempt (Romania) ⁶	
Change of destination - Package diversion	Delivery charge + Change of destination/Package diversion (Romania)	
Pickup from a sender/third party (international)	Crossborder (NOVS/OVS) additional charge + pickup from a sender/third party (Romania) ²	





Service charging. Definitions

¹**The locker delivery service** can be used for postal shipments/items weighing between 0 and 20 kg.

²**Pickup from a sender/third party** - a one-time charge, applied on top of the delivery charge for picking up postal items/shipments from third parties.

³**Additional package:** each additional package from a multiple consignment of goods.

⁴**Fuel index** - a dynamic extra charge for fuel, in accordance with the fuel price variations, applied according to the ordered service type and the postal item/shipment type, to the base cost = weight range cost / easybox specific type cost (s/m/l), additional kg cost, extra network cost, additional packages cost.

⁵**NOVS (non-oversized)** - envelope or package with a weight less than or equal to 31.5 kg.

⁶**3rd delivery attempt** - the additional delivery attempt, for a charge, requested after exhausting the free delivery attempts.

⁷**Atypical package** - it meets one of the following conditions: it requires manual reinforcement, its girth is between 270 and 300 cm, where the girth is defined as height + 2 x length + 2 x width (<https://sameday.ro/packaging-methods/?lang=en>)

⁸**OVS (oversized package)** - it meets one of the following conditions: package with a physical/volumetric weight above 31.5 kg and/or Girth - height + 2 x length + 2 x width > 300 cm.

⁹**NOVS Crossborder additional charge** - a one-off charge applied in addition to the standard national charges for non-oversized shipments.



¹⁰**OVS Crossborder additional charge** - a one-off charge applied in addition to the standard national charges for oversized shipments.

¹¹**Crossborder. International delivery** - charges valid for own shipments generated via the eAWB customer application or the eMAG marketplace.

The charges are expressed in RON, without VAT.



X. Packaging methods. Goods prohibited and restricted for transport

The packaging methods can be found on <https://sameday.ro/packaging-methods/?lang=en>

Method of resolving complaints related to postal and courier services and transport services

In any situation in which the Beneficiary wishes to file a complaint as a result of the loss (total/partial), theft, damage (total/partial) of a postal item or shipment, as well as a delay in the delivery to the destination, the complaint must be filed in writing by electronic communication means (the eAWB platform - the "Messaging" menu, the virtual chat - SAMY, the contact page on <https://sameday.ro/contact/?lang=en>) made available to the Users or to the Sameday registered office address, as follows:

In the case of the postal and courier service:

- a) Any complaint must be sent **within 6 (six) months** from the moment the postal item was picked up from the sender.
- b) The time limit for solving/closing a complaint is **90 (ninety) days** calculated from the moment of the registration thereof.
- c) The limitation period (for the bringing by the Beneficiary of a legal action) is 1 (one) year and runs from the date of pickup/delivery of the postal item by the Provider.

Sameday will not consider notifications or complaints that do not comply with these provisions or if the payment for the contracted postal/courier service has not been made to the bank account held by Sameday.

In the case of the road freight transport service:



a) **in the case of total or partial damage to a shipment**, any notification or complaint of the Beneficiary must be brought to the attention of the Provider within 30 (thirty) days calculated from the time when the shipment was delivered to the destination.

b) **in the case of loss or theft of a shipment**, any notification or complaint of the Beneficiary must be filed **within 30 (thirty) days** calculated from the time when the shipment was to be delivered to the destination.

c) **in the case of late deliveries**, any notification or complaint of the Beneficiary must be filed within 21 (twenty-one) days from the time when the shipment was delivered to the destination.

Upon the registration of a notification or complaint, the Beneficiary is required to make available to the Provider all the information, the data related to the complaint, as well as a copy of the documents relating to the shipment, respectively: the road transport service order, transport document/AWB, waybill, invoice, any other documents that can prove the claimed event. Otherwise, it is assumed that the road freight transport service was performed by the Provider correctly, and the shipment was delivered in good conditions to the destination.

Following the checks carried out, if it is proven that the Beneficiary's complaint is well-founded, the Beneficiary will be compensated by the Provider within 30 (thirty) days calculated from the date of resolution of the complaint, respectively from the time the Provider receives the compensation invoices issued by the Beneficiary for the claimed damage according to the provisions above.

The compensation is granted and remitted to the Beneficiary's bank account within 30 (thirty) days calculated from the receipt of the compensation invoices, sent by the Beneficiary in writing through the eAWB platform (the "Messaging" menu) made available to the Beneficiary by the Provider (<https://eawb.sameday.ro/login>).

If a shipment, which was declared by the Provider as lost, is found after 1 (one) year from the payment of the compensation granted by the Provider to the Beneficiary, such shipment will become the property of the Provider.

The limitation period (for the bringing by the Beneficiary of a legal action) runs:

i) in the case of loss or partial destruction, in the case of a late shipment, from the day the shipment was delivered to the destination.

ii) in the case of total loss of a shipment, from the 30th day calculated after the expiry of the delivery term related to the contracted transport service.

iii) in all the other cases, from the expiry of the term of 3 (three) months calculated from the date the Provider picked up the Beneficiary's shipment.

Sameday will not consider notifications or complaints that do not comply with these provisions or if the payment for the contracted road freight transport service has not been made to the bank account held by Sameday.



XI. Contact details

DELIVERY SOLUTIONS SA/("SAMEDAY"), owner and operator of the "Sameday Courier" brand, Romanian legal entity, with registered address in Bucharest, 6, Gara Herastrau Street, Globalworth Square Building, Floors 6th and 7th, 2nd District, Romania, <https://sameday.ro/contact/?lang=en>, registered with the Bucharest Trade Register Office under no. J40/7031/2008, VAT Reg. No. RO 23743772, duly represented by Mr Lucian Baltaru, as Administrator, as the **"PROVIDER"**.

