

COMPLAINT HANDLING NOTICE GLS XXL SERVICE

Effective from: 01.04.2023

A **GLS General Logistics Systems Hungary Kft.** ("Service Provider" or "Company") is committed to providing high-quality service continuously. Its main objective is to ensure that its services as well as the quality of service provided by its employees are satisfactory in every respect for the customers who use them. Despite our best efforts, situations may arise which jeopardise these objectives. We know that even the slightest error can cause serious inconvenience to our customers, so it is extremely important for us that you share your comments with us.

If you would like to make a complaint, you can easily do so by using the following guide, which would help us in our work as well.

1. What constitutes a complaint?

A complaint is considered to be a report in which the Complainant (including the Sender and the Addressee) claims that the service provided by the Service Provider does not comply, in whole or in part, with the statutory requirements or the provisions set out in the Service Provider's General Terms of Contract for the GLS XXL service (hereinafter: GLS XXL GBC).

Accordingly, the following constitute a complaint:

- inconveniences suffered by the Complainant in connection with our services,
- comments on the behaviour of the employees of the Service Provider or the intermediaries used by the Service Provider, or on the tone of the administration,
- any incident in which the Complainant believes that our Company has failed to comply, or has failed to comply fully, with its obligations under the contract or the statutory regulations, including: invoice complaints, cash on delivery complaints, or data protection complaints

The following do not constitute a complaint:

- a damage claim or a claim for compensation
- a claim or request for a contract amendment
- a request for clarification or information

In the case of a claim for compensation, the Service Provider will proceed in accordance with the GLS XXL GBC when assessing the claim for compensation.

2. Who has the right to make a complaint?

Anyone has the right to make a complaint, regardless of whether they are a natural or judicial person, and regardless of whether they are a contractual partner of our Company or not.

In some cases, however, the law may impose limits on the reporting or the investigation of a complaint. For example, in certain cases, only consumers are entitled to complain or to seek legal remedy before specific courts.

3. Who qualifies as a consumer?

A consumer is considered to be any natural person acting for purposes other than his/her own occupation and economic activity, who orders the service from our Company, for whom the Consignment is delivered, and who is the addressee of commercial communication or offers related to the GLS XXL service.

In addition to the above, in the context of arbitration board proceedings – excluding the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC – a consumer may, in addition to the above, also be a non-governmental organisation, ecclesiastical legal person, condominium, housing association, micro, small and medium-sized enterprise, acting for purposes outside its own occupation and scope of economic activity, as defined by a special law, which uses the GLS XXL service or for whom the Consignment is delivered, and who is the addressee of a commercial communication or offer in connection with the GLS XXL service. For the purposes of Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC [hereinafter: Regulation (EU) 2018/302] a consumer is, in addition, an undertaking which is a customer within the meaning of Regulation (EU) 2018/302.

4. What must be included in a complaint?

In order to enable our Company to investigate the complaint as quickly and fully as possible, please provide the following information in all cases:

- Parcel number – Consignment ID,
- Name and contact details of the complainant,
- Description of the complained event in as much detail as possible.

5. What is the deadline for making a complaint?

In relation to the provision of the GLS XXL service, complaints can be made as follows:

- within thirty (30) days of the act complained of or becoming aware of it,
- but no later than the limitation period, i.e. one (1) year, except in the case of damage caused intentionally or by gross negligence. The date from which the limitation period begins is the date of delivery of the Consignment to the Addressee or the date on which the Consignment should have been delivered to the consignee. This same one-year limitation period shall also apply to the Service Provider's liability related to cash on delivery.

The Client may submit objections related to the invoice until the expiry of the payment deadline. If the Client and the Service Provider agree on a payment deadline of one (1) day in the Individual Contract, the invoice shall be settled on the basis of the Permanent Compensation Agreement, which shall be concluded separately and shall constitute part of the contract. In such case, the Client may raise an objection within 7 (seven) days from the date of the invoice.

6. How can you send us your complaint?

6.1. General complaint

Complaints – excluding invoice complaints – can be made verbally or in writing and will be received by the Service Provider's Customer Service Office at one of the following contact details.

Name of the Service Provider: GLS General Logistics Systems Hungary Kft.

Headquarters, which is also the place of complaint administration: 2351 Alsónémedi, GLS Európa u. 2.

Phone number: +06 29 886-670

E-mail: xxlinfo@glshungary.com

Postal address: 2351 Alsónémedi, GLS Európa u. 2.

General complaint reporting platform:

<https://glsgroup.eu/HU/hu/kapcsolat/reklamacio> -

A Complaint Form must be completed

Website: <https://glsgroup.eu/HU/hu/home>

The Complaints books are available at GLS Hungary's headquarters, in its delivery depots used as locations for the provision of the GLS XXL service and in the GLS XXL service sorting centre (HUB).

6.2. Invoice complaint

If the Complainant disputes the amount indicated on the invoice, he/she may submit a complaint, only **in writing**, to the following contact details:

Name of the Service Provider: GLS General Logistics Systems Hungary Kft.

E-mail: szamlamelleklet@glshungary.com

Postal address: 2351 Alsónémedi, GLS Európa u. 2.

General complaint reporting platform:

<https://glsgroup.eu/HU/hu/kapcsolat/reklamacio> -

An Invoice Complaint Form must be completed.

6.3. Complaints regarding cash on delivery

Complaints about the amount of the cash on delivery can only be made **in writing**, to the following contact details:

Name of the Service Provider: GLS General Logistics Systems Hungary Kft.

E-mail: utanvet@glshungary.com

Postal address: 2351 Alsónémedi, GLS Európa u. 2.

General complaint reporting platform:

<https://glsgroup.eu/HU/hu/kapcsolat/reklamacio> -

A COD Complaint Form must be completed.

6.4. Privacy complaint

Complaints regarding personal data breaches and the processing of personal data may only be made in writing, to one of the following contact details:

Name of the Service Provider: GLS General Logistics Systems Hungary Kft.

E-mail: adatvedelem@glshungary.com

Postal address: 2351 Alsónémedi, GLS Európa u. 2.

General complaint reporting platform:

<https://glsgroup.eu/HU/hu/kapcsolat/reklamacio> -

A Data Protection Complaint Form must be completed.

The investigation of a data protection complaint is governed by the rules set out in the Privacy Policy for the GLS XXL service.

7. What happens during a complaint investigation?

Our company treats each complaint with the utmost care.

Complaints made verbally (by telephone) will be promptly resolved by our Company wherever possible. If the Complainant does not agree with the handling of the complaint or if it is not possible to investigate the complaint promptly, our Company will record the complaint and its position on the complaint, and will deliver it to the Complainant on the spot

- a) in the case of a verbal complaint made in person,
- b) or, in the case of complaints made by telephone, within the time limit for investigating the written complaint.

In the case of a written complaint, the Service Provider shall carry out the investigation as soon as possible, but no later than thirty days from the date of receipt of the complaint. In view of the nature of the case, this time limit may be extended once by 30 days in duly justified cases, provided that the complainant is notified at the same time. In any case, our employees will inform you of the outcome of the investigation of the complaint within the above deadlines, and our Company will always provide reasons for its position rejecting the complaint.

8. What can you do if you are not satisfied with the results of the investigation?

8.1. In case of a breach of consumer protection provisions

In the event of a breach of consumer protection provisions, including in particular those relating to complaint handling and customer service, the party qualifying as consumer may refer the matter to the competent city (district) office.

Contact details of the office competent for the place where the Service Provider is headquartered:

Pest County Government Office, Consumer Protection Department

Contact details of Customer Service:
Address: 1088. Budapest, József krt. 6.
Phone: 06-1- 459-4843, E-mail address:
fogyved@pest.gov.hu

No official proceedings may be initiated more than 3 years after the infringement has occurred.

8.2. Initiating arbitration proceedings

In the event of a consumer dispute, the Complainant may contact the Arbitration Board with jurisdiction in his/her place of residence or abode. The Arbitration Board's task is to attempt to reach an agreement between the Parties in order to settle the consumer dispute.

Contact details of the Arbitration Boards:

- Website: <http://www.bekeltetes.hu>.
- Detailed list with contact details: Annex 1

8.3. Online Dispute Resolution platform

The Online Dispute Resolution platform ensured by the European Union provides an alternative dispute resolution forum for the out-of-court settlement of all legal disputes related to obligations arising from online sale and purchase or service provision contracts between consumers residing in the EU and traders established in the EU.

The European Online Dispute Resolution platform is available at the link below:
<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=HU>

8.4. Hungarian Competition Authority

In cases of misleading consumers, using business practices that unduly restrict the consumers' freedom of choice, and abuse of dominant position, the Hungarian Competition Authority shall proceed.

- Address: 1054 Budapest, Alkotmány u. 5.
- Address for correspondence: 1391 Budapest 62., Pf. 211.)

8.5. Judicial enforcement of rights

Legal disputes against our Company may be submitted as follows:

- In the case of partners contracted with our Company for the GLS XXL service (Client/Sender), subject to the value in dispute, to the court that has jurisdiction in the area where our Company's headquarters are located, at the following address

For matters falling within the jurisdiction of the District Court:

District Court of Dabas

Address: 2370 Dabas, Bartók B. út 54.
Address for correspondence: 2374 Dabas, Pf. 22.

For matters falling within the jurisdiction of the Regional Court:

Budapest Environs Regional Court
Address: 1146 Budapest, Hungária krt. 179-187.
Address for correspondence: 1590 Budapest, Pf. 225

- In the case of non-contractual partners (e.g. addressee), the court having jurisdiction and competence under the Code of Civil Procedure shall proceed.
Contact details: <https://birosag.hu/>

8.6. National Authority for Data Protection and Freedom of Information

In the event of an infringement related to the processing of personal data, you can contact the National Authority for Data Protection and Freedom of Information.

Address: 1055 Budapest, Falk Miksa u. 9-11.
Address for correspondence: 1363 Budapest, Pf.: 9.
E-mail: ugyfelszolgalat@naih.hu
Website: www.naih.hu

Our company welcomes your further positive and, of course, forward-looking critical comments.