

## Conditions for accepting postal items in GLS Locker

The sender must properly protect their goods that are the subject of the shipment, so that they are protected from damage, destruction and cannot cause damage to people, the environment, the facilities used or other postal shipments, for the entire duration of the service. The packaging used by the sender is considered adequate if it is judged to protect the postal item against pressure, shock, tightness, etc., from its deposit in the GLS Locker until its delivery to the recipient under normal conditions of collection, sorting, transport and delivery.

The postal items that are the subject of this service must be properly packed, with an opaque outer covering that does not allow the content to be viewed, and which have the complete identification data of the Sender and the Recipient written on the label printed by the Sender/Integrator; postal items that are subject to the Cash on Delivery service will also have the identification data of the Sender entered.

The responsibility for packing the postal items, respecting the dimensions of the postal item as well as entering the data on the postal item rests with the sender/integrator, in accordance with the provisions of the commercial contract concluded with the supplier.

Postal items containing fragile goods must be properly packed by the sender/integrator using sawdust, anti-shock polystyrene, padding and padding materials to protect them or any other material that weakens mechanical shock, and be marked "Fragile "; the inscription "Fragile" warns, but does not protect them in the absence of suitable packaging materials. GLS General Logistics Systems Romania SRL undertakes to recognize and respect the inscriptions/labels applied by the sender/integrator and to pay special attention in the handling and storage of the postal items in question.

- Only fully sealed postal items (handed in closed) are accepted;
- Postal items with long or sharp objects coming out of them are not accepted;
- Box-type packaging must be optimally exploited, the appropriate dimensions and quality of the material, the packaging, as well as the filling of the inner space being of a nature to protect the goods;
- The telecommunications (IT) items to be repaired will be delivered in the original packaging, complete, with the appropriate filling of protective padding;
- Bottles, vials that are the subject of a postal shipment must be protected from each other, both at the bottom and at the top by protective layers, of protective materials or filling.
- Goods with special shapes that are difficult to pack must also be protected with additional packing filler;
- The cardboard box packaging must be sealed on each side with adhesive tape with the company's (sender's) logo, if this possibility exists. Ready taped boxes cannot be picked up (as the packaging may fall apart and only the postal item identified by the label will be able to reach its destination); each box must be individually labeled and packaged separately from all other postal item.

- The envelope containing the address, the label, the mailing sheet, respectively the stickers identifying the postal service (chosen by the sender) and the additional features will be stuck, by the supplier, on the largest surface of the postal item, next to the GLS label with the barcode.
- In the case of several postal items to be delivered to the same address, the stickers identifying the additional services (features) must be stuck by the supplier on each postal item.
- For legal entity senders: in the case of the cash-on-delivery service, the amount to be collected must be indicated on the cash-on-delivery list or, with the help of the data sent electronically, also on the postal item to be shipped, by using the systematized sticker provided by GLS (in the case of several postal items collected from the same sender at the same time, to be delivered to the same address, the refund sticker must be affixed to each item of mail, and the amount to be collected will be indicated for each postal item). In case of wrong or incomplete information, GLS Romania will make every effort to clarify the situation.
- In the case of natural person senders, the refund amount must be indicated on the packaging of the postal item to be shipped or on the label applied/attached to it.

## **The following postal items are excluded from collection, including those consisting of:**

- Improperly packaged items;
- postal items tied with tape,
- perishable products, which can be contagious, can cause nausea,
- human remains,
- live animals and plants,
- engines,
- goods packed in bulk, in bags, in pouches,
- goods of special value, such as money, stamps, precious metals, documents of financial value, winning coupons drawn and similar, pearls, jewels, precious stones, securities, winning gambling tickets;
- art objects, objects of personal value,
- perishable goods, goods that are sensitive to temperature or requiring a controlled temperature;
- ammunition, firearms, explosives and similar,
- postal items addressed to the recipient's mailbox,
- postal items with old, unremoved labels,
- postal items consisting of goods for which special transport conditions are established, by administrative, economic, sanitary, veterinary, phytosanitary and other similar legal provisions;
- postal items whose packaging contains inscriptions that contravene public order or good morals, as well as postal items consisting of goods that contravene public order or good morals, if they are submitted unpackaged or in transparent packaging;
- international postal items with royalty products, alcoholic beverages, tobacco;
- products considered dangerous according to ADR (Ordinance on the transport of dangerous postal items on public roads). Goods with dangerous content are not accepted, not even with external inscriptions;
- postal items (goods) whose the dispatch is prohibited in accordance with all applicable sanctions, for example, because of their content, the intended recipient or the country to or

from which they are to be sent; sanctions include all laws, regulations and orders imposing penalties (including trade restrictions and economic sanctions) on countries, individuals or legal entities, including but not limited to sanctions imposed by the United Nations, the European Union and member states of the European Union.

Also, goods whose transportation is prohibited by law, even for a portion of the journey (for example, but not limited to: explosive, toxic, flammable, psychotropic, drugs, weapons or their parts, ammunition, etc.) cannot be shipped.

The sender/integrator has the obligation not to introduce into the postal network postal items whose object is prohibited by legal provisions.

## **Dimensions and weight of postal items:**

Postal items of up to 31.5 kg are accepted.

GLS Locker drawer dimensions (Height x Width x Length/Depth):

- XS Drawer: 8,5 x 19 x 61 cm;
- S Drawer: 8,5 x 44 x 61 cm;
- M Drawer: 18 x 44 x 61 cm;
- L Drawer: 37 x 44 x 61 cm;
- XL Drawer: 75 x 44 x 61 cm.

## **The duration for which the postal item is kept in the GLS Locker:**

- The period of keeping the postal item in GLS Locker is seven (7) calendar days, calculated from the date of sending the SMS by which the recipient is informed about the deposit of the postal item in GLS Locker by the courier. If the recipient does not pick up the postal shipment within the time specified above, GLS Romania will return the postal shipment to the Sender with no necessary approval.
- The delivery of a postal item is made through the GLS Locker indicated on the label by the Sender.
- The delivery of a postal item via GLS Locker takes place every day of the week, 24/7.
- After GLS Romania loads the postal shipment into the GLS Locker, the Recipient is informed both by e-mail and SMS regarding the information they need to have access to GLS Locker in order to pick up the postal shipment.

Entering the PIN on the GLS Locker screen will unlock the drawer where the postal item is stored. The process of picking up the postal item by the Recipient is completed after closing the drawer where the postal item was stored.

## **Payment for the GLS Locker service:**

Payment for services is made through a payment link, which the Sender receives when ordering the service. Regarding the payment of cash-on-delivery services, the Recipient will receive an SMS containing a payment link. After confirming the payment, the Recipient will receive an SMS with the PIN code used to unlock the drawer where the postal item is located.

## **Time of delivery/pickup of postal items in GLS Locker:**

Postal items deposited in the GLS Locker will be picked up the business day following the day of deposit.

For the postal services provided, GLS General Logistics Systems Romania SRL ensures the delivery to the recipients of an internal postal item within five (5) working days at most from the date of collection of the postal item from the GLS Locker. The delivery time in the case of the postal service having as its object international shipment differs from country to country, being between two (2) and eight (8) working days, which time can be extended by the time necessary to carry out customs control (estimated in working days): Hungary (2), Czech Republic (3), Slovenia (3-4), Slovakia (2), Bulgaria (2), Poland (3), Germany (4), Belgium (4), Netherlands (4), Luxembourg (4), Austria (3), Italy (4-5), Croatia (3), Denmark (5), France (6), Ireland (6-7), San Marino (4-5), Monaco (5), Portugal (6-7), Spain (6-7), Greece (5-7), Andorra (6-8), Gibraltar (6-8), Sweden (5-6), Finland (7), Malta (7-8), Cyprus (7-8), Estonia (7-8), Lithuania (7-8), Latvia (7-8)

The GLS Locker service is not available for postal services addressed to Recipients from countries outside the European Union.

## **Complaint Resolution Procedure:**

In the case of postal items picked up for delivery, GLS Romania assumes responsibility according to the general rules established by law, if by means of a commercial contract between the parties no conditions for aggravation of liability are established.

GLS Romania does not assume responsibility in the following situations:

- The user does not complete the postal item pickup/drop-off process from/to the GLS Locker.
- The Recipient does not pick up all the mail that is intended for them and is in the drawer.
- The postal item is picked up by an authorized person who has been given the GLS Locker PIN code and the delivery process has been completed.
- The Recipient leaves their personal belongings (card, keys, etc.) in the GLS Locker
- Postal items do not comply with the maximum permitted dimensions and weight.
- The prejudice occurred as a result of the deed of the Sender/Recipient.

- In case of complaints, GLS Romania, through the Customer Relations Service, registers and administers any complaints related to postal items that were in the GLS Romania postal network; internal investigations will be carried out and the manner in which the complaint was resolved will be communicated to the user after analyzing all the data, including viewing the video images stored through the video system installed on GLS Locker, but these can only be disclosed in a legal procedural context, in compliance with GDPR regulations (European legislation on the protection of personal data).

These General Conditions regarding the provision of Postal Item Shipment Services offered by GLS General Logistics Systems Romania SRL are supplemented accordingly with the provisions of GEO 13/2013, with subsequent amendments and additions, and by Decision of the President of ANCOM no. 313/2017.

Customer Service contact details:

Work program: Mon-Fri, from 8 a.m. to 5 p.m.

Phone: 0269-501.900

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