

ACS S.A.

Head office: 36-38 P. Ralli, Aigaleo, P.C. 12241

Tel.: +30-211-5005000, Fax: +30-211-5005311

Email: info@acscourier.gr www.acscourier.net

CHARTER OF OBLIGATIONS TO CONSUMERS

August 2026

Of the company «ACS COURIER and POSTAL SERVICES S.A.»
with the distinctive title «ACS S.A.»

with the company's registered office in Aigaleo, Attica,
registered in the General Commercial Registry (GEMI) of the Ministry of Development under No.
GEMI: 122050001000.

Table of Contents

A.1 Courier Services under the General Licence Regime and Other Services	7
A.1.1. General	7
A.1.2. Domestic Services.....	7
A.1.3. International Services	9
A.2 Postal Services under the Special Licence Regime and Other Services	10
A.2.1. General	10
A.2.1. Domestic Ordinary Mail Service - Advanced Mass Post – AMP	10
A.2.2. Ordinary Mail Service - Advanced Business Post – ABP.....	10
A.3 Other Services.....	11
A.3.1 Collection Services on behalf of third parties:	11
A.3.2 Telephony Services:	12
A.3.3 Transport Services (of parcels and items) that do not fall within the scope of courier and postal services:	12
B.1. Infrastructure / Quality of Services / Shipment Monitoring / Delivery Times	13
B.1.1. Infrastructure	13
B.1.2. Quality of Services	13
B.1.3. Tracking and Tracing of Courier and Postal Items.....	13
B.1.4. Procedures - Certification	14
B.1.5. Delivery Times / Clarifications	14
C.1 CHARGING FOR THE SERVICES PROVIDED	17
C.2 UNACCEPTABLE POSTAL ITEMS	17
C.3. TERMS FOR THE MANAGEMENT OF UNDELIVERABLE ITEMS.....	18
C.4 LIABILITY OF THE COMPANY – COMPENSATION.....	18
C.5. OTHER CASES OF NON-LIABILITY OF THE COMPANY	21
C.6. CUSTOMER SERVICE	22
C.7. CONDUCT – RESPECT – PROPRIETY OF STAFF.....	23
C.8. ESTABLISHMENT OF AN INFORMATION OFFICE & DISPUTE RESOLUTION COMMITTEE	23
C.9. FACILITATION OF PEOPLE WITH DISABILITIES.....	23
C.10. MAINTENANCE OF THE POSTAL NETWORK.....	23
C.11. CONTINUOUS MODERNISATION	24
C.12 INFORMATION ON THE PROCESSING OF PERSONAL DATA	24
C.13. CASES IN WHICH THE COC DOES NOT APPLY	25
C.14. PRICE LISTS.....	25

Legal Form

The company was founded in 1992 and in 2013 was renamed «ACS COURIER and POSTAL SERVICES S.A.» with the distinctive title «ACS S.A.» (in English «ACS S.A.»), hereinafter also referred to below as the “company” or “ACS”. At the end of 2013 the company merged with (absorbed) the company under the name «ACS - INTERNATIONAL TRANSPORT AND FACILITIES S.A.»

In February 2020 it aligned its articles of association in accordance with the provisions of Law 4548/2018 on Sociétés Anonymes, regarding the change of its name.

In October 2024, with the entry of a new partner into its share capital and the corresponding publication in the General Commercial Registry (GEMI), the company's name is set as: «ACS POSTAL SERVICES PUBLIC LIMITED COMMERCIAL COMPANY» and its distinctive title as «ACS S.A.».

For the company's relations abroad, the name and distinctive title may be rendered in a faithful translation or in Latin characters in any foreign language (ACS S.A.).

The company is registered in the General Commercial Registry (GEMI) of the Ministry of Development under No. GEMI: 122050001000. The company's registered office is in Egaleo, Attica.

Its duration has been set at 99 years from the date of its registration in the Registry of Sociétés Anonymes by the competent authority and expires in the year 2091.

The company holds:

- A National General and Special Postal Services Licence with number 99-122 of the Registry of the Hellenic Telecommunications and Post Commission (EETT).
- ISO 9001 certification with certificate number 35932 from ABS Quality Evaluations for postal services, and certificate number 41109 for the transport of blood samples and other biological substances and radiopharmaceuticals.
- ISO 14001 certification with certificate number 503336 from ABS Quality Evaluations for the Environmental Management of Courier Services.
- ISO 45001 certification with certificate number 047-230016 from TUV Hellas – Nord for Occupational Health and Safety.
- ISO 39001 certification with certificate number 053-230004 from TUV Hellas – Nord for Road Traffic Safety.
- ISO 27001 certification with certificate number 048-240010 from TUV Hellas – Nord for Information Security.
- ISO 31000 compliance attestation from the independent consulting company ARISTI for risk management and compliance with Law 4706/2020.
- ISO 14534 compliance attestation from the independent consulting company ARISTI for the Postal Services Quality Measurement System - Bulk Mail Handling.
- ISO 14064-1 compliance attestation from the independent verification company EMICERT for the Measurement of Exhaust Gas Emissions.
- Licence No. Aa/435 for the distribution and general transport licence for radiopharmaceuticals.

The company's registered office is located at 36-38 P. Ralli Street, 12241 Aigaleo, Attica. The contact details of the company's registered office are:

Tel.: +30 210 8190000, & +30 211 5005000

Fax: +30 210 8190311, +30 211 5005311, +30 210 8190261

E-mail: info@acscourier.gr

The addresses and contact telephone numbers of the service stores are published under the Stores option of the company's websites, www.acscourier.net

The company has Tax Registration Number (AFM) 094360202, with the competent Public Financial Service (DOU) being KEFODE ATTIKIS.

1.1 Purpose

In accordance with Article 2 of its articles of association, the purpose of the company is:

- a) The operation of a COURIER express transport business for documents, parcels and small parcels, within Greece and abroad by any means by land, sea and air, and the provision of related facilities.
- b) The standardisation and packaging of small items.
- c) The operation of a transport business of any kind and by any means.
- d) The business of agency for automobiles and transport companies, airlines, shipping agencies and all related work, namely charters and exploitation of vehicles and ships, supply of provisions, customs clearance of goods.
- e) The representation in Greece of foreign and Greek firms and businesses related to the company's purposes and cooperation with them in any form.
- f) The organisation of commercial enterprises, commercial exhibitions, studies and all kinds of advertising.
- g) The operation of hotel, tourism and travel businesses in general.
- h) The trade in and repair of wireless and telecommunications equipment.
- i) The provision of services in the transfer of funds and the execution of payment transaction services, as an agent

of a Payment Institution that operates lawfully in Greece and the European Union and holds the required operating licence as a Payment Institution.

- j) The organisation and provision of training services, seminars, etc., such as indicatively on matters of computerisation, operations, sales, customer service, and the undertaking of educational activities in relation to any activity of the company.
- k) The provision of negotiation (intermediation) services for the conclusion of credit agreements and the granting of credit cards between the referred customers and the issuing contracting bank or credit institution.
- l) The carrying out, on behalf of third-party professionals, of collections by any means of the value of commercial transactions.
- m) The provision of all kinds of postal services.
- n) The provision of services for the issuance and sale of tickets for events.
- o) The provision of supply chain management (logistics) services.
- p) The study, installation, operation and exploitation of electricity generation plants from renewable sources.
- q) The conduct of business brokerage and intermediation services in the provision of electricity and other forms of energy services.

To achieve the above purpose, the company may:

- a) Participate in any business of the same or similar purpose in any corporate form.
- b) Cooperate with any natural or legal person in any manner.
- c) Establish branches or agencies anywhere in Greece or abroad.
- d) Represent any domestic or foreign business or company of related purpose.
- e) Participate in any manner and in any form in foreign existing or to-be-established companies pursuing the same or similar purposes.
- f) Guarantee in any manner in favour of the legal entities with which it cooperates.
- g) Serve the agents that are part of its postal network by leasing to them company-owned private-use trucks.

1.2. Scope of activities

Since its establishment, the company has been active in the courier sector, its main object being the handling of mail, small parcels and parcels by any means in Greece and abroad. Today the company also provides postal services within the framework of the universal postal service. The company's main activities are the provision of postal services and, in particular, the provision of courier services which, according to the Activity Code Numbers (KAD) of the Ministry of Economy & Finance, fall under sector 53.20.11.01 (Courier services for documents and items), as well as postal services falling under sectors 53.10.11.00 (Postal services within the framework of the universal service obligation relating to newspapers and periodicals), 53.10.12.00 (Postal services within the framework of the universal service obligation relating to letters), 53.10.13.00 (Postal services within the framework of the universal service obligation relating to parcels).

Among the courier services that ACS offers its customers are the Basic Domestic Services - Express Services - Next Day and Same Day, as well as additional Express Services such as cash-on-delivery and purchase services, within the same city or from city to city, as well as International Services. In addition, the company offers collection services on behalf of third parties, electronic money transfer, as well as other auxiliary and secondary services.

Within the framework of postal services, the company undertakes the transport of mail items including direct-mail items, postcards, bills, invoices, copies of invoices and other standardised messages, as well as newspapers, books, catalogues, periodicals (all of the aforementioned up to 2 kilograms in weight) and postal parcels (up to 20 kilograms in weight). The relevant services offered are: Advanced Mass Post – AMP (Bulk Mailing Service of Similar Non-personalised Standard Mail) and Advanced Business Post – ABP (Bulk Mailing Service of Standard Mail with Personalised or Non-personalised Content).

1.3 Policy of Quality and Continuous Improvement of the Services Offered

"Quality" means providing high-level services that largely cover the needs and expectations of customers. This is achieved through respect for the customer and serving their needs in the best possible way.

This objective is intertwined with a full understanding of our customers' requirements and the establishment and maintenance of an environment that supports and encourages all the company's staff in the continuous improvement of the services provided.

To achieve this objective, the company's Management is committed to continuously ensuring:

- the full, immediate and systematic coverage of its customers' stated needs
- the high quality of its products/services, verified and confirmed through continuous inspections and measurements, and
- the compliance of its products/services with the applicable legislative and regulatory requirements in Greece and abroad.

The above are achieved through:

- setting objectives within the framework of the Business Action Plan of Senior Management
- organising and providing all the required resources and means to ensure the smooth, efficient and effective operation of the company
- creating a technologically modern and professionally appropriate working environment

- maintaining the high professional level of executives through continuous training and evaluation,
- the continuous measurement and uninterrupted monitoring of critical parameters and processes so as to ensure the quality and safety of facilities, products/services and staff,
- the proper selection and support of its external partners
- the implementation of a Quality Management System in accordance with the International Standard ELOT EN ISO 9001:2015. The uninterrupted effort for continuous improvement of products/services, processes and the Quality Management System is a primary concern of the company and the philosophy of every one of its executives.

1.4 Summary Characteristics of the Business

- Number of employees in central services: approximately 660 people
- Total number of people employed in the network stores: approximately 3,500 people
- Number of stores throughout the country: approximately 840 stores and service points (including the ACS express points, ACS Kiosk and ACS SmartPoints and ACS SmartPoints Lockers service points).
- Number of sorting centres: 3 in total, 1 in Athens, 1 in Thessaloniki and 1 in Patras
- Number of transit centres: 5 in total, at the Isthmus of Corinth, Kyllini, Heraklion Crete, Larissa, Lamia.
- Number of transport routes: more than 80 daily: 43 land, 32 sea, 15 air
- Number of trucks: more than 1,900 van-type trucks or larger, over 1 tonne
- Number of two-wheelers: more than 1,000 two-wheelers
- Number of couriers: more than 3,500 people throughout the country.

1.5 Financial Data of the Business

The company publishes annual financial statements (Balance Sheet and Income Statement under IFRS) on its website www.acscourier.net

2. Organisational Structure

The company is managed by the Board of Directors, the Managing Director and the General Manager, employs approximately 660 people in central services, approximately 3,100 people in its store network, and has the following main areas of internal organisation.

2.1 Sales Division.

- Sales Department
- Key Accounts Customer Service
- Consumer Customer Service
- Customer Service
- International Sales & Customer Service
- Development and Promotion of New Products

The Sales Division is responsible for: central/regional sales, the key accounts customer service department, and the development and promotion of new products, and the telephony department. It is also responsible for the development of international service sales, cooperation with foreign firms, and the development of the customer service Network abroad.

2.2. Network Division

- Store Network Operation
- Store Network Development
- Network Customer Service

The Network Division is responsible for: the store network of the company's agents nationwide. In particular, it has general oversight of the operation and development of the stores as well as their servicing. It cooperates with all departments and directorates of the company on all matters relating to the network stores.

2.3. Operations Division..

The Operations Division is responsible for the operation of the production of the central store of the parent company and the bulk mailings department. It is responsible for the movement of the fleet of the company's and its partners' means of transport (trucks, ships and aircraft), the transport routes and the sorting and transit centres throughout the territory. Finally, it is responsible for the production relating to letter mail (ABP Post) and the operational development of the company. The following departments fall under the Operations Division:

- Transport, Routes & Sorting Centres Department.
- Operations and Production Department of the parent company store in Athens.
- ABP Post Department.
- Operational Development Department.

2.4. *Administrative Services Division.*

- Administrative Directorate
- Personnel Department
- IT Department
- Legal Service
- Procurement Department
- Safety - Quality – Risk Management Department and coordination on Personal Data matters.
- Marketing – Corporate Communications Department
- Customer Experience Management Department

It manages all the company's personnel matters. It has responsibility for legal matters, contracts, the company's procurement, the personnel of the company's central services, safety, quality and any customer compensation claims, as well as all the company's administrative matters. In addition, it has responsibility for Marketing and Corporate Communications and Customer Experience Management. It manages the development and improvement of the company's IT applications and support on IT matters for the stores.

2.5. *Financial Services Division*

- Financial department (Accounting, etc.)
- Budgetary Control
- Credit Department
- Invoicing / Clearing Department
- Cash-on-Delivery and Electronic Documentation Department

It manages the company's financial matters such as accounting, the treasury, the company's liquidity, financial obligations in relation to the financial services/tax authorities, etc. It manages the budget and the review of the company's results. It manages the company's credit matters with customers and partners, cash-on-delivery matters for the timely collection and reliable remittance thereof to the company's customers. It also manages invoicing to customers and the clearing of transactions with the company's partners and, finally, the electronic archiving of the company's documents.

2.6. *Northern Greece Directorate*

- Commercial Department
- Operations Department
- Financial Department

It forms an integral part of the central Services; it has a Commercial Department, an Operations Department & a Financial Department and manages matters relating to the Thessaloniki prefecture and the region of Northern Greece.

A.1 Courier Services under the General Licence Regime and Other Services

A.1.1. General

ACS provides Express courier services for Domestic shipments (within Greece), as well as International services worldwide (shipments to and from abroad). For Greece, it provides coverage up to the most remote village through its own organised nationwide network of stores and partners. As regards international shipments, the neighbouring countries Cyprus, Albania and Bulgaria are served by ACS's autonomous network in these countries. The rest of the world is served through partnerships developed with international companies such as DHL, GLS, DPD, etc.

The cost of services for shipments served through the international companies is formed according to the destination, the point of delivery, the weight and the size, as described in the official ACS price list.

The choice of the company forwarding shipments destined abroad (except Cyprus, Albania, Bulgaria) is made with a view to providing high-level services at competitive prices.

As regards courier services (domestic & international), the charges and the usual delivery times vary depending on the geographical location of the pick-up point, the delivery point, the weight/size of the shipment, as described in the official ACS price list.

A.1.2. Domestic Services

ACS offers Domestic services within a city and between cities and other points in Greece, which include the following cases:

➤ Express Services – Next Day:

➤ A. Basic Express Services:

- **D2D - Door to Door Service:** Pick-up is usually made from the Sender's address and delivery is usually made to the Recipient's address.
- **P2D - Point to Door Service:** Pick-up is made at the ACS store and delivery is usually made to the Recipient's address. The service is provided at a lower price than the D2D Service.
- **P2P - Point to Point Service:** Pick-up is made at the ACS pick-up store and delivery is made at the corresponding ACS delivery store. ACS may undertake to notify the recipient, provided it has (from the sender) the correct contact details of the recipient. The service is provided at extremely low prices throughout Greece. (The recipient's mobile phone number must be stated for the service to apply). The recipient notification service applies only if requested by the sender.

➤ B. Combo Express (Services with Packaging): Concerns the combination of the Basic Express Service-P2D with special predefined packaging.

➤ C. Kiosk Express: Concerns a special combination of the Basic Express Service-P2D, with special standardised predefined packaging as well as pick-up from third-party points contracted with ACS (kiosks, mini markets, convenience stores, etc.).

➤ D. Pick-up & Delivery Service at ACS SmartPoints: Concerns a special combination of the Basic Express Service-P2D with pick-up or delivery from the specially contracted ACS Smart Points. The ACS Smart Points contracted with ACS receive or deliver shipments within the framework of this service. Pick-up from these points is made only in special standardised predefined packaging.

➤ E. Delivery Service at ACS SmartPoint Locker: Concerns a special combination of the Basic Express Service - P2D with delivery from the specially contracted ACS SmartPoints at which an automatic Parcel Locker shipment delivery machine has been installed.

➤ Express Services – Same Day: Pick-up is usually made from the Sender's address and delivery is usually made to the Recipient's address.

➤ Additional Express Services as specifically listed below:

Morning Delivery Service or delivery with a Two-Hour Commitment: Concerns delivery in the morning (usually by 10:00 a.m.), or delivery within a preferred two-hour time frame within store hours, taking into account that the start time of the first preferred two-hour slot is not earlier than 10:00 a.m. on the expected delivery day and the end time of the two-hour slot is at least 1 hour before the end of the store's hours, taking into account the delivery start hours of the stores, as stated on the ACS website www.acscourier.net. These services concern only the Express Services – Next Day, and do not apply to parcel shipments weighing over 5.5 kilos of actual or volumetric weight. The services apply only to destinations-addresses within the City Limits of the Delivery Store and do not apply to Hard-to-Reach or remote areas. The choice of services is made at the responsibility of the customer/sender (without liability of ACS) for cases where the above conditions are not met.

- **Saturday Delivery Service:** Concerns delivery on Saturday (which is not a normal working

day). The service applies only to destinations-addresses within the City Limits of the Delivery Store, does not apply to Hard-to-Reach or remote areas and is not combined with morning delivery or delivery within a specific preferred two-hour slot.

- **Pick-up/Delivery Service on official national or local holidays and public holidays:** Concerns the Pick-up or Delivery of shipments on official national or local holidays and public holidays and is provided only upon arrangement between the sender and ACS.
- **Next-working-day Delivery Service to hard-to-reach areas:** Concerns the delivery of shipments to Hard-to-Reach areas by up to the next working day from arrival at the destination store. Applies only to Land destinations. Concerns only the Express Services – Next Day. This service is provided only upon arrangement between the sender and ACS, at the earliest on the working day before the pick-up of the shipment.
- **Protocol Number Return Service to the sender:** Concerns obtaining a Protocol Number upon delivery of a shipment and returning it to the sender.
- **Delivery Service to a SmartPoint or SmartPoint Locker by order of the Recipient:** Concerns delivery to a point of the ACS SmartPoint network or SmartPoint Locker by order of the recipient.
- **Delivery to a neighbour service:** Concerns the delivery of the shipment to a neighbour or another point/person of the recipient, near the delivery address stated by the user/recipient.
- **«My Favourite ACS Locker» Service:** Concerns the selection by the customer-recipient of the ACS Locker from which they wish to receive the shipments that ACS handles on their behalf. The service is available exclusively through the digital assistant "AciStant" on the ACS website www.acscourier.net and in the ACS Mobile App.
- **Packaging Service:** Concerns the provision of, and information on, the assembly of empty standardised external packaging of a box (Box) or envelope (Envelope) or plastic bag (Pack) for the customer, as an additional service in combination with a basic Express service. The customer is responsible for the internal packaging (as regards Boxes) of the item(s) to be transported and for the durability of the packaging as a whole (as regards Packs and Envelopes) and for the final complete assembly as well as the appropriate internal and overall packaging. Provided per item only in combination with Basic Express Services.
- **ACS Info Service (sms, email, viber):** Concerns the service of notifying the sender/orderer of the delivery of their shipment via a message sent by SMS, email or viber. The sender's mobile phone or email is required.
- **Courier Waiting Service per hour (during pick-up or delivery over 10 minutes):** Concerns the additional waiting service during the pick-up or delivery process of shipments, when this exceeds 10 minutes. The charge is calculated per hour.
- **Short-Waiting Delivery Service (KO):** Concerns the delay service during delivery of a shipment to public services for waiting of up to 10 minutes and concerns recipients at Ministries, Embassies, Parliament, Tax Offices, Public Services, Hospitals, Universities and Polytechnics.
- **Parcel Shipment by Car Service (within Attica and Thessaloniki):** Concerns only the Express Services – Same Day, within the same city (Attica or Thessaloniki) and the transport of Parcels which, due to their characteristics, or the pick-up or delivery points, require the use of a car. Specifically, in same-day shipments when the transported item has dimensions greater than 35cm X 30cm X 25cm, or when the actual weight of the shipment exceeds 6 kilos, the use of a car with an additional charge is imposed. The use of a car is imposed for same-day shipments from, to and within zone C of the Thessaloniki Prefecture. This service is provided only upon arrangement between the sender and ACS.
- **Other additional services which do not fall within the scope of postal services but are provided in combination with courier services, such as the Cash-on-Delivery Service, the Purchase Service, etc., and are described in detail in the paragraph "Other Services" below.**
- **Special Services provided upon relevant arrangement/agreement and having special charges:**
 - **Supporting-documents return service:** Concerns the return of supporting documents or items by express order of the sender (special handling).
 - **Bulk Distribution Service:** Concerns the pick-up, handling and delivery of large-volume shipments containing documents, business gifts of low time priority.
 - **ACS Parcel Service:** Concerns a special parcel transport service for corporate customers with a significant number of parcels and a special charge categorisation scale per 5 or 10 kilos, with discounts depending on the number of monthly shipments and differentiation in delivery time.
 - **Special Projects Services with Specialised Specifications:** Concerns the execution of projects with special specialised specifications in accordance with the contractual obligations described in the customer's agreement with ACS.
 - **ACS Medi Express Service:** Concerns a special service for the transport of biological substances

and the execution of related projects with special specialised specifications upon agreement with ACS.

- **Personalised Delivery Service:** Concerns the service of special handling during the delivery of a shipment with verification of the recipient's identity details or the recording of the Identity Card / passport / driving licence number or other acceptable document proving the Recipient's identity and/or a PIN, in a secure ACS IT system. A special service provided only upon relevant written agreement and prior arrangement with ACS.
- **Proof of Delivery Return Service with recipient's signature (POD):** Concerns the return of the signed proof of delivery document (POD = Proof of delivery) containing the signature obtained, upon delivery, from the person receiving the shipment and the return of an (electronic) copy thereof to the sender/orderer. In the event that the delivery method does not include the physical signature of the recipient, the method of proof is stated, e.g. delivery PIN.
- **Products**
- **Supply of Packaging Materials:** Concerns the supply of standardised unassembled cardboard box (Box) or envelope (Envelope) or plastic pouches of various sizes (Pack). The responsibility for the final complete assembly and appropriate internal, external and overall packaging of the shipments belongs to the customer. Provided in a corresponding quantity per package depending on the size and type of packaging, without a transport service.

Clarifications: In accordance with EETT regulation 1011/3 (Government Gazette 1670/B/14-03-2024) for the smooth operation of courier and postal services,

The company,

- reserves the right to request, and the sender bears the obligation to declare responsibly, that there is no unacceptable or prohibited content in the postal item.
- reserves the right to request, and the customer bears the obligation to present, proof of their identity for deliveries of postal shipments made on the premises of its stores. In particular, upon pick-up, it must request and record the full identity details of the sender or their representative, as stated on an official personal identification document (such as an identity card, passport, driving licence, military ID, residence permit), in the case of sending postal items weighing over one hundred (100) grams,
- is entitled to refuse the sending of the postal item, in the event that it considers it to be dangerous to public safety and must inform the competent authorities accordingly, including EETT.
- has the right to ask the sender to open, in its presence, the parcel or envelope and to check for the existence of unacceptable or prohibited content therein.
- upon pick-up, informs the sender of the existence of the individual contract on its website, or delivers it to them if so agreed with the user.
- ensures that a receipt or invoice is delivered for the provision of the postal service in accordance with what is stipulated by the Ministry of Finance.
- The recording and registration of the full name of the recipient of the postal item is necessary for the completion of the item's delivery process. The processing of the full name falls under the provisions on personal data.
- ensures that it informs the consumer/recipient who wishes to receive with reservation accordingly. The declaration of reservation can be made, within one (1) working day after the day of delivery of the item, via email or by calling the telephone number 2115005000.

A.1.3. International Services

ACS offers International services which include the following cases:

A. Basic International Services:

- **ACS Net Express Service:** Concerns Express shipments from Greece to the Other Countries of ACS's international network (Cyprus, Albania, Bulgaria), with particularly preferential charges.
- **ACS Europe 5 Service:** Concerns less urgent shipments to/from the Countries of the European Union/Europe, from/to Greece with preferential charges that are usually delivered within 5 working days. Provided in cooperation with GLS.
- **ACS World Express Service:** Concerns Express shipments from Greece to the Other Countries of the World. Provided in cooperation with the International Courier companies.
- **ACS World Import Express Service:** Concerns the pick-up of Express shipments from the Other Countries of the World and delivery to Greece. Provided in cooperation with the International Courier companies.
- **ACS-EU Economy Service:** Concerns a special very economical service addressed mainly to customers-senders with E-shops / E-Commerce, customers with a contract with the company. Concerns the service of pick-up – transport (by road) and delivery of shipments (parcels), with a differentiated delivery time, from Greece to all countries of the European Union (EU) with the

exception of Cyprus which is served by another service (ACS-EC Economy / Cyprus). The service is provided only with sender charge and in cooperation with the companies GLS & DPD.

- **ACS-EC Economy Service:** Concerns a special very economical service addressed mainly to customers-senders with E-shops / E-Commerce, customers with a contract with the company. Concerns the service of pick-up - transport (by road or sea) and delivery of shipments (parcels), with a differentiated delivery time, from Greece to Cyprus by sea transport. The service is provided only with sender charge within ACS's international network.
- B. Additional International Services – provided only upon arrangement with the International Department (ACS) and concern exclusively the ACS World Express and ACS Net Express services:**
 - **Guaranteed Delivery / Money-Back Service:** Concerns the special handling service for shipments to deliver them on the scheduled date, failing which the transport charges are refunded. Concerns only the ACS World Express and ACS Net Express services.
 - **Morning Delivery Service by 10:00 or by 12:00:** Concerns delivery in the morning (by 10:00 a.m., or by 12:00) on the delivery day. Concerns only the ACS World Express and ACS Net Express services.
 - **Other Special International Services:** Concerns the Signature Capture, Protocol Return, delivery on a Holiday, etc. services. Provided depending on the destination only upon arrangement with the ACS International Department. Concerns the ACS World Express service.

A.2 Postal Services under the Special Licence Regime and Other Services

A.2.1. General

ACS provides postal services for Domestic shipments (within Greece), as well as, upon special agreement, International services worldwide (shipments to and from abroad). For Greece it provides coverage up to the most remote village through its own organised nationwide network of stores and partners.

For abroad (worldwide), the service is provided through partnerships that ACS has developed with ELTA (Hellenic Post) or international companies, depending on the number, quality and cost of the services provided at each destination. In postal services the delivery times are indicative and vary depending on the geographical location of the pick-up point and the delivery point.

A.2.1. Domestic Ordinary Mail Service - Advanced Mass Post – AMP

(Bulk Mailing Service of Ordinary Mail with Similar Non-personalised Content).

ACS-AMP is a new pioneering postal service of upgraded ordinary mail (delivery by deposit at the recipient's address) with which the customer has the ability to be informed of the pick-up and delivery date of their shipments. The service is competitive both in quality and in charges with the existing postal services on the market.

- The Customer has the ability, by registering on the ACS website www.acscourier.net (and using access codes), to be informed of the date and time of pick-up and delivery of each of their shipments.
- Concerns all bulk-mailing items (quantities greater than 5,000 pcs) of domestic mail with similar non-personalised content (e.g.: periodicals, catalogues, advertising items, etc.) without commercial value.
- Concerns only domestic shipments (recipients within Greece). Shipments to P.O. Boxes are not covered.
- The charges and a more detailed description and additional information are stated in the price list of the corresponding service.

A.2.2. Ordinary Mail Service - Advanced Business Post – ABP

(Upgraded Ordinary Mail Service for the Distribution of Bills, Correspondence).

ACS-ABP is a new pioneering postal service of upgraded ordinary mail (delivery by deposit at the recipient's address), with which the customer (sender) has the ability to be informed of the pick-up and delivery date of their shipments. The service is competitive both in quality and in charges with the existing postal services and in particular with the Second-Priority service.

- The Customer has the ability, by registering on the ACS website www.acscourier.net (and using access codes), to be informed of the date and time of pick-up and delivery of each of their shipments.
- Concerns the bulk mailing of domestic envelopes (to recipients within Greece) (more than 1,000 items per pick-up) of domestic mail, with personalised content (e.g. bills, invoices, bank statements of movements/transactions, account statements, correspondence items, letters, insurance documents-letters, etc.) without commercial value. The shipments must have specific preparation and sorting specifications by the customer as defined in the clarifications of the price list and in the service's preparation and sorting specifications form provided to each new customer.
- Additionally, Parcel shipments as well as international shipments are also covered.

- The charges and the more detailed description and additional information are stated in the price list of the corresponding service.

Shipments to P.O. Boxes (due to inability to access) are served through the postal network of ELTA (Hellenic Post). In ordinary Mail Services the delivery times are indicative and vary depending on the geographical location of the pick-up point and the delivery point.

The ordinary Mail Services include the pick-up from Attica and the deposit (simple deposit in a mailbox or its substitute) of shipments throughout Greece at the addresses declared by the sender/customer and the recording of their delivery date.

The ordinary Mail Services are addressed mainly to companies and presuppose the prior completion of the preparation of the shipments (pre-printing of shipment marking and coding either on the envelope or in a visible transparent window on the envelope, or on a label affixed to the item, sorting and classification, as well as delivery of relevant electronic files with the full details of the shipments in electronic form – file).

➤ Additional ACS - ABP Services as specifically listed below:

- **Address Certification Service: Concerns the electronic checking and certification of the correctness of the addresses, within Greek territory, of the customer's shipments.**
- **Shipment Collection Service: This Service concerns the collection of the customer's non-delivered shipments from their address.**
- **Recipient Data Entry Service: The service concerns only standardised shipments. Concerns cases where, due to the absence or poor quality of the recipient barcode and where the recipient details are outside the preparation specifications for OCR optical recognition, the automatic computerised retrieval of recipient details is not feasible and their manual entry is required.**
- **Delivery Certification Service: An additional certified-delivery service means that, upon delivery, instead of simple deposit, an attempt will be made to deliver at the delivery address by obtaining a signature from the person who received it without identity verification. In case of absence, a relevant notice is left for pick-up of the shipment from the local store responsible for delivery. The shipment is returned and remains at the store for 10 calendar days, from where it may be picked up upon presentation of the relevant notice, and is completed by obtaining the signature of the person receiving it.**
- **Proof of Delivery (POD) Return Service with recipient's signature: The service is provided with the Delivery Certification Service and concerns the return of an (electronic) copy of the Proof of Delivery (POD) document, which contains the recipient's signature (or the corresponding method depending on the service) to the sender/orderer.**

A.3 Other Services

These concern Other Services that are, as the case may be, provided in cooperation with or on behalf of third-party companies:

A.3.1 Collection Services on behalf of third parties:

- **Cash-on-Delivery Service: An upgraded service for the delivery of goods with collection of their value, which includes immediate remittance of collected amounts, automatic electronic deposit into the Beneficiary's bank account and notification of the orderer via email. The collection of an amount by cheque, by cash upon delivery, or by the Card on delivery service, which allows payments for electronic purchases exactly at the moment of pick-up from an ACS store, using a debit or credit card (Concerns Visa, MasterCard, Maestro and UnionPay cards).**
- **ACS - Card on Delivery Service: Provided in the Domestic Express Services either for the collection of the transport charge or in combination with the Cash-on-Delivery Service for the collection of the cash-on-delivery amount, or of the cash-on-delivery amount and the transport charge. Specifically, the recipient has the ability to pay the transport charge and/or the cash-on-delivery value of the transported item using a credit/debit card (Concerns Visa, MasterCard, Maestro & Union Pay). The service is provided upon arrangement of the recipient with the ACS store responsible for delivery.**
- **Purchase Service: Concerns the pre-collection of an amount from the orderer (usually the recipient) and the use of that amount for the purchase-payment of the item to be transported. (Provided in combination with courier services).**
- **Electronic Bill Payment Service - ACS Bill Payments: Concerns a service for the payment of third-party service bills (DEI/PPC, EYDAP, NOVA, COSMOTE, VODAFONE, Road Tax, etc.) through the nationwide ACS network, in cooperation with third parties such as e.g. the companies Argo and Netlink, with parallel electronic notification of the collection and remittance of the collected bills.**
- **Electronic Money Transfer Service – ACS Money Transfer: Concerns a money transfer service by**

electronic money remittance, for Greece and abroad, in cooperation with the company MoneyGram.

A.3.2 Telephony Services:

Telephony Services-ACSTelecom cards: Concerns a service for the resale of telecommunications-service cards, on behalf of telecommunications providers (e.g. Vodafone, Cosmote, OTE, Nova, etc.), and prepaid electronic-payment cards Paysafe, Viva & BeeCash. The services are provided in cooperation with the company netlink.

A.3.3 Transport Services (of parcels and items) that do not fall within the scope of courier and postal services:

- **Shipment Transport Services:** Concerns shipment transport services which, although as a type of service are categorised under one of the above-described services falling mainly within the scope of courier services (ACS Express – Next Day, ACS Express – Same Day, etc.), either because they concern shipments with different characteristics, e.g. weight greater than > 20 kilos (parcels, etc.), or because of no commitment to delivery times, do not fall within the scope of postal services or courier services.
- **OS Service:** Concerns the transport of items whose packaging or content or size/weight does not allow the use of automatic preparation systems or whose handling requires special management. These shipments are distinguished by the addition of the OS product. The OS product is added automatically to shipments that have at least one of the following characteristics:

✚ The largest dimension of the parcel is greater than 175cm

✚ The girth* is greater than 280cm

✚ The weighing weight (where it exists) is greater than 30kg.

*Girth = the sum of the longest side plus twice the sum of the other two sides.

For shipments falling into this category, for reasons of manual handling and/or a special handling procedure, their forwarding to the recipient may be delayed by up to 2 additional working days (in relation to the times stated in the company's official price list)

The recipient has the ability to pick up special-handling shipments ("OS") from the delivery store from the day of notification of their arrival at the store.

Shipments with a maximum dimension greater than 220cm or weight greater than 50kg may be returned to the sender. In the event that content dangerous to safety is found, the shipments will be returned to the sender.

A.3.4 Electricity Supply Services

Electricity Supply Services: Concerns the electricity supply service in cooperation with the company NRG. These are high-level electricity supply services at extremely competitive prices. The service will be available gradually throughout the ACS store network, in the areas covered by alternative electricity suppliers.

Β.ΠΡΟΫΠΟΘΕΣΕΙΣ ΚΑΙ ΔΙΑΔΙΚΑΣΙΕΣ ΠΑΡΟΧΗΣ ΤΩΝ ΥΠΗΡΕΣΙΩΝ

B.1. Infrastructure / Quality of Services / Shipment Monitoring / Delivery Times

B.1.1. Infrastructure

ACS, having an organised transport and store network as well as the most modern IT infrastructure, continuously aims at providing High-level Services at competitive prices. In particular, ACS has the following infrastructure:

- Facilities with a total area of more than 60,000 m².
- Approximately 840 stores/service points (790 in Greece, 50 in Cyprus-Albania-Bulgaria).
- More than 1,400 lockers (automatic shipment delivery/pick-up machines)
- 1,900 means of transport – public-use trucks, private-use trucks, two-wheelers
- More than 3,500 specialised staff members
- Daily interconnection of stores with more than 80 combined (Land, Sea and Air) transport axes.
- Automatic sorting, weighing and volumetric-measurement systems for shipments.
- Modern IT Infrastructure
- Online interconnection of stores
- Online invoicing of services at the stores
- Online electronic pick-up/delivery data capture system using approximately 3,000 PDAs, as well as touch-screen tablets throughout Greece and Cyprus.
- Fleet Management of vehicles.
- Individual Customer Service Department (usually concerns customers who pay in cash and do not have a high frequency of shipments)
- Automatic telephone customer service system (NLU).
- Automatic Electronic Cash-on-Delivery Management System.
- Automatic Electronic Customer Service System with messages (chat bot)

B.1.2. Quality of Services

ACS, within the framework of ensuring the high quality of its services provided, applies the following methods of service, illustration and control

- Modern Website with shipment tracking (Track & Trace)
- Customer Experience Department
- Corporate Key Accounts CS & Support Department
- Monthly Reporting of Shipment Progress & key KPIs to Large Enterprises – Corporate Key Accounts Customers
- Customer Satisfaction Questionnaire and monitoring of the NPS Score index:
 - Concerns sending an electronic questionnaire to the sender and/or recipient of shipments handled by ACS, via sms/viber/email
 - The responses received are stored in the company's secure electronic systems
 - The analysis of the data is carried out by specialised users with the aim of initiating actions to improve the services provided
- Telephone Surveys of a random sample of senders and/or recipients of shipments handled by ACS:
 - Concerns telephone communication with a structured (as the case may be) questionnaire to the sender and/or recipient.
 - The responses received are stored in the company's secure electronic systems
 - The analysis of the data is carried out by specialised users with the aim of the initiating of actions to improve the services provided

B.1.3. Tracking and Tracing of Courier and Postal Items

The monitoring of the pick-up, movement, sorting, transport and delivery of Courier Service shipments is carried out in accordance with the provisions of Law 4053/2012 and decision number 1101/3 of the Hellenic Telecommunications and Post Commission (EETT) "Regulation on General and Special Licences and on the terms for the provision of postal services", as in force today

For courier services, the tracking and tracing of postal items and the information provided to the customer is achieved through the use of specialised equipment and software, which allows the exchange of electronic data between the involved stations of the ACS network. The Special System for Tracking and Tracing of Postal Items (ESPETA) monitors and provides in detail the individual movement data of each shipment, such as: Pick-up, arrival at the dispatch store, departure from the dispatch store, arrival at a sorting centre, allocation to a delivery store, departure from the sorting centre, arrival at the delivery store, allocation to a courier, courier return – delivery or non-delivery, recipient details. The delivery data of the shipments are available through the company's website at www.acscourier.net and are at the disposal of its customers 24 hours a day for a minimum of up to 6 months from the shipment date.

B.1.4. Procedures - Certification

ACS holds ISO 9001 certification for postal courier and mail and high-security document services, a separate ISO 9001 certification for the transport of biological substances and radiopharmaceuticals, ISO 14001 for the environmental management of courier services, ISO 45001 Occupational Health and Safety, ISO 39001 Safe Driving, ISO 27001 for Information Security, an attestation of compliance with ISO 31000 for risk management, an attestation of compliance with ISO 14534 for the Measurement of Quality of Postal Services and an attestation of compliance with ISO 14064 for the Measurement of Exhaust Gas Emissions.

All actions within the framework of carrying out the company's activities are adequately documented and executed by appropriately trained staff, so as to ensure controlled conditions and the immediate activation of the required corrective measures in the event of deviations from the project specifications or the planning of the work described in the relevant Procedures.

B.1.5. Delivery Times / Clarifications

B.1.5.1 Delivery Times

The delivery times of courier shipments are stated in the Official Price Lists of the Services and vary depending on the destination and the type of service. All stated delivery times concern working days from the date of departure from Attica and are calculated from that day until the first delivery attempt at the recipient's address details.

- Departure from Attica means the pick-up in Attica of shipments ready for distribution by:
 - 18:00 for the Domestic Envelope Courier Services,
 - 16:00 for the Domestic Parcel Courier Services & the ACS Kiosk Express Service
 - 13:00 for the International Services.
- For shipments picked up from the Rest of Greece, the times are increased according to the pick-up point by the relevant time of arrival in Attica, which is usually proportional to the delivery time from Attica to the corresponding point. Shipments whose pick-up is carried out after the above hours and/or whose means of transport has departed from the store (depending on the point and based on the pick-up cut-off times) and/or whose weight (volumetric or actual) exceeds 2 kilos, may have departure on the next working day.
- The delivery times of the Express Same-Day Services vary depending on the pick-up and delivery point and prior arrangement is usually required.
- The delivery times of all services may be modified in cases where there is no exact address or contact details of the recipient (such as indicatively a mobile phone and/or email)
- For the (ACS – EU Economy) service, the delivery time is indicative and ranges from 5 to 15 working days from the departure of the means of transport from Thessaloniki to the shipment's destination, depending on the point of dispatch and the point of destination. For the sea-transport service (ACS EC – Economy) the delivery time ranges from 5 to 8 working days from the departure of the vessel from Attica for Cyprus.
- Deliveries and delivery times to foreign countries mainly concern deliveries made within the main cities and made to the recipient's address. In cases of deliveries to areas outside cities or to remote areas/destinations of foreign countries, and in cases where there is no exact address or contact details of the recipient, the time and manner of delivery of these shipments is modified in accordance with the delivery criteria of the courier companies or their agents cooperating in the respective country. These deliveries may, as the case may be, be made either to the nearest service point of the cooperating courier company or of ACS's agent or be delivered at their discretion in accordance with the procedures followed in the said area (in cooperation with another courier company cooperating with them or the universal postal service provider of the respective country). Specifically for Cyprus, deliveries of shipments to Cyprus in the areas outside cities, Remote - Hard-to-Reach Areas (HRA) (HRA1, HRA2, HRA3), will have an additional delivery time of 1-5 working days. The postal codes of these areas are stated on the ACS Cyprus website. In case the customer wishes for faster delivery, they may, upon arrangement, choose an additional immediate-delivery service to the HRA areas of Cyprus (on the same or next day of arrival in Cyprus depending on the time of arrival) with an additional charge.
- The delivery times for the ACS SmartPoints services are those provided in the Express Services - Next Day, without any commitment of the company as to the time in case the delivery times are exceeded due to the particularities of the service (24-hour operation) or dimensions/weight or the absence of an available locker or a technical fault.
- For any pick-up of shipments from senders at the said points after the scheduled departure time of the ACS means of transport from the said point, the next working day is considered as the pick-up date.
- At the ACS SMARTPOINTS points, the Pick-ups and Deliveries of shipments, depending on the operating hours of the said points, may also be made beyond the usual operation of the stores, during the operating hours of these points, which may be Sundays, holidays, 24X7. In particular, the ACS SMARTPOINT LOCKERS points provide services 24X7.
- Specifically for shipments concerning tenders/competitions, the delivery times and their terms of validity are described in the company's official price list plus one working day and prevail over any other special agreement with the sender. The delivery times for postal and transport services are stated in the Official Price Lists of the Services, concern working days from the date of departure from Attica and are calculated from that day until the

first delivery attempt at the recipient's address details, while they vary depending on the destination and the type of service. For shipments picked up from the Rest of Greece, the times are increased according to the pick-up point by the relevant time of arrival in Attica, which is usually proportional to the delivery time from Attica to the corresponding point.

B.1.5.2 Clarifications for the Courier & Transport Services

- The delivery of courier shipments is, as a rule, made to the recipient's address, but may also be made to a store of the ACS network or to a store of a third-party point/network contracted with ACS or to an ACS Smartpoint Locker or to another address, whether of a neighbor or not, following a redirection request. A change of the delivery point may be made upon the order of the sender or the recipient.
- The delivery of a courier shipment is proven by the signature of the recipient (or the neighbor) and the delivery details of the shipment (Full name of the person who received it, signature, time and day of delivery) or by the receipt of the unique PIN number sent by the company to the recipient. The recipient's signature may be on the pick-up – delivery proof document, or electronically on the device for capturing the pick-up and delivery data (details) of shipments (PDA), or on a third-party IT system (computer, multi-use touch screen, etc.) using the security code (PIN), which is sent by ACS to the recipient's details provided to it by the sender (mobile or email address) upon creation of the shipment and which stand in place of the signature on the proof of delivery. The company may request the certification of the sender or the recipient when the latter submits a request for the modification of part of the shipment details or a change of the delivery time or the delivery point or the return of a shipment or the registration of another order of theirs, which may be carried out by them either with their physical presence and communication with the company or by telephone or electronically.

The recipient's signature or the use of the unique PIN number is accompanied by the corresponding delivery details (time, date and full name of the recipient in full)

- In accordance with EETT regulation 1101/3-2024, upon pick-up of a shipment from the sender, ACS informs that the sender has the obligation to present for recording their police identity card or another official identification document if they are a private individual, or of the sender's obligation to confirm the accuracy of the declared details by presenting a copy of the registration in the General Commercial Registry (GEMI), if they are registered therein, when they move postal items with commercial value within Greece within the framework of their business or commercial activity. The relevant presentation is required only once, so that the postal company can record the sender's GEMI registration number in the sender's card in its ESPETA.
- A corresponding obligation exists for the recipient, while this certification may be made with the Pin sent to them.
- A city of the ACS network is considered to be any city in Greece where ACS maintains a service store, as stated in the ACS store information leaflet in force from time to time, and also electronically on the company's site www.acscourier.net
- The charging of the services also depends on the combination of weight and size (dimensions) of the shipments (similar to the volumetric measurement system of the International Air Transport Association, IATA). If the volumetric weight of the shipment is greater than the actual (cases of light parcels with a large volume), then the charge is made on the basis of the volumetric weight and is calculated by multiplying the three dimensions of the parcel in centimeters (cm) and dividing by 5,000. Volumetric weight (in kilos) = $[(\text{length}) \times (\text{width}) \times (\text{height}) \text{ in centimeters (cm)}] / 5,000$.
Specifically for the ACS EC Economy and ACS EU Economy services, the volumetric weight results from multiplying the three dimensions of the parcel in centimeters (cm) and dividing by 3,000.
- The charges for Courier services also vary depending on the Service and the destination.
- The destinations for the Express Services – Next Day are distinguished as follows:
 - **Within the same City:** Concerns cases where the Pick-up and delivery is made within the same city.
 - **Within the same Region:** Concerns cases where the pick-up and delivery is made within the same Region. A Region is defined as the set of prefectures and cities as stated per case in the ACS service price list in force from time to time.
 - **To land Destinations:** Concerns cases where the delivery is made to land destinations. Land Destinations are defined as all cities of Greece, except the islands.
 - **To island Destinations:** Concerns cases where the delivery is made to island destinations. Island destinations are defined as all the Islands of Greece except Euboea.
 - **To hard-to-reach areas:** Concerns cases where the delivery is made to hard-to-reach areas. Hard-to-reach areas are the areas outside the limits of the main cities of the ACS network and are stated on the website www.acscourier.net. Shipments from and to Hard-to-reach areas have an additional financial charge due to the kilometric distance and the difficulty of access.
- Working days are considered to be the days Monday to Friday, except for holidays and local festivals.

- To ensure the quality of the service and the safe and correct delivery, the following actions may be taken:
 - Capturing the geographic location of the delivery address from the distributor's electronic device (PDA). The information is stored in the company's secure electronic systems with coding of the shipment and is accessible only by authorised users
 - Recording of comments locating the point and/or the time of delivery. This is a descriptive determination of the address and the delivery point, of the preference of the point and/or the time of delivery, a description of the building, possibly also a photograph of the building's façade, etc., e.g. in cases of incomplete street numbering. The information is stored in the company's secure electronic systems with coding of the shipment and is accessible only by authorised users
 - Use of the telephones and/or emails of the recipients that the company has received from the sender or orderer of the movement of the shipments, in order to ensure the purpose of its operation and in accordance with the specifications of its services, in order to obtain additional information concerning the point and/or time of delivery desired (by the recipient). The contact telephone numbers are not disclosed to third parties, they are kept securely based on the company's procedures
 - Delivery to an alternative point and/or address by order of the recipient.
- The usual operating hours of the ACS network stores from Monday to Friday are from 08:00 to 20:00 and on Saturday from 08:00 to 15:00, provided they are not national or local holidays. The operating hours may vary from point to point. For the stores of third-party networks cooperating with ACS, the operating hours of those stores apply. Any technical problem outside the operating hours of ACS at the points of cooperating networks may correspondingly modify the delivery time of the shipments to be delivered from these points. More specific information regarding the operating hours of each store is given on the ACS website www.acscourier.net, the corresponding google page of the store and/or the local store.
- The charge for the Express-Same-Day service for the areas of Attica and Thessaloniki depends on the geographic zones in which the pick-up and delivery points are located. A detailed description of the zones is stated per case in the official ACS service price list in force from time to time.
- The usual operating hours of the Express - Same-Day service from Monday to Friday are from 08:00 to 20:00. The order cut-off times are stated per case in the official ACS service price list in force from time to time.
- The charge for the Express Courier Services may be made in cash or on credit (and are invoiced daily, weekly or monthly), to the sender or the recipient or the orderer (for credit customers).
- For quantities of more than 10 shipments per month, discounts are provided on the official Express price list depending on the number of shipments.
- The Courier and Transport Services and their charges are governed by the ACS General Terms of Undertaking of Transport, which are on the website www.acscourier.net. The Postal Services and their charges are governed by what is specifically stated in the Postal Services Price List and otherwise by the ACS General Terms of Undertaking of Transport, which are on the website www.acscourier.net.

B.1.5.3 Clarifications for the Postal Services

- The delivery of the shipments is made to the recipient's address by simple deposit.
- The customer in the ABP service may request/choose (upon agreement) for a portion of their shipments to receive an additional delivery-certification service with an additional charge in accordance with what is defined in the description of the said additional service. Delivery certification is made by obtaining the signature of the person who received it and may be physical or electronic. For the delivery of these shipments, one delivery attempt is made and thereafter the shipment remains at the store for pick-up by the recipient in accordance with what is defined in the service.
- All the stated delivery times for the mail shipments are indicative and concern an Average Delivery Time in working days from the date of departure from Attica and vary depending on the circumstances. Departure from Attica means the pick-up in Attica of shipments ready for distribution by 13:00 for the Mail Services. For any shipments picked up from the Rest of Greece, the times are increased according to the pick-up point by the relevant time of arrival in Attica, which is usually proportional to the delivery time from Attica to the corresponding point. ACS is not liable for any delays in the delivery of shipments for any reason.
- The pick-up date for each shipment is considered to be the day on which its pick-up is certified by ACS in accordance with the preparation & sorting specifications. This certification is carried out during the initial feeding - processing of the data (shipment files), the sorting of the shipments by the automatic sorting systems so that their automatic computerised management - processing and forwarding for distribution is possible. For non-standardised shipments and for shipments that do not meet the preparation specifications, there may be a delay.
- The pick-up of the shipments is considered to be the next working day after the physical pick-up by the Customer, provided that the notification of the physical pick-up is made by 12:00 on the day of the physical pick-up and the customer has forwarded, at the latest 24-48 hours before the physical pick-up of their shipments by ACS, a correct electronic file, in accordance with the preparation and sorting specifications, concerning the said pick-up. Otherwise the physical pick-up is considered to have taken place on the next working day after the completeness of the above data is ensured.

- Working days are considered to be the days Monday to Friday, except for local and national festivals and holidays
- To ensure the quality of the service and the safe and correct deposit, the following actions may be taken:
 - Capturing the geographic location of the deposit address from the distributor's electronic device (PDA), which is available for the next correct deposit to the same recipient. The information is stored in the company's secure electronic systems with coding of the shipment and is accessible only by authorised users
 - Recording of comments locating the deposit point. This is a descriptive determination of the address and the deposit point, of the preference of the deposit point, a description of the building, e.g. in cases of incomplete street numbering, etc. The information is stored in the company's secure electronic systems with coding of the shipment and is accessible only by authorised users
 - Use of the recipients' telephones in order to obtain additional information concerning the deposit point desired (by the recipient). The contact telephone numbers forwarded by the sender are not disclosed to third parties, they are kept securely based on the company's procedures
 - Depiction of the characteristic points of the deposit address (mailbox, building entrance façade, etc.). This is done only through the distributor's electronic device (PDA) and is available for the next correct deposit to the same recipient. The information is stored in the company's secure electronic systems with coding of the shipment and is accessible only by authorised users
 - Deposit at an alternative point. These are usually public spaces serving the public, such as cafés, mini markets, etc., mainly in the cases of villages and remote unmapped areas. The deposit at the alternative points of the areas is carried out only by order of the recipient.
- Customers with a stable cooperation and contract are granted credit of up to 25 days from the issuance of the invoice. The charge is always on the sender. ACS may request the advance payment of the price for the provision of the ACS service from new customers (customers without a stable cooperation with ACS).
- For the provision of the service, the signing of a relevant contract and acceptance of the present terms and of the ACS General Terms of Undertaking of Transport is required. Upon signing a contract, a customer code is created which contains the customer's invoicing details and includes the pick-up address of the shipments as well as the return address of any returned shipments.
- In the event that the volumetric weight is greater than the normal, the volumetric weight applies for the charge. $\text{Volumetric Weight (gr)} = [(\text{Width(cm)} \times \text{Length(cm)} \times \text{Height(cm)}) / 5,000]$. In the event that a shipment exceeds one of the weight limits of the company's official price list, the immediately next weight band is taken as the shipment's weight for the charge, i.e. rounding up will be applied. Any Packaging/Preparation/sorting of the shipments as well as notification of the customer for the delivery of the shipments may be charged additionally upon agreement with the customer.
- A detailed description of the services and of the specifications and terms of the mail services is included in the respective price lists of the mail services. In all other respects, the mail services are governed by the ACS General Terms of Undertaking of Transport (GTUT), which are on the website www.acscourier.net.

Γ. ΛΟΙΠΕΣ ΠΕΡΙΠΤΩΣΕΙΣ

C.1 CHARGING FOR THE SERVICES PROVIDED

A detailed price list concerning both the Postal Services under the Special Licence Regime (Mail Services) and the Postal Services under the General Licence Regime (Courier Services), Domestic and International, is attached to the Charter of Obligations and constitutes an integral part thereof. The price list has limited validity and each new publication supersedes the previous one. The above-mentioned price list of the services is published on the ACS website www.acscourier.net and states its period of entry into force.

C.2 UNACCEPTABLE POSTAL ITEMS

C.2.1. ACS does not accept for handling postal items whose transport is contrary to the laws and provisions in force from time to time. In particular, it does not undertake for transport the following:

- MONEY & SECURITIES
- DANGEROUS & EXPLOSIVE MATERIALS
- ANIMALS
- FOODSTUFFS
- ANTIQUES (FRAGILE ITEMS)
- GOLD BARS
- FIREARMS AND PARTS THEREOF
- AMMUNITION
- HUMAN REMAINS – ASHES

- JEWELLERY, PRECIOUS STONES & METALS
- NARCOTICS
- ANY ILLEGAL PROPERTY PROHIBITED BY LAW / PROVISION

C.2.2. It also reserves the right to refuse to transport items which are characterised as dangerous, such as:

- EXPLOSIVES TOYS WITH CAPS
- GASES BUTANE CANISTERS FOR LIGHTERS, OXYGEN CYLINDERS FLAMMABLE LIQUIDS
VARNISHES, CORRECTION FLUID (blanco), HAIR SPRAY
- FLAMMABLE SOLIDS MATCHES
- OXIDISERS HAIR DYES, PERM LOTION
- POISONS INSECTICIDES, BIOLOGICAL SAMPLES
- RADIOACTIVE PACEMAKERS, FIRE DETECTORS
- CORROSIVES LITHIUM BATTERIES AND WET CELLS
- PERFUMES COLOGNES, SPRAYS, DEODORANTS

which it may transport under terms and conditions.

As regards the prohibition of money & securities, an exception is made for what concerns the Cash-on-Delivery, purchase, and electronic money transfer services in cooperation with Chronocash – Moneygram, as well as bill collections, which do not include the physical transport of money

C.3. TERMS FOR THE MANAGEMENT OF UNDELIVERABLE ITEMS

C.3.1. The following are characterised as undeliverable items:

- a) those which could not be delivered to the recipient for any reason,
- b) those which have been lawfully withheld by ACS S.A., and
- c) those which could not be delivered to the recipient and at the same time it is not possible to inform the sender.

C.3.2. The company keeps the undeliverable items, for which their return to the sender is not feasible, for a period of 6 months, after the lapse of which the shipments are either donated to charitable or other institutions, or a special destruction record is drawn up and they are destroyed. Cases requiring special treatment, such as items that spoil, are destroyed immediately with the prior drawing up of a special destruction record.

C.3.3. The company does everything possible to deliver the undeliverable items of the above cases within the predefined delivery time. In the event that this is not possible, the competent bodies of the company are informed for the management of these shipments.

C.3.4. ACS is entitled to withhold or not deliver any item it transports in order to secure the expense arising from the transport (freight, waybills, duties, taxes, etc.) until it is paid off.

C.3.5. Items whose value is set off against the above expense pass into the possession of the company.

C.4 LIABILITY OF THE COMPANY – COMPENSATION

For the postal services the following apply:

C.4.1. Definitions

- a) Total Loss means the inability to locate the item after the lapse of 5 working days from the date of pick-up or from its last respective trace of physical movement (physical scan).
- b) Partial Loss means the loss of part of the original shipment either due to damage to the external packaging that justifies the partial loss of content, or due to the non-delivery of one or more envelopes/parcels out of the total of envelopes/parcels that made up the original shipment, before or up to and at the time of delivery.
- c) Total Destruction means the complete destruction of an item due to its defective transport.
- d) Partial Destruction means the destruction of part of the shipment due to defective transport.
- e) Force Majeure: Unforeseen events lying beyond objectively human capabilities (accidents, adverse weather conditions, delay of means of transport, strikes, transport or telecommunications problems, etc.).
- f) Actual value means:
 - for documents, the cost of preparing, replacing, reproducing or reconstituting them
 - for items, the cost of repairing, replacing or purchasing them, as proven by the supporting documents presented (in the condition they were in at pick-up), taking each time the lower value referred to in paragraph C.4.6 below, which in no case may be greater than the limits of amounts defined in EETT Decision 1182/7 (Government Gazette B 615 09/02/2026) for the cases of proven theft, total loss or total destruction.

C.4.2. The defective provision of services gives rise to a right to lump-sum compensation. Every consumer may submit a written complaint for any losses or damages caused to their shipment, or for its theft, or for delay in delivery beyond the agreed time period, within one day from the date of pick-up, and claim compensation in accordance with the provided compensation limits depending on the service and the type of defect. ACS is in any case released from any liability for any reason relating to the defective performance of postal services, provided that no relevant claim has been submitted by the user within six (6) months from the conclusion of

the postal contract.

C.4.3. In the event that it is proven, through the competent bodies of the company, that the liability for the damage, loss, theft or delay in delivery lies with ACS, then the store serving the customer or the customer service department or the compensation department of ACS will inform the customer of the decision and will ask the beneficiary customer to present the necessary supporting documents for their compensation. Thereafter, and provided that the customer has no debts to the company, the payment of the compensation is made within 20 working days from the date of approval and receipt of these supporting documents, as evidenced by a proof of receipt – delivery.

C.4.4. All items which are compensated pass into the possession of the company.

C.4.5. The cases in which lump-sum compensation is imposed for the defective provision of postal services by ACS to the customer for the courier services (or respectively for the mail services) are determined by the EETT Regulation on General and Special Licences 1011/3 (Government Gazette 1670/B/14-03-2024) and the EETT Compensation Regulation 1182/7 (Government Gazette B 615 09/02/2026).

C.4.6 In the case of a multiple shipment (sending more than one item to a single recipient), each postal item is treated differently and is compensated separately.

1. The compensation is paid to the user who contracted with the postal undertaking and paid the postal charge or, if they waive their rights, to the person (i.e. Sender or Recipient) whom they designate, provided that the postal undertaking is informed accordingly by any suitable means.
2. The respective compensation is paid at the latest within a period of twenty (20) working days from the date of approval of the compensation payment.

The liability of ACS for the defective provision of courier services, for the individual customers (senders or recipients or orderers who, beyond the individual contract, have not concluded another special contract for the movement of a number of postal items and/or for the provision of postal services for long periods of time and pay for their services in cash according to the basic prices of the official ACS price list without discounts) is determined as follows:

- a. For proven loss or total theft or total destruction of the content of an envelope, compensation is paid:
 - i. For domestic shipments, equal to ten (10) times the postal charge paid and refund of the postal charge for the specific shipment,
 - ii. for international shipments, equal to five (5) times the postal charge paid and refund of the postal charge for the specific shipment.
- b. For proven loss or total theft or total destruction of the content of a parcel, compensation is paid:
 - i. For domestic shipments, equal to eight (8) times the postal charge paid and refund of the postal charge for the specific shipment,
 - ii. for international shipments, equal to four (4) times the postal charge paid and refund of the postal charge for the specific shipment.

In the above cases b'i and b'ii, the maximum compensation cannot be greater than the purchase/replacement value of the item. The burden of documented proof of the purchase/replacement value of the item lies with the beneficiary.

- c. For proven loss or total theft or total destruction of the content of an envelope or parcel with a declared value/insured, compensation is paid equal to the amount of the declared value and the postal charge paid for the specific shipment is refunded. The burden of documented proof of the purchase/replacement value of the item lies with the beneficiary.
- d. For proven partial loss or partial theft or partial destruction of the content of an envelope and parcel, compensation is paid equal to the actual value of the loss or theft or destruction, provided that it does not exceed the amount of compensation for total loss or total theft or total destruction. The burden of documented proof of the purchase/replacement value of the item lies with the beneficiary.
- e. For proven partial loss or partial theft or partial destruction of the content of an envelope or parcel with a declared value/insured, compensation is paid equal to the actual value of the loss or theft or destruction, provided that it does not exceed the amount of the declared value. The burden of documented proof of the acquisition value of the item lies with the beneficiary.
- f. If a postal item is returned, through the fault of the postal undertaking, and the reason for its non-delivery is unknown, the user who contracted with the postal undertaking and paid the postal charge is entitled to a refund of the postal charge and any other related expenses paid by them to the contracting postal undertaking.
- g. For a delay in the delivery of postal items, with proven fault of ACS, after the lapse of three (3) working days from the agreed final delivery day of the postal item, compensation is paid equal to two (2) postal charges, and in the case where the delay exceeds three (3) working days and the item is delivered within the following twelve (12) working days, the compensation is increased by a refund of an amount of three twelfths (3/12) of the postal charge per additional working day of delay. In case of a delay beyond fifteen (15) working days, the defect is presumed to be a loss.
- h. In the case of sending a postal item for which, according to the concluded individual contract, although it has been agreed that its delivery be made to a predefined address, it is deposited for delivery at postal stores, receiving boxes, automated postal boxes (Parcel Lockers), or boxes in a third-party store (shop in a shop), or at movement points, in deviation from the delivery terms recorded in the Charter of Obligations to Consumers (COC) of the postal undertakings

and without the proven consent of the user by any suitable means, compensation is paid equal to two (2) postal charges.

The above limitation of compensation by granting a lump-sum compensation covers every claim of the user arising from the provision of postal services, whether from contract or from tort, and does not apply if the breach of the contractual obligation or the tort is attributable to wilful misconduct (dolus) of the postal services provider or of the persons acting on its behalf. The postal undertaking is in any case released from any liability for any reason relating to the defective performance of postal services, provided that it is not notified in writing within six (6) months from the conclusion of the postal contract

C.4.7. It is clarified that specifically for the users of the services with whom contracts/agreements have been or are concluded – in the form of an individual contract – for the movement of a number of postal items and/or for the provision of postal services for long periods of time, and to whom discounts on the basic prices of the official ACS price list and/or special lower prices in relation to the basic prices of the said services, and/or credit for the provision of the services by using a code are granted, the more specific terms and agreements contained in these contracts apply. It is noted that in the cases of conclusion of these more specific agreements, the compensation limits and amounts of the above paragraph C.4.6 cases i and ii (and of paragraph C.4.8 case ii which indirectly refers to the first) do not apply, but the more specific agreed terms apply, by virtue of which in any case the respective compensation paid for total loss, theft, destruction of an uninsured envelope or parcel cannot exceed the actual value of the envelope, with a maximum limit of the amount of [] the actual value of the parcel(s), with a maximum limit of the amount of []. Where there is no express relevant agreement, no compensation for delays will apply.

(*) Actual value means:

- for documents, the cost of preparing, replacing, reproducing or reconstituting them.
- for items, the cost of repairing, replacing or purchasing them, as proven by the supporting documents presented (in the condition they were in at pick-up), taking each time the lower value as above. THE ABOVE ALSO APPLY TO SHIPMENTS WITH A DECLARED VALUE WHEN THEY ARE NOT INSURED. ACS S.A. is liable only up to the amounts defined above and in no case bears liability for any kind of loss or damage (including, indicatively, any kind of direct or consequential damages, lost profits), even if the risk of such loss or damage was brought to the attention of ACS S.A. before or after the acceptance of the shipment. Any claims of the sender or third parties are limited to a single compensation claim per shipment and up to the amount expressly defined above, the settlement of which constitutes full and final settlement for any loss or damage in relation to the shipment.

C.4.8. The liability of ACS for defective provision for the Mail services is determined as follows:

- i. The loss or theft or delayed delivery of ordinary postal items of the mail services does not give rise to any right to compensation.

For the shipments where an additional delivery-certification service exists, only in the case of loss will the compensation limits and amounts of the courier services apply (as in paragraph C.4.6 above).

C.4.9. The above limitation of compensation by granting a lump-sum compensation covers every claim of the user arising from the provision of postal services, whether from contract or from tort, and does not apply if the breach of the contractual obligation or the tort is attributable to wilful misconduct (dolus) of the postal services provider or of the persons acting on its behalf. ACS is liable only for the cases and for the amounts defined above and in no case bears additional liability for any kind of loss or damage (including, indicatively, any kind of direct or consequential damages or lost profits), even if the risk of such loss or damage was brought to the attention of ACS before or after the acceptance of the shipment. Any claims of the sender or third parties are limited to a single compensation claim per shipment and up to the amount expressly defined above, the settlement of which constitutes full and final settlement for any loss or damage in relation to the shipment. The sender unreservedly accepts the above-defined compensation amounts and declares that they waive any further claim against ACS for any direct or consequential damage or lost profit, from whatever cause they may arise. Every international transport is governed by the terms and limitations of the international conventions CMR, Warsaw, COTIF-CIM as in force.

C.4.10. ACS cannot know the content of the shipments. The Orderer / Sender, who knows the content, recognises and unreservedly accepts that the value of the content, in the event that they do not themselves insure it through ACS by paying the corresponding price, is in any case lower than the limits stated in the above paragraphs, and they bear full responsibility for any excesses of the above limits, in any case of loss or damage of the shipment.

C.4.11. For the Courier and transport Services, in case of the sender's wish, the handling of their shipments is covered by insurance cover through an insurance company with which ACS cooperates, with a premium charge as follows:

Value of items transported	Premium Domestic	Premium International
up to €600	€3.60	€10
up to €1,000	€6.00	
up to €1,500	€9.00	1% of the insured value
up to €3,000	€18.00	
Over €3,000	Upon communication with ACS	

In the event of loss, theft or destruction of transported items whose value exceeds the amount determined on the basis of paragraphs C.4.6 & C.4.7 & C.4.8, a compensation claim for this additional amount arises only in the case where the transported item is of declared value and insured for that value and on condition that the additional insurance cost (premium) of the shipment has been paid to ACS in time.

C.4.12 For the Mail Services there is the possibility of insurance with a Premium of 1% of the insured value only upon agreement.

C.4.13 It is expressly agreed that in the event that the Orderer or the Sender or a third party insures the items transported with ACS with another insurance company of their own choice (i.e. beyond the insurance cover provided to them by ACS in accordance with what is stated above in paragraphs C.4.6, C.4.7 & C.4.8), the liability of ACS in total towards the respective insurance company as well as any other third party will not exceed the amounts expressly stated in these paragraphs. It is self-evident that a necessary condition for the payment by ACS of any compensation amount is the destruction, loss or theft of the item through the proven fault of ACS. In the event of insurance of the transported items with an insurance company or under an insurance policy of the choice of the Orderer or the Sender or a third party, the latter declares and guarantees to ACS that the insurance includes the term of waiver of the insurance company's right of recourse against the carrier, and is liable towards ACS for any damage it may suffer from the non-inclusion of the above term in the insurance cover.

C.4.14 ACS makes every effort and takes every action to achieve the fastest possible delivery in accordance with its operating programme, and the delivery times stated on the website www.acscourier.net, and in the ACS price list in force from time to time, but is not liable for any damage or loss caused by any delays in the delivery of shipments beyond the limits defined in EETT Decision 1182/7 (Government Gazette B 615 09/02/2026) in case of proven, through its fault, delay in delivery and in particular in accordance with what is defined in the above paragraph C.4.6 case vii.

C.4.15 The liability of ACS is expressly limited up to the maximum of the amounts defined, as the case may be, in the above paragraphs C.4.6, C.4.7 & C.4.8 and C.4.13 and in no case does it bear additional liability for any kind of loss or damage (including, indicatively, any kind of direct or consequential damages or lost profits), even if the risk of such loss or damage was brought to the attention of ACS before or after the acceptance of the shipment. The sender unreservedly accepts the above-defined compensation amounts and declares that they waive any further claim against ACS for any direct or consequential damage or lost profit, from whatever cause they may arise. Any different understanding of the customer regarding the delivery times, or any completion, remark or note on the proof of pick-up/delivery or on the shipment, is not valid and is made at their own responsibility. In no case, however, is it liable for delay in pick-up, transport or delivery of any shipment or for any loss, direct or consequential damage or lost profit, damage, incorrect delivery or non-delivery due to force majeure or unforeseen causes, such as indicatively:

- Due to unforeseen events lying beyond objectively human capabilities (accident, adverse weather conditions, delay of means of transport, etc.).
- Due to an act, omission or incorrect instructions of the sender or the recipient or a third party having an interest in the specific shipment.
- Due to the content of the shipment, to which special damage, alteration or destruction may occur.

C.5. OTHER CASES OF NON-LIABILITY OF THE COMPANY

C.5.1. ACS makes every effort and takes every action to achieve the fastest possible delivery in accordance with its operating programme.

C.5.2. The liability of the company for the documents or items to be transported under the Courier Services ceases to apply at the moment of delivery of the document or item to its recipient, proven by the signature of the person who received it. The recipient's signature may be on the proof of pick-up – delivery or electronically on the device for capturing the pick-up and delivery data (details) of shipments (PDA), or on a third-party IT system (computer, multi-use touch screen, etc.). Also, instead of a signature, the delivery may be carried out

using the special security code (PIN), which is sent by ACS to the recipient's details provided to it by the sender (mobile number or email address) upon creation and/or during the course of the shipment. The use of the security code stands in place of a signature. Simultaneously with the delivery of the shipment and the obtaining of a signature, the corresponding delivery details are also recorded (time, date and full name and/or company name of the recipient).

- C.5.3 The liability of the company for the documents or items to be transported under the Mail Services ceases to apply at the moment of deposit of the documents or items at the recipient's address as declared by the distributor.
- C.5.4. In no case is ACS liable for any total or partial destruction, loss, damage, deterioration, incorrect delivery or non-delivery due to unforeseen causes, in particular:
- i. Due to an act, omission or incorrect instructions of the sender or the recipient or a third party having an interest in the specific shipment, or incorrect description of the item and/or incomplete or incorrect recipient details.
 - ii. Due to the content of the shipment, to which special damage, alteration or destruction may occur, due to the particularly perishable nature of the content of the postal item or parcel, such as in particular foodstuffs with an expiry date and medicines.
 - iii. Due to unsuitable packaging by the sender. Unsuitable is understood, among others, to be packaging which, during the transport of the items together with or under other items in sacks, trolleys and trucks or during transhipments, is unable to maintain its external dimensions, thus protecting its content. The Responsibility for the packaging belongs to the Sender.
 - iv. Due to cases of Force Majeure
 - v. Due to cases of:
 - a. Emergency, which the undertakings could not foresee or avoid. In these cases, the postal charge paid is refunded.
 - b. Due to proven criminal acts at the facilities or on the means of transport, which result in the loss, damage or destruction of postal items. In these cases, the postal charge paid is refunded.
 - c. Due to shipments whose content falls under a prohibition of movement or possession for the sender and/or the recipient, as well as shipments whose content is confiscated or destroyed by the competent Authorities,
 - d. Due to the recipient not having shown interest in picking up the postal item for a period of more than 6 months,
 - e. Due to the recipient receiving the item and, within one (1) working day, not having expressed a reservation.
- C.5.5 ACS bears no liability to compensate the customer/user for any shipment and for any reason whatsoever, provided that the customer/user has not paid off in time every financial obligation they have towards ACS under the agreement provided between them, including the insurance premiums.
- C.5.6 ACS bears no liability to compensate the customer/user, provided that the customer/user does not present in time the necessary supporting documents which prove the value of the transported shipments for compensation.
- C.5.7 ACS bears no liability to compensate the customer/user in the event that the delivery of a shipment to the recipient or its return to the sender is not feasible, due to refusal to receive or the impossibility of locating them.
- C.5.8 ACS handles cash-on-delivery shipments. In the event of choosing to provide the service by a means other than cash (such as securities: cheque, promissory note, etc.), ACS bears no liability for the date, the validity or the other details of the security (cheque, promissory note, etc.). In particular, the date concerns exclusively an agreement of the sender with the recipient.
- C.5.9 ACS, upon request of the recipient, may modify the delivery point (redirection) or the time (day / hour) of delivery of the shipment. In this case, depending on the delivery point and/or the delivery time, there may be an additional charge.

C.6. CUSTOMER SERVICE

- C.6.1 The central offices and departments of ACS operate on working days from 09:00 to 17:00.
- C.6.2 The local stores of the ACS network operate mainly on working days and usually during the hours from 08:00 to 20:00 and on Saturday from 08:00 to 15:00. The exact operating hours for each store are stated on the ACS website www.acscourier.net
- C.6.3 At the ACS Central Offices and on the telephone numbers 211-500-5000 and 210-8190-000, a Telephone Customer Service Department operates continuously on weekdays Monday to Friday during the hours 08:00-20:00 and on Saturday 08:00-15:00, except for official festivals and holidays. A specially designed automated voice portal also operates, as well as specialised staff in customer service.
- C.6.4 On the company's website as well as on the Mobile App, the company's digital assistant (chatbot) operates, for

the digital service of customers 24x7 for 365 days a year. The digital assistant closely resembles an experienced service employee in order to ensure a good experience and service for customers in the Greek and English languages.

C.6.5 At the same time, customers can not only obtain information about ACS's services, its operation or the progress and fate of their shipments, also via the internet on the ACS website www.acscourier.net in Greek as well as English language, but also proceed to a redirection of their shipment and resolve any pending delivery matter, using the unique PIN number they receive from the company.

C.6.6 The users of our services have the ability to receive a shipment with reservation up to one day after receiving their shipment. The declaration of reservation may be expressed to the company via sms, email, by telephone from a relevant email address or a registered telephone number.

C.7. CONDUCT – RESPECT – PROPRIETY OF STAFF

C.7.1 The staff of ACS and of its store network are obliged to behave with respect towards customers during their contact with them. Customer complaints about improper or rude behaviour, or inadequate service, may be made either verbally to the person in charge of the customer service department on the telephone numbers 210 8190000 and 211 5005000, or by written report by post or by sending an email to the address email: info@acscourier.gr or also via the ACS website www.acscourier.net.

C.8. ESTABLISHMENT OF AN INFORMATION OFFICE & DISPUTE RESOLUTION COMMITTEE

C.8.1 The customer service department is competent for informing customers on any query or the progress of a shipment or a compensation, or even the operation of the company or of its stores, or a problem or complaint relating to their service, for the recording of customer complaints on the telephone numbers 210 8190000 and 211 5005000, via email at the address info@acscourier.gr

C.8.2 In any case the company responds to a customer's request immediately and at the latest within a period of 21 days.

C.8.3. For the proper service of customers and the resolution of any disputes, and provided that the customer has not been able to resolve their problem definitively at the local ACS stores by amicable settlement, ACS establishes, upon relevant request, a Dispute Resolution Committee which consists of the respective heads of the following Directorates: Safety and Quality, Customer Service and Legal Service, and of a consumer representative, with the right of attendance, if they so wish, of the interested user. ACS informs the user of the place and time of the meetings as well as of their right to submit a written memorandum in the event that they are prevented from attending.

For more information regarding the operation of the Dispute Resolution Committee, users may contact the Customer Service department on telephone numbers 211-5005000 and 210-8190000.

C.8.4. A dispute is defined as the proven breach by ACS of the present COC.

C.8.5. The competent services for receiving any request of the customer are the local ACS stores and the Customer Service department, which is based in Egaleo, Attica, and on the telephone numbers 210 8190000 and 211 500 5000.

C.8.6 The company makes every possible effort and is obliged to respond to the customer's request within 21 days from the receipt of the request, as evidenced by a proof of receipt – delivery.

C.9. FACILITATION OF PEOPLE WITH DISABILITIES

For people with disabilities, every possible effort has been made for their better access to the company's premises, with provision for the movement of people with mobility impairments at the company's central offices in Aigaleo, where there are access ramps and lifts. As regards the service of people with mobility impairments at the network stores, provision has been made for the placement of ramps at whichever stores this is feasible. If this is not feasible, then the service of customers is carried out either outside the store (by a store employee) or at the customer's home by the arrival of a company distributor.

C.10. MAINTENANCE OF THE POSTAL NETWORK

C.10.1. ACS maintains its means and facilities in good condition, repairing and restoring any fault or malfunction that affects the good service of customers.

C.10.2. In cases of faults, malfunctions or external adverse interventions that necessitate the interruption of operation of a store providing postal services, ACS restores the fault immediately, acting in accordance with the applicable laws, regulations and Safety provisions.

C.11. CONTINUOUS MODERNISATION

Within the framework of the continuous modernisation of its operation, ACS has planned and implements a broad training programme for all its staff, regardless of hierarchical level and position in which they are employed. The training programme which has been designed and applied provides for the training of all staff, both of the central service and of the network of cooperating stores, on specialised matters such as Store Manager, Cashier, Handler, Registrar, Salesperson, Courier and Pending-Items Management Officer, transport of dangerous goods DG, Customer Service, Sales and other matters. For the provision of most of the topics of this training, a special interactive online training platform has already been completed and put into operation. The training programme also provides for the training of all staff in the use of computer programs and on matters relating to Occupational Health and Safety, First Aid and fire safety, Information security, Ensuring the Confidentiality of Communications and Management of Personal Data.

In addition, ACS has planned and implements the following investments:

- Continuous upgrade of the computerised system for the online management and monitoring of shipments, with the upgrade of the central Servers and of the communication lines with the stores nationwide using ADSL technology and with higher security specifications in communications.
- Continuous upgrade of the operating applications of the PDAs for all distributors, upgrade of the shipment management software with an online-realtime connection of the local stores with the central offices and the couriers for the immediate receipt of pick-up and delivery data of the shipments and the timely information of customers regarding the tracking and processing of their shipments.
- Upgrade of a modern computerised Customer Relationship Management (CRM) software program for the management of customers and the recording of suggestions and complaints.
- Design and implementation of a new website with multiple capabilities for both ordinary and registered users. Creation of a special website for informing the company's customers from their mobile phone.
- Design and implementation of new Web Business Tools applications for the automated electronic interconnection with customers.
- Upgrade of the voice Portal solution for the better telephone service of customers with standardised information.
- Development of the AciStant digital assistant on the company's website for the electronic service of customers.
- Development of a special mobile application of the company (mobile app) with a multitude of capabilities both for informing about the progress of the customers' shipment and for the redirection of their shipment, as well as for their service via the digital assistant.
- Upgrade of software and shipment-sorting management systems at the sorting centres.
- Design and implementation of a new automated parcel sorting system.
- Computerised equipment. Of the above investments, the largest part concerns upgrades of computerised solutions that are required for the proper management, operation and monitoring of the services provided and the associated volume of shipments. It mainly concerns the continuous upgrade of the central management units (servers, etc.), the telecommunications applications and networks, but also of the relevant terminal stations (PC and PDA) as well as of the corresponding programs and applications (software).
- Means of transport.
 - Two-wheelers: Concerns the procurement of two-wheelers and other means of transport. At the same time, the company has the ability to use the existing two-wheelers and those of its employees or of the employees of its network stores, as the case may be, for the courier and postal services.
 - Cars: Private-use trucks of the central company, procurement and configuration of new special vehicles for the certified transport of biological substances, radiopharmaceuticals, etc. Also, procurement and configuration of private-use trucks for the needs of ACS and the renewal of the vehicle fleet.
 - Buildings and technical works. They concern modifications and additions to the building infrastructure for the better and faster access and feeding of postal items at the sorting centres, which will be required at the company's existing central facilities for the more correct management of the increased volume of shipments.

C.12 INFORMATION ON THE PROCESSING OF PERSONAL DATA

ACS Postal Services S.A. considers that the protection of the personal data of customers is of primary importance. For this reason it takes the appropriate measures to protect the personal data it processes and to ensure that the processing of personal data is always carried out in accordance with the obligations laid down by the applicable legal framework and in particular by EU Regulation 2016/679, both by the company itself and by third parties who process personal data on its behalf. The company applies appropriate technical and organisational measures with the aim of the secure processing of personal data and the prevention of accidental loss or destruction and of unauthorised and/or unlawful access thereto, use, modification or disclosure thereof. In any case, the manner of operation of the internet and the fact that it is free for anyone does not allow guarantees to be provided that unauthorised third parties will never acquire the ability to breach the applied technical and organisational measures, gaining access and possibly proceeding to use personal data for unauthorised and/or illegitimate

purposes.

For more information in this regard, you can read the «Privacy Statement» at the link <https://www.acscourier.net/el/plirofories/xrisimes-plirofories/delose-aporretou-acs-gdpr/>

C.13. CASES IN WHICH THE COC DOES NOT APPLY

The Charter of Obligations to Consumers does not apply in cases of:

- C.13.01 Force majeure and in particular in emergency events whose consequences negatively affect the operation of ACS (strikes, adverse weather conditions, transport or telecommunications problems, etc.).
- C.13.02 Criminal acts at the facilities or on the means of transport, which result in the loss of items of special handling.
- C.13.03 Inability of an ACS employee to access the recipient's address, which is due to the customer or to any third party.
- C.13.04 Non-fulfilment of the contractual obligations of the customers (in cases of contracts between ACS and customers), among which are also the financial obligations of the customers towards ACS.
- C.13.05 Actions that are contrary to the Laws of the State.
- C.13.06 Non-implementation of ACS's obligation due to the fault or the wish of the user (customer).
- C.13.07 A demonstrably unfounded request.
- C.13.08 Non-fulfilment of any obligation of the user (customer) provided for by the COC.
- C.13.09 Non-fulfilment of ACS's obligation due to acts or omissions of other bodies with which ACS cooperates.
- C.13.10 Proven fault of the user (customer) or of a third party.
- C.13.11 Proven inability of ACS.

In the above cases ACS bears no liability towards the sender / recipient / orderer / customer.

C.14. PRICE LISTS

The company is obliged to publish its Official Service Price List in force from time to time. The Official Price List consists of two parts:

- A. Price Lists of Services under the General Licence Regime - Price Lists of Courier Services.
- B. Price List of Services under the Special Licence Regime - Price List of Postal (Mail) Services.

The above price lists are published and available on the company's website www.acscourier.net.
