



## CHARTER OF OBLIGATIONS TO CONSUMERS

**March 2025**

The company "ACS POSTAL SERVICES COMMERCIAL SOCIETE ANONYME"

with distinctive title "ACS SA."

based in Egaleo, Attica,

registered in the General Commercial Registry (GEMI) of the Ministry of

Development with number NO. G.E.M.I.: 122050001000.

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## FEATURES OF THE COMPANY

### Legal Form

The company was founded in 1992, and in 2013 was renamed to "ACS POSTAL SERVICES COMMERCIAL SOCIETE ANONYME" with distinctive title "ACS SA". (in English "ACS S.A."), hereinafter referred to below as the "company" or as "ACS".

At the end of 2013 the company merged (absorbed) the company under the name "ACS - INTERNATIONAL TRANSPORT AND FACILITIES S.A."

In February 2020, it proceeded to the harmonization of its articles of association in accordance with the provisions of Law 4548/2018 on S.A., regarding the change of its name.

In October 2024, with the entry of a new partner in its share capital and the corresponding publication in the General Register of Enterprises (GEMI), the name of the company is defined as: "ACS POSTAL SERVICES COMMERCIAL SOCIÉTÉ ANONYME" and the distinctive title to "ACS SA".

For the relations of the company with the rest of the world, the name and distinctive title may be rendered in 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 number AP. G.E.M.I.: 122050001000. The company's headquarters are in Egaleo, Attica.

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

The company holds:

- National General and Special License for Postal Services under number 99-122 of the Registry of the National Telecommunications and Post Commission (E.E.T.T.)
- ISO 90018 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 by ABS Quality Evaluations for the Environmental Management of Courier Services.
- ISO 45001 certification with certificate number 047-230016 by TUV Hellas – Nord for Health and Safety at Work.
- ISO 39001 certification with certificate number 053-230004 by TUV Hellas – Nord for Safe Driving.
- ISO 27001 certification with certificate number 048-240010 by TUV Hellas – Nord for Information Security
- ISO 31000 compatibility certificate from the independent consulting company ARISTI for risk management and compliance with Law 4706/2020.
- ISO 14534 compatibility certificate from the independent consulting company ARISTI for the Quality Measurement System of Postal Services - Group Mail Handling.
- ISO 14064-1 Compatibility Certificate from the independent verification company EMICERT for the Measurement of Exhaust Emissions.
- The license under number AA/435 for the distribution and general license for the transport of radiopharmaceuticals.

The Company's Headquarters Address is located at 36 -38 P. Ralli Street, 12241 Egaleo Attica. The contact details of the company's headquarters are:

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

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

E-mail: [info@acscourier.gr](mailto:info@acscourier.gr)

The addresses and contact numbers of the service outlets are published in the Stores section of the company's websites, [www.acscourier.net](http://www.acscourier.net)

The company has a Tax Identification Number (AFM) 094360202, with the competent Public Financial Service (DOY) KEFODE ATTICA.

### 1.1 Purpose

According to Article 2 of its Articles of Association the purpose of the company is:

- a) The conduct of a rapid transport operation of COURIER 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 standardization and packaging of small items.
- (c) The conduct of a transport operation of any kind and by any means.
- (d) Undertakings of car agencies and transport companies, airlines, shipping agencies and all related operations, i.e.

chartering and operation of cars and ships, supply of supplies, customs clearance of goods.

e) The representation in Greece of foreign and Greek firms and companies related to the objectives of the company and the cooperation with them in any form.

f) The organization of commercial enterprises, trade fairs, studies and all kinds of advertisements. g)

The operation of hotel and tourism and travel enterprises in general.

h) Trade - repairs of wireless and telecommunications equipment.

i) The provision of services in the transfer of funds and the performance of payment transaction services, as an agent of a Payment Institution legally operating in Greece and the European Union and holding the required license to operate as a Payment Institution.

j) The organization and provision of training services, seminars, etc., such as indicatively in matters of computerization, operation, sales, customer service and the business 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 indicated customers and the issuing contracting bank or credit institution.

l) The conduct, on behalf of third party traders, of any means of commercial transactions.

m) The provision of all kinds of postal services.

n) The provision of services for issuing and selling event tickets. o)

The provision of supply chain management services (logistics).

(p) The design, installation, operation and operation of power plants from renewable energy sources.

q) The conduct of business services of brokerage and intermediation in the provision of electricity and other forms of energy.

To achieve the above objective, the company can:

a) To participate in any business of the same or similar purpose with any corporate type. b) To cooperate with any natural or legal person in any way.

c) To establish branches or agencies anywhere in Greece or abroad.

d) To represent any business or company, domestic or foreign, of a similar purpose.

e) To participate in any way and in any form in foreign existing or established companies pursuing the same or similar purposes.

f) To guarantee in any way in favor of the legal entities with which it cooperates.

g) To serve the agents included in its postal network, by leasing to them privately owned trucks for private use.

## *1.2. Scope of activities*

Since its establishment, the company has been active in the field of courier services, with main object the distribution of mail, small parcels and parcels by any means in Greece and abroad. Also today the company provides mail services within the scope of universal postal service services. The main activities of the company are the provision of postal services and in particular the provision of courier services which, according to the Activity Code Numbers (K.A.D.) of the Ministry of Economy & Finance, fall under the branch 53.20.11.01 (Courier of documents and objects), as well as mail services falling under the sectors 53.10.11.00 (Postal services under the universal service obligation concerning newspapers and periodicals), 53.10.12.00 (Postal services under the universal service obligation concerning letters), 53.10.13.00 (Postal services under the universal service obligation concerning parcels) .

Among the courier services offered by ACS to 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 ancillary and ancillary services.

Within the scope of mail services, the company undertakes the transport of items of correspondence including items of direct mail, postcards, bills, invoices, copies of invoices and other standard messages, as well as newspapers, books, catalogues, magazines (all of the above up to 2 kilograms in weight) and postal parcels (up to 20 kilograms weight). The relevant services offered are: Advanced Mass Post – AMP (Group Mailing Service of Similar Single Mail of Non-Personalized Content) and Advanced Business Post – ABP (Group Mailing Service of Regular Mail Personalized or not Content).

## *1.3 Quality Policy and Continuous Improvement of the Services offered*

**"Quality"** means providing high quality services covering to a large extent the needs and expectations of customers. This is achieved with respect to the customer and serving his needs in the best possible way.

This goal is intertwined with the absolute understanding of our customers' requirements and the establishment and maintenance of an environment that supports and encourages all company staff to continuous improvement of the services provided.

To achieve this goal, the company's Management is committed to constantly ensure:

➤ the complete, immediate and systematic coverage of the stated needs of its customers

- the high quality of its products/services, verified and confirmed by continuous checks and measurements, and
- the compliance of its products/services with the applicable legislative and regulatory requirements in Greece and abroad.

**This is achieved through:**

- setting objectives within the framework of the Business Action Plan of Top Management
- the organization and allocation of all necessary resources and means to ensure the uninterrupted, efficient and effective operation of the company
- the creation of a technologically modern and professionally appropriate working environment
- maintaining the high professional level of executives through continuous training and evaluation,
- continuous measurement and continuous monitoring of critical parameters and processes to ensure quality and safety of facilities, products/services and personnel,
- 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 9001:2008. The continuous effort for continuous improvement of products/services, processes and Quality Management System is the main concern of the company and the philosophy of each of its executives.

### **1.4 Brief Characteristics of the company**

- Number of headquarters staff: approximately 580
- Total number of employees in the network's stores: approximately 3,100 persons
- Number of stores throughout the country: approximately 840 stores and service points (including ACS express points, ACS Kiosk and ACS SmartPoints and ACS SmartPoints Lockers).
- Number of sorting centres: 3 in total, 1 in Athens, 1 in Thessaloniki and 1 in Patras
- Number of transit centres: 5 in total, in Corinth Canal, Kyllini, Heraklion Crete, Larissa, Lamia.
- Number of transport routes: more than 80 daily: 43 land, 32 sea, 15 air
- Number of trucks: more than 700 vans or larger than 1 tonne
- Number of two-wheelers: more than 1,000 two-wheelers
- Number of distributors: more than 2,500 people throughout the country.

### **1.5 Financial Data of the company**

The company publishes annual financial statements (Balance Sheet and Profit and Loss Account according to IAS) on its website [www.acscourier.net](http://www.acscourier.net)

## **2. Organizational Structure**

The company is managed by the Board of Directors, the CEO and the General Manager, employs approximately 580 people in the central services, approximately 3,100 people in its branch network and has the following key areas of internal organization.

### **2.1 Sales Department.**

- Sales Department
- Key Accounts Customer Service
- Consumer Customer Service
- Customer service
- Πωλήσεις υπηρεσιών εξωτερικού (International Sales & Customer service)
- Development and Promotion of New Products

The Sales department is responsible for: central/regional sales, large customer service, and new product development and promotion, and telephony. It is also responsible for the development of sales of foreign services, the cooperation with foreign firms, and the development of the Service Network abroad.

### **2.2. Network Sector**

- Branch Network Operation
- Branch Network Development
- Network Customer Service

The Network Sector is responsible for: the branch network of the company's representatives nationwide. In particular, it has the general supervision of the operation and development of the stores as well as their service. It cooperates with all departments and divisions of the company on all issues related to the network's stores.

### **2.3. Field of operation.**

The Operations Division is responsible for the operation of the production of the main store of the central company and the mass shipment department. He is responsible for the movement of the fleet of means of transport of the company and its partners (trucks, ships and airplanes), the transport axes and the sorting and transit centers throughout the country. Finally, he is responsible for the production of letter mail (ABP Post) and

the operational development of the company. The Division of Operation includes the following departments:

- Department of Transport, Axes & Sorting Centers.
- Department of operation and production of a central company store in Athens.
- Τμήμα ABP Post.
- Business Development Department.

#### **2.4. *Administrative Services Sector.***

- Administrative Directorate
- Personnel Department
- IT Department
- Legal Service
- Procurement Department
- Department of Security - Quality - Risk Management and coordination on Personal Data

issues.

- Marketing – Corporate Communication
- Customer Experience Management

Manages all personnel issues of the company. It is responsible for legal issues, contracts, supplies of the company, staff of the company's central services, safety, quality and safety issues and any claims for compensation of customers, but also all administrative issues of the company. In addition, he is responsible for Marketing and Customer Experience Management. It manages the development and improvement of the company's IT applications and the support in IT issues of the stores.

#### **2.5. *Financial Services Sector***

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

Manages the financial issues of the company such as the accounting department, the cash register, the liquidity of the company, the financial obligations in relation to the financial services / tax offices, etc. Manages the budget and report of the company's results. It manages the company's credit issues with customers and partners, cash on delivery issues for timely collection and reliable performance to the company's customers. It also manages the invoicing to customers and the clearing of transactions with the company's partners and finally the electronic archiving of company documents.

#### **2.6. *Directorate N. Greece***

- Commercial Department
- Operations Department
- Finance Department

It is an integral part of the central Services, has a Commercial Department, an Operation Department & Financial Department and manages issues concerning the prefecture of Thessaloniki and the region of Northern Greece.

### **A. SERVICES PROVIDED AND THEIR QUALITY**

## **A. 1 Postal Services under General License and Other Services**

### **A.1.1. General**

ACS provides Express courier services for domestic shipments (within Greece), as well as for international services for all over the world (shipments to and from abroad). For Greece it provides coverage up to the most remote village with its own organized nationwide network of shops and partners. As far as international shipments are concerned, the neighboring countries Cyprus, Albania and Bulgaria are served by ACS's autonomous network in these countries. The rest of the world is served through partnerships that have been developed with international companies such as: the DHL, GLS, DPD, etc.

The cost of services in shipments served through international companies depends on the destination, delivery point, weight and size, as described in the official price list of ACS.

The choice of the company for the promotion of shipments to abroad (except Cyprus, Albania, Bulgaria) is based on the provision of high quality services at competitive prices.

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

### **A.1.2. Domestic Services**

ACS offers domestic services within the city and between cities and other parts of Greece which include the

following cases:

➤ **Express Services – Next Day:**

➤ **A. Basic Express Services:**

- **D2D - Door to Door Service:** Collection is usually done from the Sender's address and delivery is usually made to the Recipient's address.

- **P2D - Point to Door Service:** The collection takes place within the ACS store and the delivery is usually made to the address of the Recipient. The service is provided at a lower price than the D2D Service.

- **P2P - Point to Point Service:** The collection takes place within the ACS pick-up store and the delivery is made within the respective ACS delivery store. The notification of the recipient can be undertaken by ACS, provided that it has available (from the sender) the correct contact details of the recipient. The service is provided at extremely low prices throughout Greece. (It is necessary to indicate the recipient's mobile phone in order for the service to be valid). The service of informing the recipient is valid only if requested by the sender.

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

➤ **C. Kiosk Express:** It concerns a special combination of the Basic Express -P2D Service, with special standardized predefined packaging as well as pick-up from third parties contracted with ACS points (kiosks, mini markets, haberdashery, etc.).

➤ **D. Pick-up & Delivery Service at ACS SmartPoints:** It concerns a special combination of the Basic Express -P2D Service with pick-up or delivery from the special contracted ACS Smart Points points. ACS Smart Points contracted with ACS receive or deliver shipments within the framework of this service. Collection from these points is done only in a special standardized predetermined package.

➤ **E. ACS SmartPoint Locker Delivery Service:** It concerns a special combination of the Basic Express - P2D Service with delivery from the special contracted ACS SmartPoints points where an automatic Parcel Locker delivery machine has been installed.

➤ **Express Services – Same Day:** Collection is usually made from the address of the Sender and delivery is usually made to the address of the Recipient.

➤ **Additional Express Services** as specifically mentioned below :

**Morning Delivery Service or Two-Hour Commitment:** This refers to delivery in the morning (usually until 10:00 am), or delivery in a preferred two-hour time frame within store hours, taking into account that the start time of the first preferred two-hour period is not earlier than 10:00am on the expected delivery day and the end time of the two-hour period is

\_at least 1 hour before the end of store hours, taking into account the start times of deliveries of the stores, as mentioned on the website of ACS [www.acscourier.net](http://www.acscourier.net). These services apply only to Express – Next Day Services, and do not apply to shipments of parcels weighing more than 5.5 kg of actual or volumetric weight. The services are valid only for destinations-addresses within the City Boundaries of the Delivery Store and do not apply to Inaccessible or remote areas. The selection of services is the responsibility of the customer/sender (without ACS's responsibility) for cases where the above conditions are not met.

- **Saturday Delivery Service:** This refers to delivery on Saturday (which is not a normal business day). The service is valid only for destinations-addresses within the City Boundaries of the Delivery Store, does not apply to Inaccessible or remote areas and is not combined with morning delivery or delivery in a specific preferred two-hour period.

- **Pick-up/Delivery Service on official national or local holidays and holidays:** It concerns Receipt or Delivery of shipments on official national or local holidays and is provided only after the shipper's agreement with ACS

- **Next Business Day Delivery Service in inaccessible areas:** It concerns the delivery of shipments to Inaccessible areas up to the next business day from the arrival at the destination store. Valid only for Land destinations. Applies only to Express – Next Day Services. This service is provided only after the sender has agreed with ACS, at the earliest on the previous working day of receipt of the shipment

- **Return Service of Protocol Number to the sender:** It concerns the receipt of a Protocol Number upon delivery of shipment and return to the sender.

- **SmartPoint or SmartPoint Locker Delivery Service at the Recipient's behest:** It concerns delivery to an ACS SmartPoint ACS or SmartPoint Locker network point at the recipient's behest.

- **Delivery service to a neighbor:** It concerns the delivery of the shipment to a neighbor or other point / person of the recipient, near the delivery address declared by the user / recipient.

- **Service My Favorite ACS Locker:** It concerns the choice by the customer-recipient of the ACS Locker from which he/she wishes to receive the shipments managed by ACS on his/her behalf. The service is available exclusively through the digital assistant "AciStant" on the ACS [www.acscourier.net](http://www.acscourier.net) website and the ACS Mobile App.

- **Packaging Service:** It concerns the provision and information for the assembly of an empty standardized outer packaging of a box (Box) or envelope (Envelope) or plastic bag (Pack) to the customer, as an additional service in combination with basic Express service. The responsibility of the inner packaging (regarding the Boxes) of the item(s) to be transported and the strength of the entire packaging (for the Packs



and Envelopes) and the final complete assembly as well as the appropriate internal and total packaging has the customer. Provided per piece only in conjunction with Standard Express Services.

- **ACS Info Service (sms, e-mail, viber):** It concerns the service of informing the sender / principal for the delivery of his shipment via SMS, e-mail or viber. The sender's mobile phone or e-mail is required.

- **Courier Waiting Service per hour (upon pick-up or delivery of more than 10 minutes):** This refers to the additional waiting service during the process of pick-up or delivery of shipments, when this exceeds 10 minutes. The charge is calculated per hour.

- **Short Delivery Waiting Service (KO):** It concerns the service of delay in the delivery of a shipment to public services for waiting up to 10 minutes and concerns recipients in Ministries, Embassies, Parliament, Tax Offices, Public Services, Hospitals, Universities and Polytechnics.

- **Car Parcel Delivery Service (within Attica and Thessaloniki):** It concerns only Express Services – Same day, within the same city (Attica or Thessaloniki) and the transport of Parcels that due to their characteristics, or the points of receipt or delivery 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 kg, the use of the car is required at an extra charge. The use of a car is required for same-day shipments to and from and within zone C of the Prefecture of Thessaloniki. This service is provided only after the sender has agreed with ACS

- **Other additional services** that do not fall within the scope of postal services but are provided in conjunction with courier services, such as Cash on Delivery Service, Purchase Service, etc. and are described in detail in the paragraph below "Other Services".

- **Special Services** that are provided upon prior arrangement / agreement and have special charges:

- **Document Return Service:** It concerns the return of supporting documents or objects by express order of the sender (special treatment)

- **Mass Distribution Service:** It concerns the receipt, management and delivery of shipments of large numbers with content documents, business gifts of low time priority.

**ACS Parcel Service:** It concerns a special parcel transport service for corporate customers with a significant number of parcels and a special scale of categorization of the charge per 5 or 10 kg, with discounts depending on the number of monthly shipments and differentiation in delivery time.

- **Special Projects Services with Specialized Specifications:** It concerns the execution of projects with special specialized specifications in accordance with the contractual obligations described in the agreement of the customer with ACS.

- **ACS Medi Express Service:** It concerns a special service for the transport of biological substances and the execution of relevant projects with special specialized specifications in agreement with ACS.

- **Personalized Delivery Service:** It concerns the special handling service during the delivery of a shipment with certification of the identity of the recipient or indication of the no. Identity card / passport / driver's license or other acceptable document proving the identity of the Recipient and / or PIN, in a secure computer system of ACS. Special service provided only after a relevant written agreement and prior consultation with ACS.

- **Return Service of Proof of Delivery with recipient signature (POD):** It concerns the return of the signed proof of delivery document (POD = Proof of delivery) containing the signature, upon delivery, of the recipient of the shipment and return of an (electronic) copy thereof to the sender / principal. In case the delivery method does not include the physical signature of the recipient, the method of proof is indicated, e.g. delivery PIN.

- **Product**

- **Supply of Packaging Materials:** It concerns the supply of standardized non-assembled packaging of carton box (Box) or envelope (Envelope) or plastic carriers of various sizes (Pack). The responsibility of the final complete assembly and appropriate internal, external and total packaging of shipments belongs to the customer. It is provided in a corresponding number per package depending on the size and type of packaging, without transport service.

**Clarifications:** According to the EETT Regulation on the proper operation of courier and mail services, The company,

- reserves the right to request and the sender is obliged to declare responsibly that there is no unacceptable or prohibited content on the postal item.

- reserves the right to request and the customer is obliged to show proof of identity in deliveries of postal shipments made in its stores. In particular, upon receipt, he/she must request and record the full identity details of the sender or his/her representative, as they appear on an official person identification document (such as ID, passport, driver's license, military ID, residence permit), in case of sending postal items weighing more than one hundred (100) grams,

- is entitled to refuse to send the postal item, if it considers that it is dangerous for public safety and must inform accordingly the competent authorities, including the Hellenic Telecommunications Commission



- has the right to ask the sender to open, in his presence, the parcel or envelope and check the existence of unacceptable or prohibited content thereof.
- Upon receipt, it informs the sender of the existence of the individual contract on its website, or delivers it to him if so agreed with the user.
- takes care to deliver a receipt or invoice for the provision of the postal service in accordance with the provisions of the Ministry of Finance.
- The registration and registration of the name of the addressee of the postal item is necessary to complete the process of serving the item. The processing of the name falls under the provisions on personal data.
- takes care to inform the consumer/recipient who wishes to receive it with reservation. The declaration of reservation can be made, within one (1) working day after the day of delivery of the item, by e-mail or by calling 2115005000 phone.

### A.1.3. International Services

ACS offers international services which include the following cases:

#### A. Basic Foreign Services:

- **ACS Net Express Service:** It 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 European Union/European Countries, from/to Greece with preferential rates usually delivered within 5 working days. It is provided in cooperation with GLS.
- **ACS World Express Service:** It concerns Express shipments from Greece to the rest of the World. It is provided in cooperation with International Courier companies.
- **ACS World Import Express Service:** It concerns the receipt of Express shipments from the Rest of the World and delivery to Greece. It is provided in cooperation with International Courier companies.
- **ACS-EU Economy Service:** This concerns a special, very economical service aimed mainly at customers-shippers with Online stores / E-Commerce, customers with a contract with the company. It concerns the service of receipt – transport (road) and delivery of shipments (parcels), with 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 at the sender's charge and in cooperation with GLS & DPD Companies.
- **ACS-EC Economy Service:** It concerns a special very economical service addressed mainly to customers-senders with Online stores / E-Commerce, customers with a contract with the company. It concerns the service of receipt - transport (road or sea) and delivery of shipments (parcels), with differentiated delivery time, from Greece to Cyprus by sea means of transport. The service is provided only at the sender's charge within ACS's international network.

**B. Additional International Services** – provided only after consultation with the International Department (ACS) and concern exclusively ACS World Express and ACS Net Express services:

- **Guaranteed Delivery / Money Back Service:** It concerns the special treatment service of shipments for delivery on the scheduled date while otherwise the transport is returned. It concerns only the ACS World Express and ACS Net Express service.
- **Morning Delivery Service until 10:00 or until 12:00:** It concerns delivery in the morning (until 10:00 am, or until 12:00), on the day of delivery. It concerns only the ACS World Express and ACS Net Express service.
- **Other Special Services abroad:** It concerns the Services of Obtaining Signature, Return of Protocol, Delivery to a Holiday etc. They are provided depending on the destination only after consultation with the Department of Foreign Affairs of ACS. It concerns the ACS World Express service.

## A.2 Specially authorised postal services and other services

### A.2.1. General

ACS provides Mail Services for Domestic Shipments (within Greece), as well as after special agreement and International services for all over the World (shipments to and from abroad). For Greece it provides coverage up to the most remote village with its own organized nationwide network of shops and partners.

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

#### A.2.1. Advanced Mass Post – AMP

*(Group Mailing Service of Similar Non-Personalized Content).*

**ACS-AMP** is a new innovative postal service of upgraded ordinary mail (delivery by deposit to the recipient's address) with which the customer has the opportunity to be informed about the date of receipt and delivery of his shipments. The service is competitive both in quality and charges with existing postal services in the market.

- The Customer has the opportunity by registering on ACS website [www.acscourier.net](http://www.acscourier.net) (and using passwords) to be informed of the date and time of receipt and delivery of each shipment.
- It concerns all items of group shipments (quantities greater than 5,000 pcs.) of domestic mail with similar non-personalized content (eg: magazines, catalogs, advertising items, etc.) without commercial value.
- It concerns only domestic shipments (recipients within Greece). Shipments to PO Box are not covered.
- The charges and a more detailed description and additional information are mentioned in the price list of the respective service.

### A.2.2. Standard Mail Service - Advanced Business Post – ABP

(Upgraded simple mail service for the distribution of bills, mail).

**ACS-ABP** is a new innovative postal service of upgraded standard mail (delivery by deposit to the recipient address), with which the customer (sender) has the opportunity to be informed about the date of receipt and delivery of his shipments. The service is competitive both in quality and charges with existing postal services and especially with the B' Priority service.

- The Customer has the option by registering on the website of ACS [www.acscourier.net](http://www.acscourier.net) (and the use of passwords) to be informed about the date and time of receipt and delivery of each shipment.
- It concerns the group sending of domestic envelopes (to recipients within Greece) (more than 1000 pieces per receipt) of domestic, personalized content mail (e.g. bills, invoices, bank statements/transactions, bills, correspondence items, letters, insurance documents-letters, etc.) without commercial value. Shipments must have specific specifications of preparation and classification by the customer as defined in the clarifications of the price list and in the form of specifications for preparation and classification of the service presented to each new customer.
- In addition, parcel shipments and international shipments are covered.
- The charges and the more detailed description and additional information are mentioned in the price list of the respective service.

Shipments to PO Box (due to inaccessibility) are served through the postal network of ELTA. In Standard Mail Services, delivery times are indicative and vary depending on the geographical location of the pick-up point and the delivery point.

Standard Mail Services include the receipt 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 recording of their delivery date.

Standard Mail Services are mainly addressed to companies and require the prior completion of the preparation of shipments (preprint, marking and coding of shipment either on the envelope or in a visible transparent window on the envelope, or on a sticker affixed on the item, sorting and sorting but also delivery of relevant electronic files with the full details of the shipments in electronic form – file).

➤ Additional ACS - ABP Services as specifically mentioned below :

- **Address Certification Service:** It concerns the electronic control and certification of the correctness of the addresses, within the Greek territory, of the customer's shipments.

- **Shipment Collection Service:** This Service concerns the collection of unreceived shipments of the customer from his address.

- **Recipient Data Entry Service:** The service applies only to standard shipments. It concerns cases where due to lack of poor quality recipient barcode and where recipient data are not prepared for optical OCR recognition, so automatic computerized retrieval of recipient data is not possible and their manual entry is required.

- **Delivery Certification Service:** Additional certified delivery service means that upon delivery instead of simple deposition, an attempt will be made to deliver to the delivery address by obtaining a signature from the one who received without identification. In case of absence, a relevant notice for receipt of the shipment is left by the local store responsible for delivery. The shipment returns and remains in the store for 10 calendar days from which it can be received upon presentation of the relevant notice and is completed with the receipt of the signature of the recipient.

- **Proof of Delivery (POD) Return Service with recipient 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 equivalent method depending on the service) to the sender / principal.

### A.3 Other Services

They concern Other Services provided in cooperation or on behalf of third parties:

### A.3.1 Collection Services on behalf of third parties:

- **Cash on Delivery Service:** Upgraded delivery service of goods with collection of their value, which includes immediate return of collected values, automatic electronic deposit to the Beneficiary's bank account and informing the Customer via e-mail. The collection of an amount by cheque, cash on delivery or the Card on delivery service, which allows you to pay for your online purchases exactly the moment you receive them from an ACS store, using your debit or credit card (Applies to Visa, MasterCard, Maestro and UnionPay cards).
- **ACS - Card on Delivery Service:** Provided to Domestic Express Services either for the collection of the transport work or in combination with the Cash on Delivery Service for the collection of cash on delivery or cash on delivery and the transport work. Specifically, the recipient has the ability to pay for the transport work and / or the value of the cash on delivery of the transported item using a credit / debit card (Concerns Visa, MasterCard, Maestro & Union Pay). The service is provided after consultation of the recipient with the ACS store responsible for delivery.
- **Purchase Service:** It concerns the pre-collection of an amount by the originator (usually the recipient) and the use of this amount for the purchase-payment of the item to be transported. (Provided in conjunction with courier services).
- **Electronic Bill Payment Service - ACS Bill Payments:** It concerns a service for the payment of bills of third party services (PPC, EYDAP, WIND, COSMOTE, VODAFONE, Road Tax, etc.) through the nationwide network of ACS, with the cooperation of third parties such as Argo and Netlink, with parallel electronic information on the collection and return of collected bills.
- **Electronic Money Transfer Service – ACS Money Transfer:** It concerns a money transfer service by electronic money transfer, for Greece and abroad in cooperation with the company MoneyGram.

### A.3.2 Telephony Services:

**Services Telephony - ACS Telecom cards:** Is it about service? resale of telecommunications service cards, on behalf of telecommunications providers (eg Vodafone, Cosmote, OTE, Nova, etc.), and Paysafe, Viva & BeeCash prepaid electronic payment cards. The services are provided in cooperation with the net link company.

### A.3.3 Transport services (parcels and items) falling outside the scope of postal services:

- **Shipment Transport Services:** It concerns shipment transport services which, although as a type of service are categorized in one of the above described services that mainly fall 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 due to non-commitment to delivery times do not fall within the scope of postal services or courier services.
- **OS Service: It concerns the** transport of items whose packaging or content or size/weight do not allow the use of automatic preparation systems or whose handling requires special management. These missions are distinguished by the addition of the OS product. The OS product is automatically added to shipments that have at least one of the following attributes:

✚ The largest dimension of the parcel is greater than 175cm ✚ The girth\* is larger than 280cm

✚ The weighing weight (where available) is more than 30kg.

\*Girth = the sum of the longest side with 2 times the sum of the other two sides.

Shipments falling into this category may, for reasons of manual management and / or special handling process, delay their forwarding to the recipient up to 2 additional working days (compared to the times indicated in the official price list of the company)

The recipient has the ability to collect the Special Administration ("OS") shipments from the delivery store from the day of notification of their arrival at the store.

Shipments with a maximum dimension greater than 220Cm or a weight greater than 50Kg may be returned to the sender. If content hazardous to safety is detected, shipments will be returned to the sender.

### A.3.4 Electricity supply services

**Electricity Supply Services:** It concerns the electricity supply service in cooperation with the company NRG. These are high quality electricity supply services at extremely competitive prices. The service will be gradually available throughout ACS's branch network, in the areas covered by alternative electricity providers.

## **B. CONDITIONS AND PROCEDURES FOR THE PROVISION OF SERVICES**

## **B.1. Infrastructure / Quality of Service / Shipment Tracking / Delivery Times**

### **B.1.1. Infrastructure**

ACS, having an organized transport network and shops as well as the most modern IT infrastructure, constantly aims to provide High Quality Services at competitive prices. In particular, ACS has the following infrastructures:

- Installations of more than 30,000 m2.
- Approximately 840 shops/service points (790 in Greece, 50 in Cyprus-Albania-Bulgaria).
- 1.700 means of transport, FIX, Two-wheelers
- More than 3,500 specialized executives
- Daily interconnection of stores with more than 80 combined (Road, Sea and Air) Transport Axes.
- Automatic systems for sorting and weighing and titrating shipments.
- Modern Computer Infrastructure
- Online store interface
- Online invoicing of services in stores
- Online system for the electronic receipt / delivery of receipt/delivery data using approximately 2,000 PDAs, as well as touchscreen tablets throughout Greece and Cyprus.
- Fleet Management.
- Individual Customer Service Department (usually for 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 (chatbot)

### **B.1.2. Quality of Service**

ACS, in the context of ensuring the high quality of its services, applies the following ways of service, display and control

- Modern Website with Track & Race of Shipments
- Customer Experience Department
- Corporate Key Accounts CS & Support
- Monthly Shipment Progress Reporting & Key KPIs in Large Enterprises – Corporate Key Accounts

Customers

- Customer Satisfaction Questionnaire and NPS Score monitoring:
  - It concerns the sending of an electronic questionnaire to a sender and / or recipient of shipments transported with ACS, by sms/viber/email
  - The answers received are stored in the company's secure electronic systems
  - The analysis of the data is carried out by specialized users in order to initiate actions to improve the services provided
- Telephone Surveys on a random sample of senders and/or recipients of shipments handled by ACS:
  - It concerns telephone communication with a structured (as appropriate) questionnaire to a sender and / or recipient.
  - The answers received are stored in the company's secure electronic systems
  - The analysis of the data is carried out by specialized users in order to Initiating actions to improve the services provided

### **B.1.3. Tracking and tracing postal items**

The monitoring of the receipt, handling, sorting, transport and delivery of Courier Services shipments is carried out in accordance with the provisions of Law 4053/2012 and Decision No. 1101/3 of the National Telecommunications and Post Commission (E.E.T.T.) "Regulation of General and Special Licenses and Terms of Provision of Postal Services" and is currently in force

For courier services, the monitoring and tracing of postal items and customer information is achieved through the use of specialized equipment and software, which allows the exchange of electronic data between the involved stations of the ACS network. The Special Tracking and Tracking System for Postal Items (ESPETA) monitors and provides in detail the individual movement data of each shipment such as: Pick-up, arrival at shipping store, departure from shipping store, arrival at sorting center, allocation to delivery store, departure from sorting center, arrival at delivery store, distribution to courier, arrival (return) courier – delivery or non-delivery, consignee details. The details of shipment deliveries are available through the company's website at [www.acscourier.net](http://www.acscourier.net) address and are available to its customers 24 hours a day at least up to 6 months from the date of shipment

## **B.1.4. Procedures - Certification**

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

All actions in the context of the implementation of the company's activities have adequate documentation and are carried out by properly trained personnel, in order to ensure the controlled conditions and to immediately activate the required corrective measures in case of deviations from the project specifications or the scheduling of the works described in the relevant Procedures.

## **B.1.5. Delivery Times / Clarifications**

### ***B.1.5.1 Delivery times***

The delivery times of courier shipments are mentioned in the Official Price Lists of the Services and vary depending on the destination and type of service. All mentioned delivery times refer to working days from the date of departure from Attica and are counted from this day as the first delivery attempt to the recipient's address details.

- Departure from Attica means the receipt in Attica of the apostles ready for distribution until:
  - 18:00 for Domestic File Courier Services,
  - at 16:00 for Domestic Parcel Courier Services & ACS Kiosk Express Service
  - 13:00 for Foreign Services.
- For shipments picked up from the rest of Greece, the times are increased depending on the pick-up point with the relevant arrival time in Attica, which is usually proportional to the delivery time from Attica to the respective point. Shipments that are picked up after the above hours and/or that the means of transport has departed from the store (depending on the location and based on the end times of receipts) and/or their weight (volumetric or actual) exceeds 2 kg, may have departure next business day.
- The delivery times of Express Services vary depending on the pick-up and delivery point and usually require pre-arrangement.
- Delivery times for all services may be modified in cases where there is no exact address or contact details of the recipient (such as, but not limited to, mobile phone and/or email)
- For the service (ACS-EU Economy), the delivery time ranges from 5 to 15 working days from the departure of the means of transport to the destination of the shipment, depending on the point of shipment and the point of destination. For the sea transport service (ACS EC – Economy) the delivery time ranges from 5 to 7 working days from the departure of the vessel for Cyprus.
- Deliveries and delivery times to foreign countries mainly concern deliveries made within the main cities and made to the recipient address. In cases of deliveries to out-of-cities or remote areas/destinations abroad, and in cases where there is no exact

The address or contact details of the recipient may modify the time and method of delivery of these shipments according to the delivery criteria of the cooperating courier companies or their representatives in each country. These deliveries, as the case may be, may be made either to the nearest service point of the cooperating courier company or the ACS representative or delivered at their discretion in accordance with the procedures followed in the said area (in cooperation with another cooperating courier company or universal mail service provider of each country). Especially for Cyprus, deliveries of shipments to Cyprus in the out-of-town areas of Remote - Inaccessible Areas (WP1, DP2, WP3), will have an additional delivery time of 1-5 working days. The postal codes of these areas are listed on the website of ACS Cyprus. In case the customer wishes faster delivery, he may, upon request, choose an additional direct delivery service to the WP areas of Cyprus (on the same or next day of arrival in Cyprus depending on the arrival time) at an additional charge.

- The delivery times for ACS SmartPoints services are those provided for in Express - Next Day Services, without commitment of the company in case delivery times are exceeded due to the particularities of the service (24-hour operation) or dimensions / weight or no available safe deposit box or technical failure.
- For any receipt of shipments by consignors at these points after the estimated departure time of the ACS means of transport from that point, the date of receipt is considered to be the next working day.
- At ACS SMARTPOINTS points, Receipts and Deliveries of shipments, depending on the opening hours of these points, can be made beyond the usual operation of the stores, during the opening hours of these points, which may be Sundays, holidays, 24X7. In particular, ACS SMARTPOINT LOCKERS provide 24X7 services.
- Especially for shipments related to tenders, delivery times and terms of validity are described in the official price list of the company plus one working day and prevail over any other special agreement with the shipper.



The delivery times for mail and transport services are mentioned in the Official Price Lists of the Services, refer to working days from the date of departure from Attica and are calculated from this day until the first delivery attempt to the address details of the recipient and vary depending on the destination and type of service. For shipments with collection from the rest of Greece, the times are increased depending on the pick-up point with the relevant arrival time in Attica, which is usually proportional to the delivery time from Attica to the corresponding point.

### ***B.1. 5.2 Clarifications on Courier & Transport Services***

- The delivery of courier shipments is usually made to the recipient's address, but can also be done at an ACS network store or at a third party store contracted with ACS point / network or at ACS Smartpoint Locker or at another neighbor's address or not, upon request of redirection. Change of the delivery point can be done at the command of the sender or receiver.

- The delivery of courier shipments is evidenced by the signature of the recipient (or neighbor) and the delivery details of the shipment (Name of recipient, signature, time and day of delivery) or by receiving the unique PIN number sent by the company to the recipient. The signature of the recipient can be on the receipt – delivery, or electronically on the device for receiving the data (data) of receipt and delivery of shipments (PDA), or on a third computer system (computer, multipurpose touch screen, etc.) using the security code (PIN), sent by ACS to the recipient's data provided by the sender (mobile or e-mail address) during the creation of the shipment and in lieu of signature of the proof of delivery. The company may request the certification of the sender or recipient when the latter submits a request to modify part of the shipment details or change the delivery time or delivery point or return shipment or register another order that can be made by him either by his physical presence and communication with the company or by phone or electronically.

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

- According to EETT Regulation 1101/3-2024, upon receipt of a shipment from the sender, ACS informs that the sender has the obligation to present for recording his identity card or other official identification document if it is an individual or for the obligation of the sender to confirm the accuracy of the declared data by presenting a copy of the entry in the General Commercial Registry (G.E.MI.), if registered in it, when distributing postal items with commercial value within Greece in the context of its business or commercial Activity. The relevant presentation is required only once, in order for the postal company to enter in the sender's card in its E.S.P.E.T.A., his registration number at G.E.MI.

- A corresponding obligation exists for the recipient and this certification may be done with the Pin that has been sent to him.

- The city of the ACS network is considered to be any city in Greece where ACS maintains a service store, as stated in the current ACS store information leaflet and electronically on the company's website [www.acscourier.net](http://www.acscourier.net)

- The charging of services also depends on the combination of weight and size (dimensions) of the shipments (similar to the titration system of the International Air Transport Organization IATA). If the volumetric weight of the shipment is greater than the actual weight (cases of light packages with large volume), then the charge is based on 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 kilograms) = [(length) x (width) x (height) in centimeters (cm) / 5,000] . Especially for ACS EC Economy and ACS EU Economy services, the volumetric weight is obtained by multiplying the three dimensions of the parcel in centimeters (cm) and dividing by 3,000.

- Courier service charges also vary depending on the Service and destination. The destinations for Express – Next Day Services are divided as follows:

- **Within the same City:** Refers to cases where the Collection and delivery takes place within the same City.

- **Within the same Region:** It concerns cases where receipt and delivery takes place within the same Region. The Region is defined as all prefectures and cities as listed on a case-by-case basis in the current price list of ACS services.

- **To land destinations:** This refers to cases where delivery is made to land destinations. Land Destinations are defined as all cities in Greece, except the islands.

- **To Island Destinations:** This concerns cases where delivery is made to island destinations. Island destinations are defined as all the islands of Greece except Evia.

- **To inaccessible areas:** It concerns cases where delivery is made in inaccessible areas. Inaccessible areas are the areas outside the boundaries of the main cities of the ACS network and are listed on [www.acscourier.net website](http://www.acscourier.net). Shipments to and from inaccessible areas have an additional financial burden due to the kilometeric distance and the difficulty of access.

- Working days are Monday to Friday, excluding public holidays and local holidays.

- To ensure service quality and safe and correct delivery, the following actions may be followed:

- Obtaining the geolocation of the delivery address from the distributor's electronic device (PDA).



The information is stored in the company's secure electronic systems with encoding of the shipment and is accessible by authorized users

➤ Recording of location comments on the point and/or delivery time. This involves a descriptive indication of the address and point of delivery, preference of the point and/or time of delivery, description of the building, possibly a photograph of the façade of the building, etc., e.g. in cases of incomplete road numbering. The information is stored in secure electronic systems of the company with encoding of the shipment and is accessible only by authorized users

➤ Use of telephone numbers and / or emails of the recipients that the company has received from the sender or originator of shipments to ensure the purpose of its operation and in accordance with the specifications of its services, in order to obtain additional information regarding the desired (by the recipient) point and / or delivery time. Contact numbers are not disclosed to third parties, they are securely kept in accordance with the company's procedures

➤ Delivery to an alternative location and/or address at the recipient's behest.

- The usual opening hours of ACS network stores from Monday to Friday are from 08:00 to 20:00 and on Saturday from 08:00 to 15:00, if they are not national or local holidays. Opening hours may vary from point to point. For stores of third – cooperating networks with ACS the opening hours of these stores apply. Any technical problem outside ACS operating hours at the points of collaborating networks may modify accordingly the delivery time of the shipments to be delivered from these points. More specific information about the opening hours of each store is given on the website of ACS [www.acscourier.net](http://www.acscourier.net), the corresponding google page of the store and / or the local store.

- The charge of the Express-Same Day service for the areas of Attica and Thessaloniki depends on the geographical areas in which the pick-up and delivery points are located. A detailed description of the zones is mentioned on a case-by-case basis in the official price list of ACS services.

- The usual opening hours of the Express - Same day service from Monday to Friday are from 08:00 to 20:00. The times of receipt of orders are mentioned on a case-by-case basis in the official price list of ACS services.

- Express Courier Services can be charged in cash or on credit (and invoiced daily, weekly or monthly), to the sender or recipient or to the principal (for credit customers).

- For quantities over 10 shipments per month, discounts are provided on the official price list Express depending on the number of shipments.

- The Courier and Transport Services and their charges are governed by the General Terms and Conditions of Carriage of ACS, located on [www.acscourier.net](http://www.acscourier.net) website. The Postal Services and their charges are governed by the specific provisions of the Mail Services Price List and otherwise by the General Terms and Conditions of Carriage of ACS, which can be found on [www.acscourier.net](http://www.acscourier.net) website.

### ***B.1.5.3 Clarifications on Postal Services***

- Shipments are delivered to the recipient's address by simple deposit.

- The customer in the ABP service may request/select (upon agreement) for a part of his shipments the receipt of an additional delivery certification service at an additional charge according to the description of this additional service. The delivery certification is made by obtaining the signature of the recipient and can be physical or electronic. For the delivery of these shipments, a delivery attempt is made and then the shipment remains in the store for collection by the recipient in accordance with what is specified in the service.

- All mentioned delivery times for mail shipments are indicative and refer to Average Delivery Time in working days from the date of departure from Attica and vary depending on the circumstances. Departure from Attica means the receipt in Attica of the apostles ready for delivery until 13:00 for the Postal Services. For any shipments picked up from the rest of Greece, the times are increased depending on the pick-up point with the relevant arrival time in Attica, which is usually proportional to the delivery time from Attica to the respective point. ACS is not responsible for any delays in shipment deliveries for any reason.

- The date of receipt for each shipment is considered to be the day on which ACS certifies its receipt in accordance with the preparation & classification specifications. This certification is carried out during the initial feeding - processing of data (shipment files), the sorting of shipments by automatic sorting systems to enable automatic computerized management - processing and forwarding for distribution. For non-standard shipments and for consignments that do not meet the preparation specifications, there may be a delay.

- The receipt of shipments is considered the next working day of physical receipt by the Customer. If the notification of the physical receipt takes place by 12:00 on the day of physical receipt and the customer has forwarded no later than 24-48 hours before the physical receipt of his shipments by ACS, a correct and in accordance with the specifications of preparation and classification electronic file concerning such receipt. Otherwise, the physical receipt is considered to have taken place on the next working day of ensuring the completeness of the above information.

- Working days shall mean the days Monday to Friday inclusive, excluding local and national holidays

and public holidays

- To ensure the quality of the service and safe and proper storage, the following actions may be followed:
  - Obtaining the geolocation of the deposition address from the electronic device (PDA) of the distributor. and is available for the next correct deposit on the same recipient. The information is stored in the company's secure electronic systems with encoding of the shipment and is accessible by authorized users
  - Record drop-off detection comments. This involves a descriptive determination of the address and place of deposition, preference of the place of deposition, description of the building e.g. in cases of incomplete road numbering, etc. The information is stored in the company's secure electronic systems with encoding of the shipment and is accessible by authorized users
  - Use of recipients' phones to obtain additional information about desired (by the consignee) place of deposition. The contact numbers forwarded by the sender are not disclosed to third parties, they are securely kept in accordance with the company's procedures
  - Display of the characteristic points of the deposition address (mailbox, building entrance view, etc.). It is done only through the electronic device (PDA) of the distributor. and is available for the next correct deposit on the same recipient. The information is stored in the company's secure electronic systems with encoding of the shipment and is accessible by authorized users
  - Deposition at an alternative location. These are usually public places that serve the public such as cafes, mini markets etc. mainly in the cases of villages and remote uncharted areas. Deposit at the alternative points of the areas shall be carried out only at the behest of the consignee.
- Customers with stable cooperation and contract are provided with credit up to 25 days from the issuance of the invoice. The charge is always the sender's. ACS may request the advance payment of the price of the ACS service from new customers (customers without stable cooperation with ACS).
- For the provision of the service, it is necessary to sign a relevant contract and accept these terms and the General Terms and Conditions of carriage of ACS. By signing a contract, a customer code is created which has the customer's billing information and includes the address of receipt of shipments as well as the return address of any returned shipments.
- If the volumetric weight is higher than normal, the volumetric weight for the charge applies. Volumetric Weight (gr)= [(Width(cm) x Length(cm) x Height(cm)) / 5.000 ]. In case a shipment exceeds one of the weight limits of the official price list of the company, the weight of the shipment for the charge is taken to the next weight step, ie it will be rounded up. Any Packaging/Preparation/Sorting of shipments as well as informing the customer about the delivery of shipments may be charged additionally upon agreement with the customer.
- A detailed description of the services and the specifications and terms of the mail services are included in my price lists of the mail services. For the rest, mail services are governed by the G.O.A.M., which can be found on [www.acscourier.net](http://www.acscourier.net) website.

## C. OTHER CASES

### C.1 CHARGE FOR SERVICES PROVIDED

A detailed price list concerning both Postal Services under Special License (Postal Services) and Postal Services under General License (Courier Services) (Domestic and International) is attached to the Charter of Obligations and is an integral part thereof. The price list has limited validity and each new publication undoes the previous one. The above mentioned price list of the services is published on the website of ACS [www.acscourier.net](http://www.acscourier.net) and indicates the period of its entry into force.

### C.2 UNACCEPTABLE POSTAL ITEMS

C.2.1. ACS does not receive postal items for processing, the carriage of which is contrary to the applicable laws and provisions. In particular, it does not undertake for transport the following:

- X P H M A T A & X P E O Γ P A Φ A
- HAZARDOUS & EXPLOSIVE MATERIALS
- ANIMALS
- FOOD
- ANTIQUES (FRAGILE ITEMS)
- GOLD BARS
- FIREARMS AND PARTS THEREOF
- AMMUNITION
- DEAD – ASHES
- JEWELRY, GEMSTONES & METALS
- DRUGS

- ANY ILLEGAL PROPERTY PROHIBITED BY LAW / PROVISION

C.2.2. It also reserves the ability to refuse to carry objects classified as dangerous such as:

- EXPLOSIVES CAPSULE GAMES
- GASES BUTANE CANISTERS FOR LIGHTERS, OXYGEN CYLINDERS
- FLAMMABLE LIQUIDS POLISH, CORRECTION (blanco), HAIR SPRAY
- FLAMMABLE SOLIDS MATCHES
- OXIDANTS HAIR DYES, PERM LOTION
- POISONS INSECTICIDES, BIOLOGICAL SAMPLES
- RADIOACTIVE PACEMAKERS, FIRE DETECTORS
- CORROSIVE LITHIUM BATTERIES AND LIQUID CELLS
- PERFUMES COLOGNES, SPRAYS, DEODORANTS

which it may carry under terms and conditions.

With regard to the prohibition of money & securities, it is excluded that it concerns 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 transfer of money

### **C.3. TERMS OF MANAGEMENT OF UNDELIVERED ITEMS**

C.3.1. The following are defined as undelivered items:

a) those that could not be delivered to the recipient for any reason, b) those that have been lawfully withheld by ACS SA and

(c) those which could not be delivered to the consignee and at the same time it is not possible to inform the consignor.

C.3.2. The company keeps the undelivered items, for which it is not possible to return them to the sender, for a period of 6 months after which the shipments are either donated to charitable or other institutions or a special destruction report is drawn up and destroyed. Cases requiring special treatment, such as objects that are altered, are destroyed immediately with the prior preparation of a special destruction report.

C.3.3. The company does everything possible to deliver the undelivered items of the above cases within the predetermined time for delivery. If 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 to deliver any item transported in order to secure the cost arising from the carriage (freight, bills of lading, duties, taxes, etc.) until it is paid.

C.3.5. Objects whose value is offset against the above expense, come into the possession of the company.

### **C.4 LIABILITY OF THE COMPANY – INDEMNITIES**

The following applies to postal services:

C.4.1. Definitions

a) Total Loss means the inability to locate the item after 5 working days from the date of receipt.

b) Partial Loss means the loss of part of the original shipment either due to damage to the outer packaging justifying the partial loss of contents or due to non-delivery of one or more envelopes/packages from all envelopes/packages that constituted the original shipment before or up to the time of delivery.

c) Total Destruction means the complete destruction of an object due to improper transportation. d) Partial Destruction means the destruction of part of the shipment due to improper transportation.

e) Force Majeure: Unforeseen events beyond human objective capabilities (accidents, adverse weather conditions, delay of means of transport, strikes, transport or telecommunications problems, etc.).

(f) Real value means:

- for documents, the cost of preparation, replacement, reproduction or redrafting thereof;
- for the items, the cost of repair, replacement or purchase, as evidenced by the documents submitted (in the condition they were in at the time of receipt), taking each time the lower value referred to in paragraph C.4.6. below, which in no case may be higher than the amount limits set out in Decision EETT 1011/3 (Government Gazette 1670/B/14-03-2024) for cases of proven theft, total loss or total destruction.

C.4.2. Improper provision of services gives rise to a right to flat-rate compensation. Each consumer may submit a written complaint for any loss or damage caused to his shipment or for its theft or for delay in delivery beyond the agreed time within one day from the date of receipt and request compensation in accordance with the prescribed compensation limits depending on the service and the type of defect ACS is relieved in any case from any liability for any reason regarding improper performance postal services, provided that no relevant requirement has been submitted by the user within six (6) months from the conclusion of the postal contract.

C.4.3. If it is proven, through the competent bodies of the company, that the responsibility for damage, loss, theft or delay of delivery lies with ACS, then the store serving the customer or the customer service department or the ACS compensation department will inform the customer of the decision and will ask the beneficiary customer to provide the necessary supporting documents for his compensation. Then and provided that the customer has no debts to the company, the payment of compensation is made within 5

working days from the date of approval and receipt of these supporting documents, evidenced by proof of receipt – delivery.

C.4.4. All items that are compensated come into the possession of the company.

C.4.5. The cases where flat-rate compensation is imposed for improper provision of postal services by ACS to the customer for courier services (or respectively for mail services) are defined by EETT Decision 1011/3 (Government Gazette 1670/B/14-03-2024).

C.4.6 ACS's liability for improper provision of courier services for individual customers (senders or recipients or principals who, in addition to the individual contract, have not concluded any other special contract for the handling 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 price list of ACS without discounts) is determined, as follows :

- i. For proven loss or total theft or total destruction of the contents of an envelope, under the responsibility of ACS, which bears a uniquely defined shipping number, compensation up to 70€ and refund of the postage for the specific shipment are paid.
  - ii. For proven loss or total theft or total destruction of the contents of a parcel under the responsibility of ACS, compensation up to 400€ and refund of the postage paid for the specific shipment are paid.
  - iii. For ACS-EU Economy and ACS-EC Economy services each shipment is automatically insured for loss or destruction up to the amount of 200€ and 100€ respectively.
  - iv. For proven loss or total theft or total destruction of the contents of an envelope or parcel with declared value under the responsibility of ACS, compensation equal to the amount of the value is paid if it is insured and the postage paid for the specific shipment is refunded.
  - v. For proven partial loss or partial theft or partial destruction of the contents of an envelope with a uniquely defined shipment number and parcel under the responsibility of ACS, compensation equal to the actual value of the loss or theft or destruction is paid, provided that it does not exceed the amount of compensation for loss or total theft or total destruction and the postage paid for the specific shipment is refunded.
  - vi. For proven partial loss or partial theft or partial destruction of the contents of an envelope or parcel with declared value / insured under the responsibility of ACS, compensation equal to the actual value of the loss or theft or destruction, and up to the amount of insured value, is paid and the postage paid for the specific shipment is refunded.
  - vii. If a parcel or a courier postal item is returned and the reason for its non-delivery is unknown under the responsibility of ACS, or is not delivered under the responsibility of ACS and is returned, the sender is entitled to request reimbursement of postal costs.
  - viii. For proven delay in the delivery of courier postal items, beyond the specified delivery times per service, compensation equal to € 6 is paid for each day of delay and in case the delay exceeds five times the agreed delivery time, an additional refund of the postage paid for the specific shipment, provided that the total amount of compensation does not exceed € 100.
  - ix. Compensation for non-pecuniary damage is included in the above-mentioned amounts, while the resulting loss of profit is not compensated.
  - x. In a multiple shipment, where several postal items are sent to one recipient and which falls under the above cases, each postal item is treated differently and is compensated separately
- The compensation in the above cases shall be paid to the sender if he is the owner, or if he waives his rights in favour of the addressee if he is the owner of the consignment, to the recipient of the postal item, or to a third party if he is the originator and owner of the receipt.

C.4.7. ACS's liability for improper provision of Mail services is determined as follows :

- i. The loss or theft or late delivery of ordinary postal items for postal services shall not give rise to any right to compensation.
- ii. For shipments where there is an additional delivery certification service, only in case of loss, the limits and compensation amounts of courier services will apply (as above paragraph C.4.6.).

C.4.8. It is clarified that especially for users of the services with whom they have been or are concluded -in the form of an individual contract - contracts/agreements for the handling of a number of postal items and/or for the provision of postal services for long periods of time and which are granted discounts on the basic prices of the official price list of ACS and/or special lower prices compared to the basic prices of these services, and/or credit for the provision of services using a code, The specific terms and agreements contained in these contracts apply. It is noted that in cases of conclusion of these specific agreements, the limits and amounts of compensation of paragraph C.4.6 above do not apply. Case i and ii (and par. C.4.7. case ii which implicitly refers to the first), but the more specifically agreed terms apply, according to which in any case the compensation paid for total loss, theft, destruction of an uninsured envelope or parcel may not exceed the actual value\* of the envelope and with a maximum amount of 70 € per shipment or the actual value of the parcel(s) and with a maximum amount of 220 € per mission. In these cases, these limits are understood as maximum limits of declared value / insured.

\* Real value means:

- for documents, the cost of preparing, replacing, reproducing or redrafting them.



- for the items, the cost of repair, replacement or purchase, as evidenced by the documents presented (in the condition they were in at the time of receipt).

C.4.9. The limitation of damages by means of flat-rate compensation shall apply to any claim of the user arising from the provision of postal services, whether in contract or in tort, and shall not apply if the breach of contract or tort is attributable to deception on the part of the postal service provider or persons acting on its behalf. ACS shall be liable only for the cases and amounts specified above and under no circumstances shall ACS be additionally liable for any kind of loss or damage (including but not limited to any kind of positive or consequential damages or lost profits), even if the risk of such loss or damage was brought to ACS's attention before or after acceptance of the shipment. Any claims of the shipper or third parties are limited to a single claim for damages per shipment and up to the amount expressly set forth above, the settlement of which constitutes a complete and final settlement for any loss or damage in connection with the shipment. The sender unreservedly accepts the above specified amounts of compensation and declares that he/she waives any additional claim against ACS for any positive or consequential damage or loss of profit from whatever cause may arise. Any international carriage 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 Principal / Sender, who knows the content, acknowledges and accepts unreservedly that the value of the content in case he does not proceed to his insurance through ACS by paying the corresponding price is in any case lower than the indicated limits of the above paragraphs and bears full responsibility for any possible exceedances of the above limits, in any case of loss or damage to the shipment.

C.4.11. For Courier and Transport Services, in case the sender wishes, the processing of his shipments is covered by insurance coverage through an insurance company cooperating with ACS with a premium charge as follows:

Value of transported items	Domestic Premium	Foreign Premium
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€	After contacting ACS	

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

C.4.12 For Postal Services it is possible to insure with a Premium of 1% on the insured value only upon agreement.

C.4.13 It is expressly agreed that in case the Principal or the Sender or a third party insures the items transported with ACS to another insurance company of his choice (i.e. in addition to the insurance coverage provided by ACS in accordance with the above mentioned 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 shall not exceed the amounts expressly mentioned in these paragraphs. This declares that a prerequisite for the payment by ACS of any amount compensation is the destruction, loss or theft of the item with proven liability of ACS. In case of insurance of the transported items with an insurance company or with an insurance policy chosen by the Principal or the Sender or a third party, he declares and guarantees to ACS that the term of waiver of the insurance company's recourse right against the carrier has been included in the insurance and is liable to ACS for any damage it may suffer from the non-indication of the above term in the insurance coverage.

C.4.14 ACS makes every effort and takes every action to achieve rapid delivery in accordance with its operating schedule, and the delivery times listed on [www.acscourier.net website](http://www.acscourier.net), and in ACS's current price list, but is not responsible for any damage or loss caused by any delivery delays of shipments beyond the limits set out in EETT Decision 1011/3 (Government Gazette 1670/B/14-03-2024) in case of proven, through its fault, delay in service and in particular in accordance with the provisions of paragraph C.4.6 above. Case vii.

C.4.15 ACS's liability is expressly limited to the maximum of the amounts specified, as the case may be, in paragraphs C.4.6, C.4.7 & C.4.8 and C.4.13 above and under no circumstances shall it be additionally liable for any kind of loss or damage (including but not limited to any kind of positive or consequential damages or lost profits), even if the risk of such loss or damage was brought to ACS's attention before or after acceptance of the shipment. The sender accepts unreservedly the above defined amounts of compensation and declares that he/she waives any additional claim against ACS for any positive or consequential damage or loss of profit from whatever cause may arise. Any different, in relation to delivery times, understanding of the customer or completion, observation, or marking on the proof of receipt of delivery or on the shipment does not apply and is done at his own risk. However, under no circumstances shall it be liable for delay in receipt, transport or delivery of any shipment or for any loss, incidental or consequential damage or loss of profit, damage, poor

delivery or non-delivery due to force majeure or unforeseen causes, such as:

- a) Due to unforeseen events beyond human objective capabilities (accident, adverse weather conditions, delay of means of transport, etc.).
- (b) Due to an act of omission or incorrect instructions of the consignor or the consignee or a third person having an interest in the shipment in question.
- (c) Due to the content of the consignment which may result in special damage, alteration or destruction.

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

C.5.1. ACS makes every effort and takes every action to achieve rapid delivery in accordance with its operating program.

C.5.2. The company's responsibility for the documents or items of Courier Services to be transported ceases to apply at the time of delivery of the document or object to the recipient, evidenced by the signature of the recipient. The recipient's signature can be on the receipt – delivery or electronically on the device for receiving the data (data) of receipt and delivery of shipments (PDA), or on a third computer system (computer, multipurpose touch screen, etc.). Also, instead of a signature, delivery can be made using the special security code (PIN), which is sent by ACS to the recipient's details and provided by the sender (mobile number or email address) during the creation and/or progress of the shipment. The use of the security code serves as a signature. Simultaneously with the delivery of the shipment and the receipt of a signature, the corresponding delivery details (time, date and name and/or name of recipient) are recorded.

C.5.3 The company's liability for the documents or items to be transported for the Mail Services ceases to apply at the time of deposit/deposit of the documents or objects at the address of the addressee according to the distributor's declaration.

C.5.4. Under no circumstances shall ACS be liable for any total or partial destruction, loss, damage, damage, poor delivery or non-delivery due to unforeseen causes, in particular:

- i. Due to an act of omission or incorrect instructions of the sender or the consignee or a third party having an interest in the shipment in question, or incorrect description of the item and/or incomplete or incorrect data of the consignee.
- ii. Due to the content of the consignment which may result in special damage, alteration or destruction, due to the particular perishable nature of the contents of the postal item or parcel, such as in particular use-by-date foodstuffs and medicines.
- iii. Due to improper packaging by the sender. Unsuitable, inter alia, means packaging which, during the transport of items with or under other objects in bags, trolleys and trucks or during transshipments, is unable to maintain its external dimensions, thus protecting its contents. The responsibility of packaging belongs to the Sender.
- iv. Due to cases of Force Majeure
- v. Due to cases:
  - a. Emergencies, which businesses could not foresee or avoid. In such cases, the postage paid shall be refunded.
  - b. Due to proven criminal acts on premises or means of transport, resulting in the loss, damage or destruction of postal items. In such cases, the postage paid shall be refunded.
  - c. Due to shipments, the content of which falls under a prohibition of movement or possession for the sender and/or the consignee, as well as shipments, the content of which is seized or destroyed by the competent authorities,
  - d. Due to the fact that the addressee has not been interested in receiving the postal item for more than 6 months,
  - e. Due to the fact that the recipient receives the item and within one (1) working day, he has not expressed a reservation.

C.5.5 ACS bears no responsibility for compensating the customer/user for any shipment and for any reason if the customer/user has not paid any financial obligation to ACS on time under the agreement between them, including insurance premiums.

C.5.6 ACS bears no responsibility for compensating the customer/user if the customer/user does not provide in due time the necessary supporting documents proving the value of the transported shipments for compensation.

C.5.7 ACS bears no responsibility to compensate the customer/user in case the delivery of a shipment to the recipient or its return to the sender is not possible due to refusal of receipt or inability to locate them.

C.5.8 ACS handles cash on delivery shipments. In case you choose to provide the service in a way other than cash (such as securities: cheque, promissory note, etc.), ACS is not responsible for the date, validity or other details of the security (cheque, promissory note, etc.). Especially the date refers exclusively to an agreement between the sender and the recipient.

C.5.9 ACS, at the request of the recipient, may modify the delivery point (redirection) or the time (day/time) of delivery of the shipment. In this case, depending on the delivery point or the delivery time, there may be an additional charge.

## **C.6. CUSTOMER SERVICE**

C.6.1 ACS headquarters and departments operate during working days from 09:00 to 17:00.

C.6.2 The local branches of the ACS network operate mainly during working days and usually from 08:00 to 20:00 and on Saturday from 08:00 to 15:00. The exact opening hours for each store are listed on the website of ACS [www.acscourier.net](http://www.acscourier.net)

C.6.3 At ACS Headquarters and at 211-500-5000 and 210-8190-000, there is a Customer Service Department with continuous operation on weekdays Monday to Friday from 08:00 to 20:00 and Saturday 08:00 to 15:00, except on official holidays and holidays. There is also a specially designed automated voice portal, as well as specialized executives in customer service.

C.6.4 On the company's website and 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 customer experience and service in Greek and English.

C.6.5 At the same time, customers can not only get information about ACS services, the operation or the progress and fate of their shipments via the internet on ACS website [www.acscourier.net](http://www.acscourier.net) in Greek and English, but also redirect their shipment and resolve any pending delivery, using the unique PIN number they receive from the company.

C.6.6 Users of our services have the possibility to receive a shipment with reservation up to one day after receiving their shipment. The reservation statement can be expressed to the company via sms, email, telephone from a relevant email address or registered telephone number.

## **C.7. CONDUCT – RESPECT – DECENCY OF STAFF**

C.7.1 The staff of ACS and its branch network is obliged to behave with respect to customers during their contact with them. Customer complaints about inappropriate or rude behavior, inadequate service can be made either verbally to the customer service manager at 210 8190000 and 211 5005000 or by written report through

by letter mail or by sending an email to the email address: [info@acscourier.gr](mailto:info@acscourier.gr) or through the ACS website [www.acscourier.net](http://www.acscourier.net).

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

C.8.1 The customer service department is responsible for informing customers about any question or progress of a shipment or compensation or even the operation of the company or its stores or a problem or complaint related to its service to record customer complaints at 210 8190000 and 211 5005000 via e-mail at [info@acscourier.gr](mailto:info@acscourier.gr)

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

C.8.3. For the proper service of customers and the resolution of any disputes and after the customer is unable to resolve his problem definitively at the local ACS stores with an amicable settlement, ACS establishes, upon request, a Dispute Resolution Committee which consists of the respective heads of the following Divisions: Safety and Quality, Customer Service and Legal Service and a consumer representative with the right to be present, if desired, of the user concerned. ACS informs the user of the place and time of the meetings as well as of his/her right to submit a written statement in case he/she is prevented from attending.

For more information on the operation of the Dispute Resolution Committee, users can contact the Customer Service Department at 211-5005000 and 210- 8190000.

C.8.4. The difference is defined as the proven breach by ACS of this CSC.

C.8.5. The competent services for receiving each customer request are the local ACS stores and the Customer Service Department based in Egaleo, Attica and at 210 8190000 and 211 500 5000.

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

## **C.9. FACILITATION OF PEOPLE WITH DISABILITIES**

For people with disabilities, every effort has been made to improve their access to the company's premises with provision for the movement of people with mobility impairments at the company's headquarters in Egaleo where there are access ramps and elevators. Regarding the service of people with mobility impairments in the network's stores, there is provision for the installation of ramps in any stores that are feasible. If this is not possible, then customer service is done either outside the store (by a store employee) or at the customer's home with the arrival of a distributor of the company.

## **C.10. POSTAL NETWORK MAINTENANCE**

C.10.1. ACS maintains its means and facilities in good condition, repairing and restoring any damage or anomaly that affects good customer service.

C.10.2. In case of failures, anomalies or external adverse interventions that require the closure of a store offering postal services, ACS restores the damage immediately, acting in accordance with applicable laws, regulations and security provisions.



## C.11. CONTINUOUS MODERNISATION

In the context of the continuous modernization of its operation, ACS has planned and implements a wide-ranging training program to all its staff, regardless of the hierarchy and position in which they are employed. The training program, which has been designed and implemented, provides for the training of all staff of both the central service and the network of collaborating stores on specialty issues such as Store Manager, Cashier, Distributor, Registrar, Salesman, Courier and Pending Management, Dangerous Goods Transport DG, Customer Service, Sales and other issues. For the provision of most topics of this training, a special interactive online training platform has already been completed and put into operation. The training program also provides for the training of all staff in the use of computer programs and in issues related to Safety and Health at work, First Aid and fire safety.

In addition, ACS has planned and is implementing the following investments:

- Continuous upgrade of the computerized management and monitoring system of online shipments by upgrading the central Servers and communication lines with stores nationwide using ADSL technology and with higher security standards in communications.

Continuous upgrade of PDA operating applications for all distributors, upgrade of shipment management software with online-realtime connection of local stores with headquarters and couriers for the immediate receipt and delivery of shipments and the timely information of customers on the tracking and processing of their shipments.

- Upgrade of modern computerized software CRM (Customer Relationship Management) for customer management and recording of proposals and complaints.
- Design and implementation of a new website with multiple possibilities for ordinary and registered users. Creation of a special website to inform the company's customers from their mobile phone.
- Design and implementation of new Web Business Tools applications for automated electronic interconnection with customers.
- Upgrade of the voice gateway solution for better telephone customer service to standardized information.
- Development of a digital assistant AciStant on the company's website for electronic customer service.
- Development of a special mobile application of the company (mobile app) with a number of possibilities both for updating the progress of customers' shipment, as well as for redirecting their shipment but also for their service through the digital assistant.
- Upgrade of software and systems for the management of shipment sorting in sorting centers.
- Design and implementation of new automated parcel sorting system.
- Computer equipment. Of the above investments, the largest part concerns upgrades of IT solutions required for the proper management, operation and monitoring of the services provided and the related volume of shipments. It mainly concerns the continuous upgrading of the central management units (servers, etc.), the telecommunications applications and networks, but also the relevant terminals (PC and PDA) as well as the corresponding programs and applications (software).
- Means of transport.
  - Two-wheelers: It concerns the supply of two-wheelers and other means of transport. At the same time, the company has the ability to use existing two-wheelers and its employees or employees of the stores of its network, as appropriate, for courier and mail services.
  - Cars: FIX of the central company, supply and configuration of new special cars for the certified transport of biological substances, radiopharmaceuticals, etc. Also supply and configuration of FIX for the needs of ACS and the renewal of the fleet of vehicles
  - Buildings and civil engineering. They concern modifications and additions to the infrastructure of the buildings for better and faster access and supply of postal items to sorting centers, which will be required in the existing central facilities of the company for the better 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 customers' personal data is of paramount importance. For this reason, it takes 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 set by the current legal framework and in particular EU Regulation 2016/679, both by the company itself and by third parties processing personal data on its behalf. The company implements appropriate technical and organizational measures aimed at the safe processing of personal data and the prevention of accidental loss or destruction and unauthorized and / or illegal access to, use, modification or disclosure thereof. In any case, the way the internet works and the fact that it is free to anyone does not allow guarantees to be provided that unauthorized third parties will never be able to violate the applicable technical and organizational measures, gaining access and possibly using personal data for unauthorized and / or unlawful purposes.

For more information you can read the "Privacy Statement" at <https://www.acscourier.net/el/privacy-acs-gdpr>

### **C. 13. CASES WHERE YPC DOES NOT APPLY**

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

C.13.01 Force majeure and especially in extraordinary events whose consequences negatively affect the operation of ACS (strikes, adverse weather conditions, transport or telecommunications problems, etc.).

C.13.02 Criminal acts on premises or means of transport, resulting in the loss of special management items.

C.13.03 Inability of an ACS employee to access the address of the recipient, which is due to the customer or any third party.

C.13.04 Non-fulfillment of customers' contractual obligations (in cases of contracts between ACS and customers), including customers' financial obligations to ACS.

C.13.05 Actions contrary to the Laws of the State.

C.13.06 Non-fulfillment of ACS's obligation due to the fault or desire of the user (customer). C.13.07 Proven non-existent request.

C.13.08 Non-fulfillment of any obligation of the user (customer) provided by the CSE.

C.13.09 Non-fulfillment of ACS's obligation due to actions or omissions of other entities with which ACS cooperates.

C.13.10 Proven fault of the user (customer) or third party. C.13.11 Proven weakness of ACS.

In the above cases, ACS bears no responsibility towards the sender / recipient / customer.

### **C.14. PRICE LISTS**

The company is obliged to publish the applicable Official Price List of Services. The Official Price List consists of two sections:

A. Price List of Services under Special License-Price List of Mail Services. B. Price lists of Services under General License-Price lists of courier services.

The above price lists are published and available on [www.acscourier.net](http://www.acscourier.net) company's website.

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