



1. Easy Mail S.A. features

The company Easy Mail S.A. Courier Services was founded in 2013. Easy Mail is equipped with the required by the current legislation General License for Postal Services of the Hellenic Telecommunications and Post Committee (EETT) No 13-072.

Name :	EASY MAIL A.E. TAXYMETAFOPΩN
Registered address :	Πειραιώς 96,183 46, Μοσχάτο Αττικής
Call centre :	+30 210 4835000
Fax :	+30 210 4835060
Tax No :	800497130
Tax office :	ΦΑΕ ΠΕΙΡΑΙΑ
Γ.Ε.ΜΗ. No:	125658003000
Website :	www.easymail.gr

The goal of the company according to its charter is:

- i. Conducting the business of providing postal - courier services for documents and objects, parcels, small parcels and merchandise in Greece and abroad, by any means of transport, by land, sea or air, and to provide related facilitations. Conducting the business of transportations of any kind and by any means.
- ii. Standardization and packaging of small items.
- iii. Brokering of cars and transportation companies, airlines, sea brokering and other related works, namely chartering and exploitation of cars and ships, supplies provision, customs clearance of merchandise.
- iv. Representation in Greece of foreign and Greek houses and businesses related to the aims of the company and cooperation of any kind with them.
- v. Setting up commercial businesses, commercial exhibitions and research.
- vi. Transportation services with supply chain management (logistics).
- vii. Services of local collection and distribution of merchandise.
- viii. Reservation services for event tickets, entertainment and recreation services and other reservation services.

- ix. Preparation of documents and specialized office support services.
- x. Franchise concession and related consultation services.
- xi. The company can also participate in development, research, educational and other programs with the purpose to improve its know-how and participate in public or private tenders for the provision of services or products related to its activities. In general, any other similar, profit-oriented work, which should be decided by the General Meeting.

To this end, the company can:

- i. Participate in any business with the same or similar purpose, of any corporate type.
- ii. Cooperate with any physical or legal entity in any way and form **joint ventures**.
- iii. Establish branches or agencies or offices anywhere.
- iv. Represent any business, domestic or foreign, with the same or similar purpose.
- v. Acquire realty and mechanical equipment in order to achieve its goals or exploit them by leasing them to third parties and in general, proceed to any act in order to achieve its goals or other similar goals **(or acts)**.
- vi. The General Meeting of Shareholders may by amending this define other activities as a purpose of the Company.

Facilities:

Easy Mail has modern facilities of 750 m² at Piraeus Street, Moschato, Attica, housing both the Sorting Center (Hub) and the company's administrative offices.

For the service of the suburbs of Attica, Easy Mail inaugurated two new regional stores; the first, 200m², at 33, Aigiaou Str., Chalandri and the second, 250m², at 112, Vouliagmanis Av., Elliniko.

In May 2018 it initiated the operation of a second Sorting Centre of 600m² at 10th Klm of Athinon – Lamias National Road, Metamorfosi, Attica.

In Thessaloniki, Easy Mail has a fully equipped branch of 200 m² at 207, Monastiraki Street, Thessaloniki, where the Sorting Center and administrative services are being respectively housed.

Finally, in order to cover the areas of East Thessaloniki, a new store of 100m² was inaugurated on Kon. Karamanli Avenue in July 2018.

Means of transport:

Easy Mail owns 120 vans and about 40 motorcycles for the distribution of its shipments in Attica. At the same time, for the promotion of its shipments in the rest of Greece and the rest of the world, Easy Mail has made partnerships with the largest Greek and International distribution networks

2. SERVICES PROVIDED

Easy Mail has designed its services in such a way that it provides integrated solutions for the shipment of correspondence and merchandise, for individuals and mainly businesses. Due to its flexibility, Easy Mail can design and deliver new services in collaboration with its clients so as to complete any special task.

Domestic Services

- **In Attica** (delivery on the next working day)
- **Same-day service (in Attica):** delivery between 1 and 4 hours.
- **From city to city,** delivery on the next working day throughout Greece except for remote destinations where delivery takes place within 2-3 days.

Special services

- **Cash On Demand (OCD) Service:** The return of the value of the OCDs takes place daily on the next working day after delivery, in the bank account provided by the client. For OCD shipments in the rest of Greece, the return of the value will take place every Friday when the shipments delivered within the previous week will be paid.
- **Cash On Demand (OCD) Service by cheque:** the delivery of the OCDs by cheque takes place according to the client's instructions on expiry date and amount. The return of the cheques to the sender is processed within 4 days after the delivery date.
- **Collection service:** collections of any kind only for the regions of Attica and Thessaloniki, individual / single or scheduled. The payment of the collections takes place the next day, to the sender himself if it is a cheque or in his bank account if it is cash.
- **Morning delivery service:** delivery before 10:00 am upon the sender's request
- **Saturday delivery service:** delivery on Saturday upon the sender's request
- **Purchase service:** purchase, pickup of the item and delivery to the principal client.
- **Sunday and Holiday delivery service:** delivery outside the working days and times, prior consultation required.
- **Documents return service:** delivery with a documents return order (return of signed application forms – contracts - etc)
- **Tender pickup service:** receipt of notices on behalf of the customer.
- **Protocol pickup:** protocol delivery and pickup on behalf of the sender
- **Bulk Mail service:** there is the possibility of processing works of bulk mail throughout Greece with the same handling standards as those for regular shipment. The delivery time and charges are set on a case-by-case basis in agreement with the customer, depending on the size of the specificities of the project.

Overseas Services

The distribution of shipments in over 200 countries takes place through partnerships with the largest international networks capitalizing on and combining the advantages of each company, depending on the destination to the benefit of our clients.

Two options to choose from:

- **Express** (to all countries with delivery in 1-3 working days)

- **Economy** (to European Union countries with delivery in 3-4 working days)

Shipment Insurance

All domestic shipments are automatically insured without extra charge up to the amount of 50€ for documents and up to the amount of 100€ for parcels. Overseas shipments are respectively insured up to the amount of 100\$ USA.

For values higher than the above, we provide the possibility of extra insurance coverage through our insurance company, with a premium of 0,8% on the insured value, sender's charge. For insured values over 3.000€ pre-approval is essential.

Additionally, for more complex projects, we provide the possibility of drafting a special insurance policy monthly charged and defined on occasion.

3. Ε.Σ.Π.Ε.Τ.Α.-ΠΑΡΑΚΟΛΟΥΘΗΣΗ ΤΑΧΥΔΡΟΜΙΚΩΝ ΑΝΤΙΚΕΙΜΕΝΩΝ

EASY MAIL has developed a Special System of Tracking and Tracing of posted items. It is a system of surveillance and tracking which includes the following information: a. the identification number of the posted item, b. the date of receiving the item, c. the date and time of the shipment delivery, d. the details of the Sender and the Recipient, e. the shipment weight and f. all the points from receiving the item from the Sender to delivering it to the Recipient. Everything relating to the distribution of a shipment -from reception to delivery- can be found on the company website www.easymail.gr.

4. CHARGES OF SERVICES

Easy Mail publicizes its service pricelist on its website www.easymail.gr. The pricelist is included in Appendix A of the present document. Easy Mail Οι τιμοκατάλογος περιλαμβάνεται στο Παράρτημα Α του παρόντος. Η Easy Mail reserves the right to amend the charges of each service. .

5. EASY MAIL CUSTOMER SERVICE

For orders, requests or complaints EASY MAIL customers can contact the Customer Service Department on telephone number 210 4835000, on the following days and times:

Monday to Friday from 8 am to 8 pm,
Saturday from 9 am to 3 pm

6. INDIVIDUAL CONTRACT WITH EASY MAIL SERVICE USER

Every distributed shipment is accompanied by the Accompanying Express WayBill (**Voucher**) from Easy Mail explicitly stating the Sender – who bears full responsibility for writing the correct details – the full details of the Sender, the Recipient, the date and time of reception as well as the desired services. Writing up the Accompanying Express WayBill and taking over the transport of the shipment certify

the drafting of an individual contract between the user of the service and Easy Mail and demonstrates the acceptance of the general terms of taking over the transport by the parties involved. In the Accompanying Express WayBill the following are specified:

- unacceptable items and items prohibited from being transported in compliance with International, National and European Conventions,
- the right of the company not to receive items for transport as long as the Sender denies inspection from a representative of the Company,
- the terms of the insurance coverage of the postal item, and its amounts,
- damages for delays, loss and damage to items and deadlines within which the user can claim them at a minimum in accordance with Ministerial Decision 29030/816/2.6.2000 (Government Gazette 683/B),
- cases for which the postal company is not held responsible,
- the method of handling undelivered items, and
 - the process of resolving disputes between the business and the user.

The Sender by assigning the transport of his shipment to Easy Mail accepts the terms and conditions of the transport of Easy Mail both for himself and in his capacity as the representative of the principal, owner or holder of the goods in transit.

The above also applies to cases in which the company undertakes the transport of bulk shipments where the transported shipment is accompanied by a simplified SYDEDA, which does not include the Terms & Conditions of Transport Undertaking.

In the absence of a different agreement, Easy Mail is obliged to deliver the item at the address of the Recipient and to a third party, in the event of the Recipient's absence. On delivery the Recipient clearly writes his name, the date and time of delivery and signs the bill of lading.

Easy Mail's responsibility for the consignments in transit ceases to exist at the time of the delivery of each shipment to the Recipient. The signature of the Recipient with the indication of the delivery details on the copy of SYDEDA is clear proof of the appropriateness of the delivery.

All shipments transported by Easy Mail are monitored and tracked electronically at all stages of their transport through E.S.P.E.T.A. Easy Mail keeps transport information through E.S.P.E.T.A. as well as a SYDEDE.T.A. file in electronic or printed form for six months after the start date of the shipment.

Easy Mail makes every effort to ensure delivery in accordance with its usual operating schedule. Easy Mail shall not be liable for any positive or consequential damage caused by any delays other than those set out in Article 9 of the terms and conditions of courier services. Easy Mail is able to inform directly the sender and the recipient of the course of the shipment and the consignee as long as they know the number of the bill of lading (SYDETA.).

Ακολουθούν αναλυτικά οι όροι και προϋποθέσεις ανάληψης μεταφοράς είναι οι εξής:

Terms and Conditions for the Transport of Documents and Small Packages by EASY MAIL SA

In order to proceed with the transport of small packages and documents through the shipping and



handling system of EASY MAIL, the sender shall agree to the terms and clauses set out herein. No representative, agent or employee of EASY MAIL nor the sender shall have the right to amend or withdraw these terms and clauses, or part thereof.

Article 1: The accompanying Express Waybill (SYDETA) is non-negotiable. It shall be completed by the sender or by EASY MAIL on his/her behalf. The sender shall declare and accept that he/she is the owner or holder or a representative of the owner or holder of the transported goods. Additionally, she sender shall declare that he/she unreservedly accepts herein the terms of transport of Easy Mail both for himself/herself and in his/her capacity as the representative of the principal, owner or holder of the goods in transit.

Article 2: The Sender guarantees that the item to be processed:

- (a) does not fall within the items not accepted by Easy Mail Postal Items,
- (b) correctly bears the required sender and recipient details,
- (c) is properly packaged to ensure the safe processing.

Additional costs incurred during the processing, (e.g. return or storage) of the shipment will be paid by the Sender/Order.

ARTICLE 3: Easy Mail is entitled, but not obliged, to carry out an inspection of the content of the shipment which it undertakes to process. In addition, it has the right to refuse receipt of the item, provided that the Sender denies its inspection.

Easy mail has the right to stop processing an item when there are indications that this falls within the items not accepted by Easy Mail Postal Items or when the Sender for any reason gave incomplete or incorrect details or finally if the necessary documents required by the competent authorities are not submitted.

ARTICLE 4: Easy Mail has the right to withhold or deny delivery of any item which it transports, in order to ensure any expenditure arising from such transport or prior (fares - duties - bill of lading, etc.), until fully paid.

ARTICLE 5: Easy Mail undertakes shipments at the expense of t the recipient. In case of non-payment of the above fee for any reason, the obligation to repay Easy Mail is taken over by the Sender.

Article 6: Easy Mail handles all kinds of shipment (e.g. purchase, cash on delivery, etc.) and by non-written order (e.g. electronic, telephone). In such cases the principal shall have the rights and obligations of the listed as a sender on SYDETA.

ARTICLE 7: In case of loss or damage of the sent item, document or package, the responsibility of Easy Mail is limited to the lowest of the following specified amounts:

- i. Up to the amount of 50 Euro for documents and up to the amount of 100 Euro for packages (domestic shipments)
- ii. Up to the corresponding in Euro amount of USD 100 for overseas shipments
- iii. At the actual cost of acquisition of documents or articles, without taking into account the commercial value or particular value thereof for the Sender, Recipient or third party and with the above defined amounts as the maximum. Actual cost of acquisition is: for documents the cost of replacing or reproducing them and for objects the cost of replacing or reproducing them and for items the cost of purchase, repair and or replacement of them

(taking into account the situation in which they were at the time of receipt), as evidenced by relevant documents produced.

The above also applies to cases of shipments with a declared value without, however, having been insured with Easy Mail. In any case, the provisions of Ministerial Decision 29030/816/2.6.2000 (Government Gazette 683/B) apply.

Easy Mail shall contract with the Principal/Sender on the basis of the strict restriction of its liability only for direct damage and for the limits described above. Under no circumstances shall it be liable for any other type of loss or damage (including, but not limited to, positive or consequential damage, lost profit, loss of income, etc.) for whatever reason, even if the risk of such a loss or damage was taken into account by Easy Mail before or after the acceptance of the shipment. Any claims of the Principal/Sender or third parties are limited to a single claim per shipment, the settlement of which is a complete and final settlement for any loss or damage in connection with the shipment.

Easy Mail, under no circumstances, can know the exact content of the shipments in question. The Principal / Sender unreservedly accepts that the value of the item- in the event that he/she does not proceed with its insurance through Easy Mail paying the corresponding price - is in any case lower than the limits indicated in Article 7.i & 7.ii and is himself/herself responsible for any exceedances of the above limits, in any event of loss or of damage to the shipment.

ARTICLE 8: The Principal/Sender has the possibility to proceed with insuring his shipments through the insurance company with which Easy Mail cooperates, charged with the corresponding insurance costs amounting to 0.8% of the insured value (domestic shipments). The insured value must be declared in the predefined insurance field of SYDETA and can be confirmed by relevant legal documents. For shipments valued at more than 3,000 Euros, the transport and insurance coverage of shipments can only be made after communication and a special agreement (written by fax or e-mail) with the company.

It is expressly agreed that in the event that the Principal/Sender proceed with insuring the transported by Easy Mail items with another insurance company in the European Union of his/her own choice (i.e. beyond the insurance coverage provided by Easy Mail under this contract), the liability of Easy Mail - totally to the Principal/Sender and therefore each insurance company as well as any other third party - will not exceed the amounts expressly agreed and described above (Article 7, 7.i and 7.ii). In this case, the Principal/Sender or third party declares and guarantees to Easy Mail that the insurance policy covers the waiver of the reductivity term of the insurance company against the carrier, and is responsible to Easy Mail for any damages suffered by not including the above term in the insurance coverage.

It is clear that a prerequisite for Easy Mail in order to pay any amount of compensation is the proven liability of Easy Mail for the destruction, loss or theft of the item.

ARTICLE 9: Easy Mail makes every effort and takes every action to deliver each shipment in accordance with the usual delivery schedules, as these are listed on the official web page of the company www.easymail.gr. Any misunderstanding of the Principal/Sender or self- indication – labelling on SYDET or the shipment connected with the delivery times, does not apply and does not create a commitment for the company.

In the event of a delay in the delivery of a shipment at its obvious and proven fault, Easy Mail is not responsible for any damage or loss caused, beyond the limits set out in MD 29030/816/2000 (Government Gazette 683/B/2000).

In particular, compensation in the event of a delay in the delivery of a postal item may not exceed the compensation paid for loss of uninsured shipment, as it is defined in Article 7, 7.i and 7.ii .

The maximum amounts of compensation set are acceptable by the Principal/Sender, who shall waive any other possible claim for additional direct or consequential damage, loss of profit, loss of income etc., for whatever reason they incur.

The above applies even if the possibility of such loss was made known to Easy Mail before or after accepting the shipment.

However, in no case is Easy Mail liable for delay in receipt, transport and or delivery of a shipment or for any loss, damage, impairment, poor delivery or non-delivery due to force majeure or unforeseen causes, as indicated: (a) Extraordinary facts beyond human objective possibilities (accident, adverse weather conditions, delays of means of transport, criminal acts etc.). (b) Acts and omissions or incorrect instructions of the sender or the recipient or a third party **having interest** from the shipment in question, (c) The nature of the shipment to which specific damage, alteration or destruction may occur, e.g. vulnerable foodstuffs, magnetic media and so on.

In any case, the responsibility of Easy Mail for shipments shall cease to be valid on delivery of the shipment to the recipient. The signature of the recipient, indicating the delivery details on the copy of SYDETA, without the written indication of any reservation, constitutes irrefutable proof of its correct delivery.

ARTICLE 10: Any request must be made by the sender and delivered in writing to Easy Mail headquarters within 6 months of the date of receipt of the shipment by Easy Mail. No claim is accepted after the above deadline.

ARTICLE 11: EASY MAIL does not undertake the processing and transfer of the following documents and items: Money - Fragile items not properly packaged - activated bank cards - Fixed and Mobile Telephony Cards - Gold in any form - Gold - Gold Metals - Antiquities - Works of Art - Non-Replicable Documents or Objects (eg Correspondence / Film / Video of Personal Value, Stamps, Lotteries, Antiques) - Perishable Foods - Plants - Drugs - Flammable & Explosives, Explosives & Explosives | Poisonous Substances - Articles or Parts of Armaments - Animals - Pornographic Material and General Items the transport of which is prohibited by international conventions or Organizations (IATA, ICAO) and / or by provisions of Community and / or National legislation. "Easy Mail" is not obliged to check the content of the item in circulation and the Sender declares responsibly that the shipment does not include any of the above items.

ARTICLE 12: Each postal item is weighed / titrated at the company's premises and on this weight it is invoiced regardless of the sender's weight declaration. The charge for each shipment is calculated based on the greater weight between the actual and volumetric.

ARTICLE 13: When the postal item cannot, for some reason, be delivered to the recipient or returned to the sender, then it remains for six (6) months from the last failed delivery attempt, in the company's warehouses at the sender's expense. After the lapse of the semester, the object is considered permanently undelivered and a process of destruction is followed, following the preparation of a relevant destruction report by the company.

The items that have been officially withheld or have been declared by the sender as having a value of more than 100 euros are excluded from the above procedure, so they are returned to E.E.T.T.

ARTICLE 14: The dispute resolution process is done either through an Amicable Settlement: written communication of the user with Easy Mail to reach the resolution of the dispute, or with the

Establishment of the Dispute Resolution Committee: Easy Mail, upon request, establishes a Dispute Resolution Committee.

ARTICLE 15: For any legal dispute, between Easy Mail and the user, the Courts of Athens are exclusively competent.

7. POSTAL ITEMS NOT ACCEPTABLE - PROHIBITIONS

Easy Mail does not undertake the processing and transport of the following documents and postal items: Money - Fragile items not sufficiently packaged - Jewelry - Precious Stones & Metals - Antiquities - Works of Art - Non-Reproducible Documents or Objects (eg Correspondence / Film / Videos of Personal Value, Stamps, Lotteries, Antiques) - Perishable Foods - Plants - Narcotics, Narcotics Material - Infectious, Corrosive & Poisonous Substances - Weapons or Parts of Arms - Animals - Pornographic Material and General Goods the transport of which is prohibited by international conventions or Organizations (IATA, ICAO) and / or by provisions of Community and / or National legislation. Easy Mail is not obliged to check the contents of the item in circulation and the Sender declares responsibly that the shipment does not include any of the above items.

When the postal item cannot, for some reason, be delivered to the recipient or returned to the sender, then it remains for six (6) months from the last failed delivery attempt, in the company's warehouses at the sender's expense. After the lapse of the semester, the object is considered permanently undelivered and a process of destruction is followed, following the preparation of a relevant destruction report by the company.

The items that have been officially withheld or have been declared by the sender as having a value of more than 100 euros are excluded from the above procedure, so they are returned to E.E.T.T.

9. EASY MAIL BUSINESS RESPONSIBILITY OF EASY MAIL

In case of loss or damage of the postal item, document or parcel, the liability of Easy Mail is limited to the minimum of the following amounts:

1. Up to the amount of 50 Euros for documents and up to the amount of 100 Euros for parcels (domestic shipments).
2. Up to the respective Euro amount of 100 US dollars for shipments abroad.
3. At the actual cost of acquiring documents or objects, without taking into account the commercial value or their special value for the sender, recipient or third party and with a maximum of the above defined amounts. Actual acquisition cost means: for documents the cost of replacement or reproduction and for objects the cost of purchase, repair or replacement (taking into account the condition in which it was at receipt), as evidenced by relevant documents.

The above also applies to cases of shipments with declared value but without being insured in Easy Mail. In any case, the provisions of the Ministerial Decision 29030/816 / 2.6.2000 (Government Gazette 683 / B) apply.

If the customer wishes to have further coverage, he must insure his sending to Easy Mail by stating this on the SY.DE.TA. and indicating the value of the shipment, which will result from legal documents, charged with the corresponding cost of insurance. For shipments worth more than 3,000 Euros, the handling and insurance coverage of the shipments can be done only after communication and a special agreement (written via fax or email) with the company.

Compensation in case of late delivery of a postal item (when it is not due to force majeure), may not exceed the compensation paid for loss of uninsured shipments, as defined in Articles 7, 7.i and 7.ii of the terms and conditions of withdrawal transfer from Easy Mail.

Easy Mail is only liable for direct damage and up to the amounts specified above. In no case is the company liable for any other kind of loss or damage (including indicative of any kind of direct or consequential damages, lost profits, loss of income, etc.) for whatever reason.

10. CASES OF NON-LIABILITY OF EASY MAIL

Easy Mail bears no responsibility for improper fulfillment of its obligations due to one of the following cases:

- i. Force majeure, as defined by applicable law, such as in particular extraordinary events, which are not due to acts or omissions of the company or its associates or associates, the consequences of which adversely affect the operation of the company. In case of any event falling under this term, the postal undertaking shall take all appropriate measures to comply as fully as possible with the terms herein.
- ii. Proven criminal activities on the premises or in the means of transport, which result in the loss, damage or destruction of postal items in the context of the above and immediately above.
- iii. Non-fulfillment of contractual obligations by users.
- iv. Actions or acts that are contrary to the laws of the State.
- v. Failure to fulfill the obligation of our company due to the fault or desire of the customer.
- vi. Proven non-existent request.
- vii. Proven fault of the customer or a third party (Wrong directions-instructions of the Shipper or the Recipient, improper packaging etc.).

11. DISPUTE RESOLUTION PROCEDURE

The dispute resolution process includes the following steps:

- **Amicable Settlement:** Written communication of the user with Easy Mail in order to achieve the resolution of the dispute between the two parties, within the provisions of the H.Y.K. or with the consent of the parties.
- **Dispute Resolution Committee:** Disputes that may arise between users and Easy Mail, can be resolved at a later stage by the Dispute Resolution Committee. At the request of the user, the company establishes the Dispute Resolution Committee which consists of Members of the company and a representative of the consumers while in the meetings the user can be present or represented by a specially authorized person. The company informs the user about the place and time of the Commission meetings and about his right to submit a written memorandum in case he is prevented from attending. Users of postal services, if they wish, can exercise their rights, within a period of 6 months from the deposit of the sent item.