

GENERAL CONDITIONS FOR PERFORMING POSTAL SERVICES (hereinafter: the "General Conditions")

"Consignor" confirms on its own behalf and on behalf of the consignee of the shipment (hereinafter: **"consignee"**) and all other persons interested in the shipment that he/she agrees that these General Conditions will be applicable. **"Consignor"** and **"consignee"** are **"users"** of DHL services.

"Shipment" means all shipments that travel under a single airwaybill and that can be transported by any means selected by DHL, including air, road or other modes of transport.

"Airwaybill" (acknowledgment of receipt) includes all shipment or document identification marks created by DHL's or consignor's automated systems, such as a label, bar code, airwaybill or bill of lading, as well as all electronic versions thereof. The airwaybill must contain all the elements on the basis of which the shipment can be identified, such as the name or title and address of the consignee, shipment number, date of receipt, weight, value, description of contents, transport fee charged and other information about the shipment.

Each shipment is transported on the basis of limited liability, as stated in these General Conditions. If the consignor requests more protection, insurance can be arranged for an additional fee. DHL means any member of the DHL Express Network.

1) POSTAL OPERATOR

1.1 Name and seat of the postal operator

DHL operates under a business and abbreviated business name.

Business name: **DHL MEĐUNARODNI VAZDUŠNI EKSPRES DOO BEOGRAD (NOVI BEOGRAD)**

Abbreviated business name: **DHL INTERNATIONAL BEOGRAD DOO.**

DHL's headquarters are located at Jurija Gagarina 36v, 11070 New Belgrade, Republic of Serbia.

2) POSTAL SERVICES

DHL provides other postal services in international and domestic postal transport.

DHL provides the following types of postal services in international transport:

EXPORT SERVICES involve the transport of a shipment up to a certain time on a door-to-door basis worldwide through a DHL integrated network.

- **DHL Express international postal transport documents and packages (DHL Express Worldwide DOC and NONDOC)** - this service means delivery of the shipment by the end of business hours of the first possible business day worldwide.

o Minimum billed weight: 0.5kg

o Minimum dimensions: no restrictions

- o Maximum dimensions of the package (part of the shipment): 120x80x80cm (length x width x height)
- o Maximum pallet dimensions: 120x120x160cm (length x width x height)
- o Maximum weight of non-palletized shipment: 70 kg
- o Maximum pallet weight: 300kg
- o Maximum weight of the shipment: 1,000 kg
- **DHL Express 12:00** - this service means door-to-door delivery in international transport to all major business centers around the world, by 12 noon on the first possible business day.
 - o Minimum billed weight: 0.5kg
 - o Minimum dimensions: no restrictions
 - o Maximum dimensions of the package: 120x80x80cm (length x width x height)
 - o Maximum pallet dimensions: pallets are not acceptable
 - o Maximum weight of non-palletized shipment: 70 kg
 - o Maximum pallet weight: pallets are not acceptable
 - o Maximum shipment weight: 300kg
- **DHL Express 9:00** - this service means door-to-door delivery in international transport to all major business centers in Europe, by 9 am on the first possible working day.
 - o Minimum billed weight: 0.5kg
 - o Minimum dimensions: no restrictions
 - o Maximum dimensions of the package: 120x80x80cm (length x width x height)
 - o Maximum pallet dimensions: pallets are not acceptable
 - o Maximum weight of non-palletized shipment: 30kg
 - o Maximum pallet weight: pallets are not acceptable
 - o Maximum shipment weight: 300kg
- **DHL Express in a standard envelope (DHL Express Envelope)** - the service enables international delivery of shipments whose content is documents on a door-to-door basis until the end of the next possible business day.
 - o Minimum billed weight: 300gr
 - o Maximum calculated weight: 300gr
 - o Minimum dimensions: no restrictions
 - o Maximum dimensions: 35x27.5x0.5cm

IMPORT SERVICES involve the transport of a shipment worldwide on a door-to-door basis through DHL's integrated network.

- **DHL Express international import transport documents and packages (DHL Import Express Worldwide)** - this service means picking up a shipment in most countries covered by the DHL network, transfer to the desired destination and delivery of the shipment to the specified address, by the end of the first possible business day, at a predetermined price paid by the consignee or a third party. The list of countries covered by this service can be found on the website www.dhl.rs.

- o Minimum billed weight: 0.5kg
- o Minimum dimensions: no restrictions
- o Maximum dimensions of the package: 120x80x80cm (length x width x height)
- o Maximum pallet dimensions: 120x120x160cm (length x width x height)
- o Maximum weight of non-palletized shipment: 70kg
- o Maximum pallet weight: 300kg
- o Maximum weight of the shipment: 1,000 kg

DHL provides the following types of postal services in domestic transport:

- **DHL Express Domestic Express - (DHL Domestic Express 18:00)** - the service involves the delivery of items on a door-to-door basis in Serbia, by the end of the next business day in accordance with the DHL Operational Plan.

- o Minimum billed weight: 0.5kg
- o Minimum dimensions: no restrictions
- o Maximum dimensions of the package: 120x80x80cm (length x width x height)
- o Maximum pallet dimensions: 120x120x160cm (length x width x height)
- o Maximum weight of non-palletized shipment: 70kg
- o Maximum pallet weight: 300kg
- o Maximum weight of the shipment: 1,000 kg

The types of shipments that DHL transports by providing the services defined in this article are: shipments whose content is not prohibited for sending in international and domestic transport. The contents of the shipment must comply with the customs regulations of the country to which they are sent.

Other services provided by DHL are:

1. OPTIONAL SERVICES:

- **Saturday Delivery** - This service means delivery of shipments to selected areas according to the postal code that have the possibility of delivery on Saturdays, in countries where Saturday is not a normal working day.
- **Duties Taxes Paid** - This service means the service of invoicing import duties, with additional collection of customs duties and taxes incurred at the destination. The service is charged to the consignor or a third party.
- **Importer of Record** - This service allows the consignor to send to the consignee a shipment whose contents are subject to customs clearance, provided that duties and taxes are invoiced to a third party at the destination as the Designated person liable for customs duties and taxes, Importer of Records (IOR).
- **Change of Billing** - Client's request to change the billing invoice number in relation to the invoice number indicated on the airwaybill.

- **Address Correction** - A surcharge is charged for each shipment that cannot be delivered to the destination due to an incorrect address. DHL will try to find out the correct address in order to deliver the shipment.
- **Address Correction in domestic transport** - The surcharge is applied to every item in domestic postal transport which cannot be delivered due to an incorrect address. DHL will try to find out the correct address in order to deliver the shipment.
- **Verbal Delivery Notification** - DHL provides written proof that the shipment has been delivered in the form of a copy of the consignee's signature or delivery report. Delivery certificates are available both on the DHL website and through electronic applications.
- **Proactive Tracking** - This service means that DHL tracks the shipment from the moment the courier picks it up until it is delivered, which includes detailed information during transport, as well as notification of the arrival of the shipment to a specific destination. The same information is available on the DHL website and through electronic applications.
- **Extended Liability** - When sending valuable documents the shipper can extend coverage and compensation in case of loss beyond the standard liability limits. In the event of full or partial loss to a document shipment, fixed compensation will be paid regardless of the replacement cost of the document. The service is applied and charged in international transport and refers only to shipments that are sent in the treatment of a document weighing up to 18 kg.
- **Neutral delivery** - The service allows the consignor or importer to keep confidential over the declared value of the goods. The branch office that performs the delivery guarantees that all accompanying documentation of the shipment that could reveal the value of the goods will be removed before delivery. Additional costs may be charged whenever the consignor requests that the costs of customs or fees be charged to a third party or importer.
- **Direct Signature** - DHL provides the consignor with proof that the shipment has been delivered to the consignee or an authorized representative at the delivery address.
- **Residential address** - Shippers who occasionally send to a home or private residential address can activate an alternative delivery address by marking the address with residence.
- **Dedicated Pickup/ Dedicated Delivery** - At customer's request, an immediate or non-routine, once-only pickup/delivery of a shipment within a normal working day or a holiday that may involve a specific vehicle such as tail lift truck or more than one courier. This definition can include a direct connection to the Gateway through a dedicated courier or a pickup/delivery after the booking cut-off.
- **Packaging** - means DHL packaging, suitable for sending items of all shapes and sizes. Packaging includes packing bags, cardboard envelopes for documents, boxes of various sizes, tubes, bottle boxes. For larger boxes (6-8) and tubes ordered ad-hoc through Customer Service and provided by a courier at time of pickup, a charge applies per item.

2. SURCHARGES:

- **Fuel surcharge** - is based on the monthly average price of aircraft fuel and is charged for each shipment. The fuel surcharge index in% is calculated on the basic price by weight of the

shipment. If the shipment has the following surcharges: Saturday delivery, Remote Area Delivery & Pickup or Overweight Piece or Oversize Piece or Non-Stackable Pallet or Elevated Risk or Dedicated Pick Up/Delivery or Emergency Situation Surcharge, then the surcharge index in% is calculated on such surcharge. The DHL website contains information on the currently valid international Fuel surcharge (www.dhl.rs).

- **Remote Area Delivery & Pickup** - A remote or hard-to-reach area is a final destination that due to its location and distance requires additional resources and is difficult to service. The surcharge is calculated and charged per kilogram of the calculated weight of the shipment. The list of postal codes or in the absence of the postal code of the delivery location, for which the surcharge is charged, can be found on the DHL website www.dhl.rs.

- **Full Dangerous Goods** - Surcharge is charged in case the shipment contains dangerous goods and goods that are allowed in acceptable quantities and which involves a special type of handling.

- **Dry Ice UN1845** - A surcharge is applied per shipment when the handling and transportation of shipments involves Dry Ice UN1845 used as a freezing agent for non-dangerous goods such as diagnostic specimens.

- **Biological Substance UN3373** - The surcharge is charged when the handling and transport of the shipment involves the transport of involves Biological Substances Category B (UN3373) packed in compliance with IATA Packing Instruction 650.

- **Excepted Quantities** - A surcharge is applied per shipment when the handling and transportation of shipments involves substances and commodities that are in Excepted Quantities in compliance with IATA Dangerous Goods Regulations. Max gross weight 1 kg per piece.

- **Limited quantities** - Surcharge is charged when the handling and transport of shipments involves commodities that are in Limited Quantities (LQ) in compliance with ADR regulations and which are restricted from air transportation. These shipments are limited to Day Definite products and can only be accepted from authorized shippers.

- **Lithium Batteries Section II** - Surcharge may apply per shipment for the handling of shipments involving specific types of Lithium batteries compliant with the appropriate IATA Packing Instructions (PI): Lithium Ion, Section II PI966, Lithium Metal, Section II PI969, Lithium Ion, Section II PI967, Lithium Metal, Section II PI970. DHL Express will not accept any shipment containing lithium batteries Section II, PI968 or equipment that is known or suspected to contain defective or damaged batteries.

- **Overweight Piece and Oversize Piece** - The surcharge is charged on: a) each individual piece weighing over 70 kg; b) each individual piece or palletized shipment which any dimension exceeds 120 cm; applies in domestic and in international postal transport.

- **Non-Stackable Pallet** - Surcharge is charged on each individual piece or pallet that cannot be stacked, either on request of the shipper or by nature of the shape, content or packaging of the goods on the pallet; applies in domestic and in international postal transport.

-Elevated Risk - Surcharge is charged on each shipment delivered or picked up in a country where DHL operates at increased risk due to a state of war, civil unrest or constant terrorist threats.

-Restricted Destinations - Surcharge applies when shipping non-doc products to a destination country that is subject to specific trade restrictions imposed by the UN Security Council.

- Data Entry - A surcharge applies for each shipment consigned with non-electronic, paper based manual house waybills. Electronic shipping documentation incurs no additional charges.

- Emergency Situation Surcharge- Temporary surcharge which allows DHL to compensate for part of the increase in operating costs and necessary adjustments to the air network during an emergency. Change in market dynamics and air capacity availability is reflected through regular price adjustments. Price mechanism will be variable by lane and weight.

3. CUSTOMS CLEARANCE AND STORAGE:

DHL Express Customs Services:

- Import customs clearance in the regular procedure for natural persons up to five different items of different origin of goods with payment of customs and other import duties directly to customs
- Import customs clearance in the regular procedure for legal entities up to five different items of different origin of goods with payment of customs and other import duties directly to customs
- Use of bank guarantee
- Temporary import
- Import customs clearance of temporarily imported / exported goods
- Import customs clearance in a simplified procedure
- Storage of goods at users premises
- Export customs clearance in the regular procedure (administrative fee and parcel tax included)
- Export customs clearance of temporarily imported / exported goods
- Temporary export
- Re-export
- Each additional item over five different items of different origin of goods
- Preparation of a transit document
- Mediation with inspection bodies
- Exemption of shipments from payment of customs duties at the DHL customs office - legal entities
- Exemption of shipments from payment of customs duties at the DHL customs office - natural persons
- Exemption of shipments from payment of customs duties - outside the DHL customs office

- Transcript of customs documentation
- Request for correction of the declaration before or during customs clearance
- Request for correction of the declaration after customs clearance
- Storage service for shipments that are in the customs warehouse for more than a month (for each started month)
- Mediation in obtaining import permits - opinions, consents

DHL Express Storage Services:

- Storage and warehouse handling service for shipments weighing up to 20 kg
- Minimum charge for storage services for shipments weighing up to 20 kg
- Storage and warehouse handling service for shipments weighing up to 100 kg
- Minimum charge for storage services for shipments weighing up to 100 kg
- Storage and warehouse handling service for shipments weighing over 100 kg
- Minimum charge for storage services for shipments weighing over 100 kg
- Purchase of airwaybill, issuance of duplicate airwaybill
- Storage and warehouse handling service for re-export shipments weighing up to 20 kg
- Minimum charge for storage services for re-export shipments weighing up to 20 kg
- Storage and warehouse handling service for re-export shipments weighing up to 100 kg
- Minimum charge for storage services for re-export shipments weighing up to 100 kg
- Storage and warehouse handling service for re-export shipments weighing over 100 kg
- Minimum charge for storage services for re-export shipments WEIGHING over 100 kg
- Purchase of airwaybill, issuance of duplicate airwaybill for shipments going for re-export
- Preliminary customs inspection
- Separation of shipment by item
- Destruction of goods
- Release of export goods that were under customs control (retrieving of export goods)
- Overview of securing export shipments of larger dimensions than 100x100cm
- Storage service for shipments that are in the customs warehouse for more than a month
- Purchase of airwaybill and transfer of responsibility for customs clearance and delivery of the shipment

3) ELECTRONIC SOLUTIONS WHICH ARE NOT CHARGED

Free electronic solutions provided by DHL for the preparation and transport of shipments are electronic solutions that have online and offline options, as well as integrated solutions.

- **MyDHL+** - an application with an intuitive interface for import, export, scheduling downloads, tracking shipments and paying shipping costs. The link to access the application can be found at www.dhl.rs.
- **DHL.com** - The DHL website is a comprehensive guide to DHL products and services. DHL's website provides information on innovations regarding services and transportation solutions, contact information, as well as online applications for easy preparation of shipments, scheduling the arrival of couriers and a volumetric mass calculator.

- **On Demand Delivery** - DHL's On-Demand Delivery tool allows consignees to be informed of shipment status, allowing them to change delivery times, redirect shipments, deliver or pick up at a DHL branch.

- **DHL Easyship** - an advanced off-line application for customers who need to send a large number of shipments, shippers with regular shipment needs, while meeting the needs of multinational supply chains. DHL Easyship is a Windows-based application that is very easy to use, while supporting customer needs for extensive sending of promotional materials, as well as multi-stage shipment processes.

- **Integrated business solutions** - The use of various IT solutions allows the user to integrate their business systems with one of DHL's applications. Integrated electronic applications enable easier preparation of airwaybill and other transport documentation, as well as easier access to information on transit time, price list of services, as well as the time of arrival of the courier. At the same time, they allow customers to monitor the status of shipments at any time.

- **DHL Express Mobile** - a mobile phone app that allows user to track shipments and manage delivery, find the nearest DHL service centers to deliver or pick up shipments, and quickly check tariff.

4) TERRITORY IN WHICH DHL PERFORMS POSTAL SERVICES

The territory where DHL provides postal services in international transport is shown in the list of countries contained in the price list of postal services, which is published and regularly updated on the DHL website (www.dhl.rs).

The territory on which DHL performs postal services in domestic transport is the entire territory of the Republic of Serbia.

The list of DHL branches will be constantly updated and displayed on the DHL website (www.dhl.rs).

5) CONDITIONS AND METHOD OF PERFORMING POSTAL SERVICES

5.1. Rights, obligations and responsibilities of users

The rights and obligations of the users are defined as follows.

The user is responsible for choosing the type of postal service that corresponds to the nature, content, actual value or significance of the shipment.

If the user independently prepares the airwaybill, he is obliged to correctly and clearly mark the name, ie name and surname of the consignee, the exact address of the consignee and the contact telephone number on the airwaybill and contact phone. If the airwaybill does not contain this

information, DHL, ie the employee at the reception of shipments, is obliged to request the user to eliminate the observed deficiencies in addressing. If the user does not comply with the request, DHL is obliged to refuse to accept such a shipment.

If the airwaybill is prepared by a DHL employee, the user is obliged to provide information on the nature, content, real value or significance of the postal item, as well as the name and surname of the consignee, the exact address of the consignee and contact phone number.

The user is obliged to hand over the shipment to DHL adequately packaged and he is solely and exclusively responsible for the packaging of the shipment, both for internal and external packaging, in a way that protects the contents of the shipment, other shipments, employees handling the shipment, as well as the equipment and means used in handling the shipment. The shipment must be packed in such a way as to ensure the inviolability of the content and confidentiality of the data.

It is always necessary to use quality corrugated cardboard for packages. For fragile or heavy objects, it is recommended to use double or triple wall constructions.

It is necessary to avoid reusing old boxes because they have lost the property of their rigidity.

It is necessary to pay attention to the manufacturer's label, which provides information on the construction and strength of the box. In accordance with the weight of the shipment, it is necessary to choose the appropriate packaging.

Unfilled packages can be crumpled, and overfilled ones can crack. It is necessary to prevent these unwanted cases by choosing the right size box for the content being transported.

It is important to completely fill the empty space inside the box to avoid moving of the contents during transport, which can cause damage to both the contents and the box.

The contents that are sent must be placed in the center of the box at least 6 cm away from the outer walls or corners. It is necessary to wrap the contents individually and use dividers when transporting several items in one package and be sure to wrap each item individually and separate it with corrugated inserts or other partition materials as needed.

If the contents are bulk, it is necessary to provide packaging (bag, plastic bag, etc.) so that the contents do not spoil and subsequently pack it in an adequate box for the transport of shipments.

Shipments containing liquid are packed in the intended packaging, which in case the consignor does not have it, can be provided and charged by DHL.

It is necessary to use pressure sensitive adhesive tapes such as Polypropylene tapes (brown plastic tapes), Vinyl adhesive tapes (insulating tapes), Paper tapes reinforced with fibers (adhesive tapes). Avoid using crepe paper tape, cellophane tape and twine.

It is necessary to ensure with tape that all box assemblies are closed by X-bonding / gluing, and apply one strip of tape along the central composition and two strips of tape over both edges of the composition.

Shipments containing fragile contents or a special type of goods must be specially packed and marked in a visible way. Detailed instructions and packaging tips can be found on the DHL website (www.dhl.rs).

Users can provide postal services through a proxy. A power of attorney can be issued for the receipt and delivery of all items or for an individual postal item. The power of attorney issued by the competent authorities is valid for the period specified in the power of attorney or for an indefinite period (until revoked). A power of attorney issued for a certain period of time shall cease to be valid upon the expiration of the time for which it was issued or for other reasons, in accordance with the general provisions on the power of attorney. A power of attorney cannot be issued to a person who is not literate or to a person who for any reason cannot sign. When exercising the rights from the power of attorney, the authorized person is obliged to present the power of attorney and prove his / her identity at the request of the DHL employee.

The user authorizes DHL to take all actions to transport the shipment.

The user undertakes to pay transport fee and all other costs in accordance with the Price List.

The user guarantees that the content and value of each shipment corresponds to the declared content and value.

The user is obliged to inform DHL about the contents of the shipment which may endanger the safety of persons, goods or cause damage.

The User is obliged to submit to DHL in a timely manner all necessary documentation, certificates and documents accompanying the shipment, as well as to provide all information related to it, and to act in accordance with the relevant customs and other regulations of the country to which the shipment was sent or from which is being sent, or the country of transit.

The user is responsible for providing and submitting all necessary documentation, in addition to the airwaybill, and filling it in completely, correctly and truthfully in accordance with applicable laws, rules and regulations, including, but not limited to customs laws, the laws of the country from which the shipment is being sent, the laws of the country to which the shipment is sent, as well as the laws of the countries through which the shipment passes (transit). In the event that the consignor does not provide and submit all required documentation (including the airwaybill) or does not complete it completely, and / or correctly and / or truthfully, DHL is not liable to the consignor or consignee for the cost or delay caused by the consignor's error.

The user agrees with transport lanes and redirections, which includes the possibility to transport the shipment through indirect transit stations.

When the customs authorities or other competent authorities detain an international shipment for any of the above reasons, DHL will first notify the consignor.

In the event that local law requires the consignee to provide information or documentation, but the consignee does not provide it within the period specified by the competent authority or within a period determined by DHL, the shipment will be considered undelivered in terms of these General Conditions.

The user undertakes to indemnify and protect DHL from claims, liability or costs that may arise due to non-compliance with regulations, incurred by the consignor, in the country or abroad, relating to the shipment.

If the consignee does not provide the requested information or documentation, and local law allows the consignor to provide it, DHL may request and / or obtain the requested information from the consignor.

If the consignor does not submit the requested information or documentation within the time limit set by the competent authority or within the time limit determined by DHL, the shipment will be considered undelivered in accordance with the provisions of these General Conditions.

The User has other rights and obligations, as provided by these General Conditions.

DHL is not responsible for the inability to complete the initiated delivery due to incomplete, incorrect, untrue or missing documentation, regardless of the fact that it has notified the consignee or consignor.

DHL is entitled to charge costs or administrative fees incurred in the process of obtaining complete, correct, true or necessary documentation.

5.2 Rights, obligations and responsibilities of DHL

DHL has an obligation to inform users in an appropriate manner about the types of postal services and their basic characteristics. Information on the types of postal services and their basic characteristics is available on the DHL website (www.dhl.rs).

DHL is obliged to provide postal services with the care of a good businessman in accordance with the Law and these General Conditions.

DHL has the right to charge transport fee in advance according to the valid Price List, unless otherwise agreed in the Service contract concluded with the customer.

DHL is obliged to ensure the inviolability of the secrecy of postal items when performing postal services. The inviolability of the secrecy of postal items is violated if the postal operator:

- 1) delivers a postal item to an unauthorized person, learns the contents of postal items in an unauthorized manner or retains or conceals it.
- 2) communicate data on the content, consignor, consignee or other data on shipments to an unauthorized person.

The principle of inviolability of secrecy of the contents of postal items may be violated on the basis of a court decision, when it is necessary for conducting criminal proceedings or protecting the security of the Republic of Serbia and the competent customs authority, by opening or temporarily seizing items.

DHL has the right and obligation to request the user to eliminate the deficiencies in addressing, and if the user does not comply with this request, he is obliged to refuse to accept the shipment.

DHL has the right and obligation to refuse to accept the shipment if it assesses that the packaging in which the shipment is packed does not correspond to the nature and content of the shipment, ie. that it cannot ensure the inviolability of the content and confidentiality of data during the transfer, or may cause damage to other shipments, equipment or injury to employees.

DHL reserves the right to determine the route of shipment in a manner it deems appropriate in accordance with the shipper's orders specified in the airwaybill.

DHL has the right to refuse to accept the shipment or to cancel the transport before the start of the transport if the shipment contains goods prohibited for transport. DHL is not responsible for the contents of the shipment (in terms of transferring the shipment with illegal content).

DHL is entitled to a fee for the performed transport services. DHL is obliged to deliver the invoice to the consignor after the service, unless the service is charged in advance.

Upon the request of the competent authorities and upon its decision, DHL has the right to open and inspect the contents of the shipment by commission and will not be held liable and responsible for that.

DHL has the right to refuse the transport of a shipment if the shipment does not meet the requirements, in terms of shape and dimensions, for air transport.

DHL may, on behalf of the consignor or consignee, perform any of the following activities to provide its services:

- (1) to complete any documents, correct production or service codes, and pay any fees, taxes or penalties required by applicable laws and regulations ("Customs Duties");
- (2) to act as the consignor's customs broker for customs and export control purposes, as well as for the consignee, solely for the purpose of appointing a customs broker to carry out customs clearance and import; and
- (3) to redirect the shipment to the customs intermediary of the consignee or to another address, at the request of any person for whom DHL is reasonably deemed to be authorized.

In cases when a DHL employee reasonably estimates at the shipment pick up that the packaging in which the shipment is packed does not correspond to the nature and content of the shipment, or that it can not ensure the inviolability of content and confidentiality, in the manner prescribed by law and these General Conditions, he is obliged to refuse to accept such a shipment.

DHL has other rights and obligations under these General Conditions.

6) SHIPMENTS COLLECTION

Pick up of postal items is performed in the premises of DHL branches or through an authorized person of the postal operator at the user's address.

DHL may inspect the contents of the shipment upon receipt, prior to its closure, and the consignor is required to provide inspection. For all shipments, including those for which the contents cannot be inspected, they are subject to security inspection, using an X-ray device and an explosive detection device.

DHL is obliged to mark each received shipment and documents related to that shipment with the date of receipt and its identification mark.

Upon receipt of a postal item, an airwaybill must be issued to the consignee.

Manipulative documents that are on the shipment or accompany the shipment must contain all the exact information as on the airwaybill.

7) DETERMINATION OF IDENTITY

DHL, ie employees of DHL, are obliged to inspect the identity document of the user with a photo and record the registration number of the identity document in order to establish the identity of the consignor and consignee in order to prevent money laundering, terrorist and traffic financing when receiving and delivering redemption and value shipments goods of unregistered entities.

The following documents are used to prove the identity of the User:

- ID card;
- Passport;
- Other personal documents issued by the competent state body on which official records are kept and contain a photograph, registration number of the document and personal data (name and surname, date and place of birth and unique personal identification number);
- Corporate identification card containing name and surname, photograph and registration number of the card.

DHL is obliged to keep the data referred to in paragraph 1 of this section of the General Conditions as a business secret, use it for the purpose for which it was collected and to submit the requested data only at the request of a court or other competent authority.

DHL is obliged to keep the data referred to in paragraph 1 of this section for at least one year, in the manner prescribed by the law governing the confidentiality of data.

8) DELIVERY OF SHIPMENTS

Notification of the arrival of an international shipment subject to a customs procedure shall be provided by DHL to the consignee by e-mail before or after the arrival of the shipment at DHL's public customs warehouse.

Shipments cannot be delivered to the mailbox. Shipments are delivered to the consignee's address provided by the consignor. If the consignee is not found at the address, the shipment can be delivered to an adult member of the household who is at the same address or to a person employed at the consignee's business premises. If DHL did not find the consignee at the indicated address, the report on the attempted delivery of the postal item is left. Shipments sent to addresses that have a central receiving point will be delivered to that central point.

The retention period for a postal item which is to be delivered at a DHL branch is 7 (seven) days, counting from the day the item arrives at the branch. The deadline for storing a shipment in international and domestic transport for which delivery has been attempted, but which has not been delivered, is 20 days. The period of storage of shipments under customs supervision is 90 days in accordance with customs regulations.

The consignee, or an adult member of the family household, can pick up the postal item at DHL's premises only after submitting the delivery attempt report and when he submits personal documents with the address of the requested item to the postal operator's premises.

When delivering the shipment, the consignee, in case it is a natural person, confirms the receipt of the shipment with a signature.

In case the consignee is a legal entity, the confirmation of receipt of the shipment shall be signed by the person at the address of the legal entity, who is authorized to receive the shipment, with a signature and / or stamp.

If the consignee is a legal entity, the shipments shall be delivered to the person authorized to receive them or to the person authorized by the consignee.

The consignee may refuse, by explicit statement, the receipt of a shipment or international postal item arriving at DHL public customs warehouse immediately upon receipt of notification of arrival of the shipment by DHL.

Shipments addressed to a lawyer may also be delivered to a person employed in a law office.

Postal items for a natural person who also has the name of a legal entity in the address may be delivered to that legal entity (by mediation) located at the address of the consignee.

All postal items can be delivered through mediation, except those that are burdened with customs and other duties.

Shipments addressed to persons under guardianship, persons in custody or persons serving a prison sentence may not be delivered to the consignee, or to other persons, if the competent authority has submitted such a request.

These shipments are delivered:

- for persons under guardianship - their guardian,
- for persons in custody - the investigative body,
- for persons who are serving a prison sentence - to the warden of the prison, penitentiary or correctional facility in which the person is or to a person authorized by the warden to receive shipments.

At the request of the consignee or an authorized person, DHL is required to issue an invoice for the amount of customs and transport fee collected.

Damaged and repackaged shipments are delivered to the consignee, legal representative or authorized person, at DHL's premises or at the consignee's address. A record of damage to the shipment made in accordance with Chapter 11 of these General Conditions shall be submitted at the request of the user.

9) DEADLINES FOR DELIVERY OF POSTAL SHIPMENTS

The deadline for delivery of postal items is considered to be the time from the receipt of the postal item until its delivery. Deadlines for delivery of items in international postal transport are approximate deadlines, are not binding and are in accordance with the recommended transit times depending on the destination of delivery. Information of recommended transit times is available on the DHL website (www.dhl.rs).

Shipments in domestic postal transport are delivered as soon as possible, on the next business day and in accordance with the DHL operational plan and may exceptionally be delivered on a specific day or within the deadlines defined between DHL and the user.

The following is not included in the deadlines for delivery of postal items:

- 1) time of delay due to incomplete and incorrect address or due to lack of documentation accompanying the shipment;
- 2) time of delay due to force majeure;
- 3) non-working days and days when the delivery of international postal items is not performed;
- 4) time delays caused by local customs procedures;

DHL is not responsible for any delay not caused by its error.

10) PROHIBITED CONTENT IN POSTAL ITEMS

It is forbidden to send postal items containing:

- 1) Dangerous and harmful substances, as well as objects that may endanger human health and life and damage other postal items, except for substances in relation to which the treatment is regulated by a special law, international convention and other international acts;
- 2) Narcotics and psychotropic substances, except when the consignor and consignee are authorized for their trade or for their use;

- 3) Human remains or ash in any form;
- 4) Hunting (animal) trophies, animal parts such as ivory and shark fins, animal remains or ashes or animal by-products and derived products not intended for human consumption, prohibited for transport by CITES Convention and / or local law;
- 5) Illegal goods, such as counterfeit goods and narcotics;
- 6) Complete range of firearms, ammunition, explosives / explosive devices, air weapons, replicas and all types of imitation firearms;
- 7) Materials of a pornographic or erotic nature that show the sexual exploitation of children (child pornography), ie sexual acts of people related to animals and necrophilia;
- 8) Products or substances that may damage other postal items or postal equipment due to their nature or packaging material, or packaging;
- 9) Money, coins, banknotes, other securities, precious metals, precious and semi-precious stones and valuable pieces of jewelry;
- 10) Live animals (including mammals, reptiles, fish, invertebrates, amphibians, birds, larvae and spiders);
- 11) Items the importation of which is prohibited in the country to which it is sent;
- 12) Other substances, ie items whose sending is prohibited by other regulations;

When it is determined that there are prohibited items in a postal item, DHL is obliged to place the item in a safe zone with controlled access without delay and notify the competent authority in accordance with applicable regulations.

11) DEFECTIVE SHIPMENTS

If it can be concluded from the appearance of the shipment that the contents of the shipment are visibly damaged or reduced (for example: torn shipment, hollow shipment, visual or audible signs of damage to the shipment contents) the shipment must be opened by a commission, after which a record is made which is signed by DHL and the competent customs officer present. If the consignee disputes the correctness of the shipment, and the specified defect was described in the record from the previous paragraph of this section of the General Conditions, DHL is obliged to refer the consignee to the complaint procedure, in accordance with the Law and these General Conditions.

If there is a reasonable suspicion that the import shipment contains suspicious content (eg psychoactive substances that are prohibited for import into Serbia), the competent customs

authority shall be notified, in the presence of which the contents of the shipment shall be opened and inspected.

Authorized freight forwarder by the consignee of the shipment may, for a shipment subject to customs clearance compliant to the customs regulations of the Republic of Serbia, upon receipt of all documentation for customs clearance of the shipment, and in case of doubt, initiate a request for preliminary customs inspection of the shipment in accordance with applicable customs regulations with the competent customs authority, of which it shall notify the customs authorities. The preliminary inspection is attended by an authorized freight forwarder, customs officers and DHL employees in charge of the customs warehouse.

After opening the shipment and checking the correctness and / or quantitative content of the shipment, it is necessary to make a report which is sent to the competent customs authority for verification, after which the goods can be cleared and officially imported into the territory of the Republic of Serbia.

The inspection can be initiated systematically (risk analysis) or by a customs officer. If the inspection is initiated systematically, after the inspection is completed, the customs officer must enter a note in the customs system. Upon completion of the procedure, a printed copy of the record is delivered to the client. If the inspection is initiated by customs officers, no record is created.

The customs officer performs the customs inspection, ie the customs inspection of the shipment and the submitted customs declaration. If requested by the customs officer, the shipment may be re-measured and the determined mass compared with the data from the customs declaration.

If during the inspection it is determined that the contents of the shipment have been rotten, damaged, destroyed or otherwise become unusable, a record of the damage is made, which is created by DHL employees.

The record is made in one original copy on the appropriate form, and copies are made for the user and DHL. The original copy of the record shall be kept by the customs authority and attached to the customs declaration and specification, to which an appropriate note on the determined condition of the contents of the shipment shall be entered.

12) SUBSEQUENT TREATMENT OF POSTAL ITEMS

In case of unsuccessful delivery of a registered postal item, the postal operator is obliged to leave a report of delivery attempt of the item, which contains a notification within which period and where the consignee can pick up the postal item.

Unless otherwise specified by the consignor, a postal item may be returned to the consignor when:

- 1) the consignee refused reception;

- 2) consignee unknown;
- 3) incomplete address;
- 4) incorrect address;
- 5) expired storage period;
- 6) consignee relocated;
- 7) the consignee passed away;

In such cases, the postal operator is obliged to return the items from the previous paragraph of this chapter. For shipments returned to the consignor, a full return transport fee will be charged. Return of the shipment is done within 20 days, counting from the day of unsuccessful delivery of the shipment due to the reasons from the previous paragraph of the General Conditions.

A postal item is considered undeliverable if:

- 1) the shipment cannot be delivered to either the consignee or the consignor

After obtaining approval from the consignor that the undeliverable item can be destroyed, the postal operator forms the commission inspection of the undeliverable postal item and destroys it.

- 2) the shipment arrived without an airwaybill

The postal operator forms the commission inspection of an undeliverable postal item, which implies its opening. If, even after the commission inspection, the postal item cannot be delivered to the consignee or returned to the consignor, the postal operator shall store the postal item in accordance with the Law and the retention period defined in this chapter.

- 3) there is a decision of the competent authority

Upon the decision of the competent authority, the postal operator shall deliver the undelivered shipment to the competent authority

Undeliverable shipments are stored in a safe and secure manner in a controlled access area.

Shipment retention periods are:

- 90 days for shipments containing customs goods,
- maximum 20 days for all other shipments.

After the expiration of the deadline from the previous paragraph of this chapter of the General Conditions, the shipment is returned to the consignor.

13) PAYMENT OF POSTAL SERVICES

Transport fee is the price that the User pays to DHL for the provision of services, as well as additional services related to shipments.

The fee for the provision of the postal service (transport fee) is determined by the price list which contains the prices of the service, and the same are determined: on the basis of the type of service, type of packaging, mass (volumetric mass) and destination.

The price list is located in a visible place in the DHL premises for postal service users or is delivered to the user in written and / or electronic form.

DHL is obliged to provide the user with a valid price list at his request.

DHL reserves the right to charge additional fees for customs clearance, freight forwarding or related services in addition to the clearance of an international postal item.

All postal items are subject to return transport fee and storage fee, unless DHL is responsible for their non-delivery.

As a rule, transport fee is paid in advance according to the valid price list, unless otherwise regulated by the service contract concluded with the user.

When calculating transport fee, DHL applies the standard method for calculating the volumetric weight of a shipment of the International Air Transport Association - IATA. Transport fee is calculated and charged according to the higher weight (volumetric or actual weight of the shipment). Formula for calculating the volumetric weight: $\text{Length} \times \text{Width} \times \text{Height (cm}^3) / 5000 = \text{Volumetric weight (kg)}$.

The fee due to DHL, according to the airwaybill and according to the approved and valid price list, does not include: insurance premiums, customs and other duties collected by the relevant countries, customs and border duties, storage fees, storage costs, etc.

DHL may pay on behalf of the user the duties and taxes incurred after the end of the customs procedure, after which the user is obliged to reimburse the costs incurred based on the incurred duties and taxes in accordance with the payment deadline indicated on the invoice issued on this basis. If the user fails to pay the duties and taxes within the specified period, DHL reserves the right to reimburse the above costs based on the incurred duties and taxes legally.

Reduction and / or exemption from transport fee is made based on the decision of the Director of DHL or when a Service Agreement has been concluded with the customer, in the following cases:

- 1) during the duration of promotional actions.

2) for certain clients, considering their reference, importance, value of shipments, etc.

3) in other special cases (for example: settlement with a client, tender, etc.).

14) DEADLINES FOR STORAGE OF MANIPULATIVE DOCUMENTS

Terms of storage of manipulative documents:

DHL is obliged to keep manipulative documents as follows:

1. Money documents (invoices for performed postal services) - 10 years
2. Airwaybill (Receipt of shipment) - 3 years
3. List of proof of delivery - 3 years
4. Service contract - 10 years after its expiration (termination)
5. Documentation for performing customs operations shall be kept within the deadlines prescribed by the Customs Law.
6. In the event that a court dispute is conducted in a case, the manipulative documents related to that case shall be kept until the final conclusion of the court dispute.

15) PROCEDURE FOR COMPLAINTS AND CLAIMS OF SHIPMENTS

Delivery of the shipment without objection from the consignee is a presumption, except for proof to the contrary, that it was delivered in good condition and in accordance with the transport document.

If the user considers that the shipment was not delivered to the consignee or that it was delivered late, that the specially agreed obligation was not fulfilled or that it was not fulfilled in full, he can file a complaint within 60 (sixty) days for domestic shipments and within 6 (six) months for international shipments, counting from the day DHL accepted the shipment.

In cases of damage or reduction of the contents of the postal item, the user can file a complaint no later than the next working day, and within 60 days from the date of delivery of the item submit a request for compensation and file a complaint to the Agency.

Complaints are submitted by the consignor or consignee of the shipment as a user of the DHL service, which relates to the service provided.

Complaints are submitted in writing, on a special form (Claim form), available at customer service and DHL branches, either in electronic form, or in writing or by phone. Complaints can be submitted in writing directly at any DHL branch in the Republic of Serbia or electronically to the e-mail for complaints: info-rs@dhl.com. Upon receipt of a written complaint, DHL is required to issue a written or electronic acknowledgment of receipt of the complaint with the indicated number. Upon receipt of a telephone complaint, DHL is obliged to inform the customer in writing or orally about the received complaint with the indicated number through its customer care service.

The complaint contains the date of filing the complaint, the airwaybill number, name, surname and address of the consignor and consignee, as well as information on the value of the shipment, if the subject of the complaint is a valuable shipment, and information on the person in charge of receiving the complaint.

DHL will respond to the complaint as soon as possible, no longer than 8 days from the date of receipt of the complaint. The response to the complaint must contain a clear statement with an appropriate explanation.

In the case of complex complaints, when for objective reasons DHL is not able to resolve the user's complaint within the legal deadline, it is obliged to inform the user about the extension of the deadline and the new deadline for resolving the complaint. Extension of the deadline for resolving a complaint on the same request is possible only once with the consent of the user of postal services.

The deadline for resolving accepted complaints cannot be longer than 15 days from the day of receipt of the complaint.

DHL is obliged to keep records of received complaints in electronic form and to keep it for at least two years from the day of submitting the complaint.

Against the decision of the postal operator to reject the complaint, the user may file a complaint to the Regulatory Agency for Electronic Communications and Postal Services (hereinafter: the Agency) within 15 days from the date of receipt of the decision on the complaint.

The user may also file a complaint to the Agency for failure of DHL to submit a decision on the submitted complaint.

The complaint to the Agency does not exclude the right for judicial protection in accordance with the Law

16) CONCLUSION OF CONTRACT ON PROVISION OF SERVICES

These General Conditions are primarily intended for all users of the DHL service, provided that a Service Agreement is signed with individual users, which in certain provisions may deviate from the General Conditions, but in any case must comply with the Postal Law.

The Service Agreement is considered concluded by signing the Service Agreement between the contracting parties, in written or electronic form, in accordance with the Law governing the electronic document.

The contracting parties are DHL and the Service User.

By signing the Agreement, it is considered that the user was aware or must have known these General Conditions at the time of concluding the Agreement and that he agrees with it.

An integral part of the Service Agreement is a non-transferable Airwaybill, issued by DHL for each individual shipment, as well as the terms of the contract, which are located on the back of each Airwaybill.

The consignor is responsible for the accuracy of the data on the airwaybill regardless of whether the data were entered by himself or by DHL on the basis of the data communicated to DHL by the consignor.

In the event that the Service Agreement has not been concluded with the user, the Airwaybill shall be signed, which shall be deemed to be in force upon the Access Agreement and all provisions of these General Conditions shall apply.

17) RESPONSIBILITY OF DHL

17.1 Liability for shipments in domestic transport

In the event of loss or total or partial damage to the contents of the shipment, or exceeding the deadline for transport and delivery of the shipment in domestic transport, DHL's liability is limited to:

1. For loss or complete damage of a valuable postal item - the amount marked on the item increased by transport fee collected by value and ten times the amount of transport fee charged for that item reduced by transport fee by value;
2. For partial damage or reduction of the contents of a valuable postal item - the amount of the determined part of the damage or reduction of the content, provided that the amount may not exceed the amount that would be paid pursuant to item 1 of this paragraph;
3. For loss or complete damage of a registered postal item - ten times the amount of transport fee collected;

4. For partial damage or reduction of the content of a registered postal item - the amount of the determined part of the damage or reduction of the content, provided that the amount may not exceed the amount that would be paid pursuant to item 3 of this paragraph;
5. For non-executed, incomplete or incorrectly performed postal service of a registered postal item - five times the amount of collected transport fee;
6. For exceeding the deadline for delivery of a registered postal item - three times the amount of transport fee collected.

Indirect damages or lost profits are not taken into account when calculating damages.

DHL is obliged to compensate the damage defined in this section to the user who paid the transport fee for the transfer of that shipment.

17.2 Liability for shipments in international transport

DHL's liability in respect of any shipment carried by air (including escort or way stations) is limited by the Montreal Convention or the Warsaw Convention, which is applicable, or in the absence of such a convention, to the lower of the following amounts: (i) current market or reported value, or (ii) 22 Special Drawing Rights per kilogram (approximately \$ 30.00 per kilogram). Such restrictions also apply to all other modes of transport, except when shipments are transported only by road, when the restrictions listed below are applicable.

For shipments transported across the border by road, DHL's liability is limited or will be considered limited by the Convention on the International Carriage of Goods by Road (CMR) to the lower of the following amounts: (i) current market or declared value, or (ii) 8.33 Special drawing rights per kilogram (approximately \$ 11.00 per kilogram).

If the Consignor deems these amounts relating to damages to be insufficient, it must draw up a separate declaration of value and request insurance as described in section 19 or arrange insurance independently.

DHL's liability for international shipments is strictly limited to direct loss of and damage to the shipment and solely within the limits per kilogram defined in this section. All other types of losses and damages are excluded (including, but not limited to, lost profits, income, interest, future business), whether such loss or damage is special or indirect and even if DHL's attention is drawn to the risk of such loss or damage.

DHL will make every reasonable effort to deliver the shipment in accordance with DHL's delivery deadlines as defined in Section 9 of these General Conditions. DHL shall not be liable for any damage or loss due to delay caused by force majeure, user failure or circumstances beyond DHL's control set forth in Section 18 of these General Conditions. For certain shipments, the consignor may be entitled to claim limited compensation for delay based on the terms and conditions of the

money back guarantee, which can be found on DHL's website (www.dhl.com) or obtained by calling DHL's customer service department.

18) CIRCUMSTANCES OUTSIDE DHL CONTROL

DHL shall not be liable for any loss or damage arising out of circumstances beyond DHL's control. This includes, without limitation, electrical or magnetic damage or erasure of electronic or photographic images, data or recordings; any defect or characteristic relating to the nature of the shipment, even if they were known to DHL; any action or omission of a person who is not employed by DHL or has a contractual relationship with DHL - e.g. consignor, consignee, third party, customs or other civil servant; "Force majeure" - e.g. earthquake, cyclone, storm, flood, fog, war, plane crash, embargo, riots, civil unrest or strike, excluding a potential strike by DHL employees.

19) SHIPMENT INSURANCE

DHL may be able to arrange insurance to cover value in the event of loss or damage to a shipment, provided that the shipper provides such instructions to DHL in writing. In this case, the user fills in a special part of the form on the front of the airwaybill or via automated DHL systems, and pays the applicable premium. Shipment insurance does not cover indirect loss or damage, or loss or damage caused by delay.

20) CONSIGNOR WARRANTIES

The consignor will indemnify DHL and release it from liability for any loss or damage incurred in connection with the consignor's failure to comply with the following warranties and obligations:

- that all information provided by the consignor or his representatives is complete and accurate;
- that the shipment is acceptable for transport, in accordance with the provisions of these General Conditions;
- that the shipment is prepared in secure premises by trusted persons, and protected from unauthorized contact during preparation, storage and any mode of transport to DHL;
- that the consignor has complied with all applicable customs, import and export laws and laws on data protection, sanctions, embargoes and other laws and regulations; and

- that the consignor has obtained all necessary consents regarding the personal data provided to DHL, including the consignee data required for transport, customs clearance and delivery, such as e-mail address and mobile phone number.

21) APPLICABLE LAW

Any dispute arising out of or in any way connected with these General Conditions is subject, in favor of DHL, to the non-exclusive jurisdiction of the courts as well as the laws of the country of origin, so the consignor and the shipment are irrevocably subject to the jurisdiction of such court and law, unless this is contrary to applicable law.

22) SEPARABILITY OF THE PROVISIONS OF THE GENERAL CONDITIONS

The nullity or impossibility of application of any provisions of these General Conditions shall not affect other parts of these General Conditions.

23) TRANSITIONAL AND FINAL PROVISIONS

These General Conditions shall enter into force on the day of the adoption of the Decision on approval of the General Conditions of the postal operator issued by the Regulatory Agency for Electronic Communications and Postal Services - RATEL.

On the day these General Conditions enter into force, the General Conditions registered under number 1-04-34502-17/20-3 dated 15 October 2020. shall cease to be valid and the provisions of these General Conditions will replace in their entirety the provisions of the previous General Conditions.

Belgrade, March 2021.