

# NATIONAL AND INTERNATIONAL DELIVERY SPECIFICATIONS ("SPECS")

Please find hereafter summary of all specs and local parcel hand-over services provided by the carriers deployed by us:



| Country   | Last mile carriers                          | Delivery time (d) | Weight base | Max. parcel insurance | Local delivery-out services to consignees |            |                        |                   |  |                   |              |
|---|---|-------------------|-------------|-----------------------|---|------------|------------------------|-------------------|--|-------------------|--------------|
|   |   |                   |             |                       | E-mail advice                             | SMS advice | Call prior to delivery | Delivery attempts | Delivery and handover options          | Local storage (d) | Local return |
| Poland  | DPD, GLS<br>InPost                          | 1                 | Real        | € 250                 | Yes                                       | Yes        | Yes<br>No              | 2<br>1            | AC-DC PS SP<br>PL                      | 10<br>5           | Yes          |
| Germany<br>Czech Republic, Slovakia                     | DHL, DPD<br>DPD                             | 1-2               | Real        | € 250<br>€ 250        | Yes<br>Yes                                | No<br>Yes  | No<br>Yes              | 1<br>2            | AC-DC PL PS SP<br>AC-DC PS SP          | 7                 | Yes<br>No    |
| Latvia, Lithuania<br>Estonia                            | DPD   | 2-3               | Real        | € 250                 | Yes<br>Yes                                | Yes<br>No  | Yes<br>No              | 2                 | AC-DC PS<br>AC-DC PL                   | 7                 | No           |
| Austria, Belgium, Croatia, Hungary, Slovenia            | DPD   | 2-3               | Real        | € 250                 | Yes                                       | No         | No                     | 1                 | AC-DC PL PS SP                         | 7                 | No           |
| Luxemburg<br>The Netherlands, Sweden<br>France, Denmark | DPD<br>DPD, PostNord<br>Colissimo, PostNord | 2-3               | Real        | € 250                 | Yes                                       | No         | No                     | 1                 | AC-DC PS<br>AC-DC PS SP<br>AC-DC PL PS | 7                 | No           |
| Spain<br>Portugal                                       | GLS, SEUR                                   | 2-3               | Real        | € 100                 | Yes                                       | Yes<br>No  | Yes                    | 2<br>1            | AC-DC PS                               | 7                 | Yes<br>No    |
| Ireland<br>Italy  | DPD<br>BRT, SDA                             | 3-4               | Real        | € 250                 | Yes                                       | Yes        | No                     | 3<br>2            | AC-DC PS SP<br>AC-DC PS                | 5<br>7            | No           |
| Bulgaria, Romania, Greece                               | DPD   | 4-5               | Real        | € 250                 | Yes                                       | Yes        | No                     | 2                 | AC-DC PS                               | 7                 | No           |
| Finland   | PostNord                                    | 4-5               | Real        | € 250                 | Yes                                       | No         | No                     | 1                 | AC-DC PL PS                            | 7                 | No           |
| Cyprus, Malta, Norway, Switzerland                      | FedEx                                       | 2                 | Volumetric  | € 100                 | Yes                                       | Yes        | No                     | 3                 | AC-DC SP                               | 10                | No           |

## Additional service information

- The above delivery times apply as of the parcel handover from Internal to the carriers in Poland until the first delivery attempt to the consignee; delivery times may vary – Internal does not guarantee delivery times
- The weight tariff base is linear, and the real parcel weight applies, except for deliveries to islands or overseas departments with volumetric weight base
- Notifications (e-mails and/or SMS) are sent by the carriers to each consignee, advising the expected delivery day/time. In case a consignee is not available at the proposed time, a variety of parcel handover options can be chosen, being:
  - AC-DC** delivery address change or day change | **PS** parcel deviation to parcel shop | **PL** parcel deviation to parcel locker stations
  - SP** parcel drop-off at safe place around the house, in the garden, terrace, etc.
- The local storage period starts from the arrival of a parcel to a local pick-up point/parcel locker station; after expiration of the storage period, the parcel is returned without pre-advice to the sender/Internal
- Remote areas and surcharges are subject to carrier changes at any time, all transports are based on carrier terms and conditions

## INTERNATIONAL DESTINATIONS – REMOTE AREAS



Remote areas are islands or difficult to reach mountain regions with a carrier surcharge on top of the regular parcel shipping tariff; the delivery lead time is 2-3 days longer as for normal destinations. All orders, including those for remote areas, are processed instantly at Internel and we are unable to inform you of each such order to seek approval, therefore, if you do not wish to ship parcels to remote areas, please block their postal codes in your system or inform your clients about extra surcharges.

### REMOTE AREA 1

| Country | National postal codes |             |             |             |             |             |             |             |             |       |       |       |
|---------|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------|-------|-------|
| Denmark | 3700-3790             | 4592        | 5960-5985   | 6720        | 7884        | 8305        | 8592        | 9940        |             |       |       |       |
| Croatia | 20221-20226           | 20260-20290 | 21220-21225 | 21400-21485 | 22232-22244 | 23212-23296 | 51280-51281 | 51500-51564 | 53291-53296 |       |       |       |
| Estonia | 62601                 | 88002-88005 | 91217       | 91301-91314 | 92001-92420 | 93001-94766 |             |             |             |       |       |       |
| Finland | 22100-22950           |             |             |             |             |             |             |             |             |       |       |       |
| France  | 17123                 | 20000-20999 | 22870       | 29242       | 29253       | 29259       | 29990       | 56360       | 56590       | 56780 | 56840 | 85350 |
| Greece  | 18010-18050           | 18900       | 49000-49100 | 34003-37017 | 28000-29100 | 70000-74100 | 80100-85900 |             |             |       |       |       |
| Italy   | 04020                 | 04027       | 07000-09999 | 22060       | 23041       | 25050       | 30010-30012 | 30100-30141 | 57030-57039 | 58010 | 58012 | 58018 |
|         | 58019                 | 66020       | 80070-80077 | 80079       | 90010-98168 |             |             |             |             |       |       |       |
| Spain   | 07000-07999           |             |             |             |             |             |             |             |             |       |       |       |
| Sweden  | 13025-13056           | 37022       | 43080-43085 | 45204-45205 | 47000-47999 | 62000-62999 | 74296-74297 | 76017-76021 | 91803       |       |       |       |

### REMOTE AREA 2

| Country  | National postal codes |  |  |  |  |  |  |  |  |  |  |  |
|----------|-----------------------|--|--|--|--|--|--|--|--|--|--|--|
| Portugal | 9000-9999             |  |  |  |  |  |  |  |  |  |  |  |

### EXPORT MARKETS & REMOTE AREA 3

| Country | National postal codes |             |             |             |  |  |  |  |  |  |  |  |
|---------|-----------------------|-------------|-------------|-------------|--|--|--|--|--|--|--|--|
| Andorra | AD100-AD700           |             |             |             |  |  |  |  |  |  |  |  |
| Spain   | 35000-35999           | 38000-38999 | 51000-51080 | 52000-52080 |  |  |  |  |  |  |  |  |

### Additional service information

- Export markets & remote area 3: parcels for the Canary Islands (duty-free zone with a customs import process called DUA for parcels with a max. value of € 150) as well as for Ceuta, Melilla and Andorra require commercial invoices to be applied outside, which shall be sent to our logistics team on the day of dispatch by no later than 11.00 hrs
- European export markets such as United Kingdom (incl. Gibraltar), Channel Islands, Denmark's Greenland and Faroe Islands, French overseas regions such as Guadeloupe, Martinique, French Guiana, La Réunion, Mayotte, French Polynesia, Wallis and Futuna, Saint-Pierre, Miquelon, Saint-Barthélemy, Saint-Martin as well as New Caledonia cannot (yet) be reached, currently planned to be accessible by end 2024