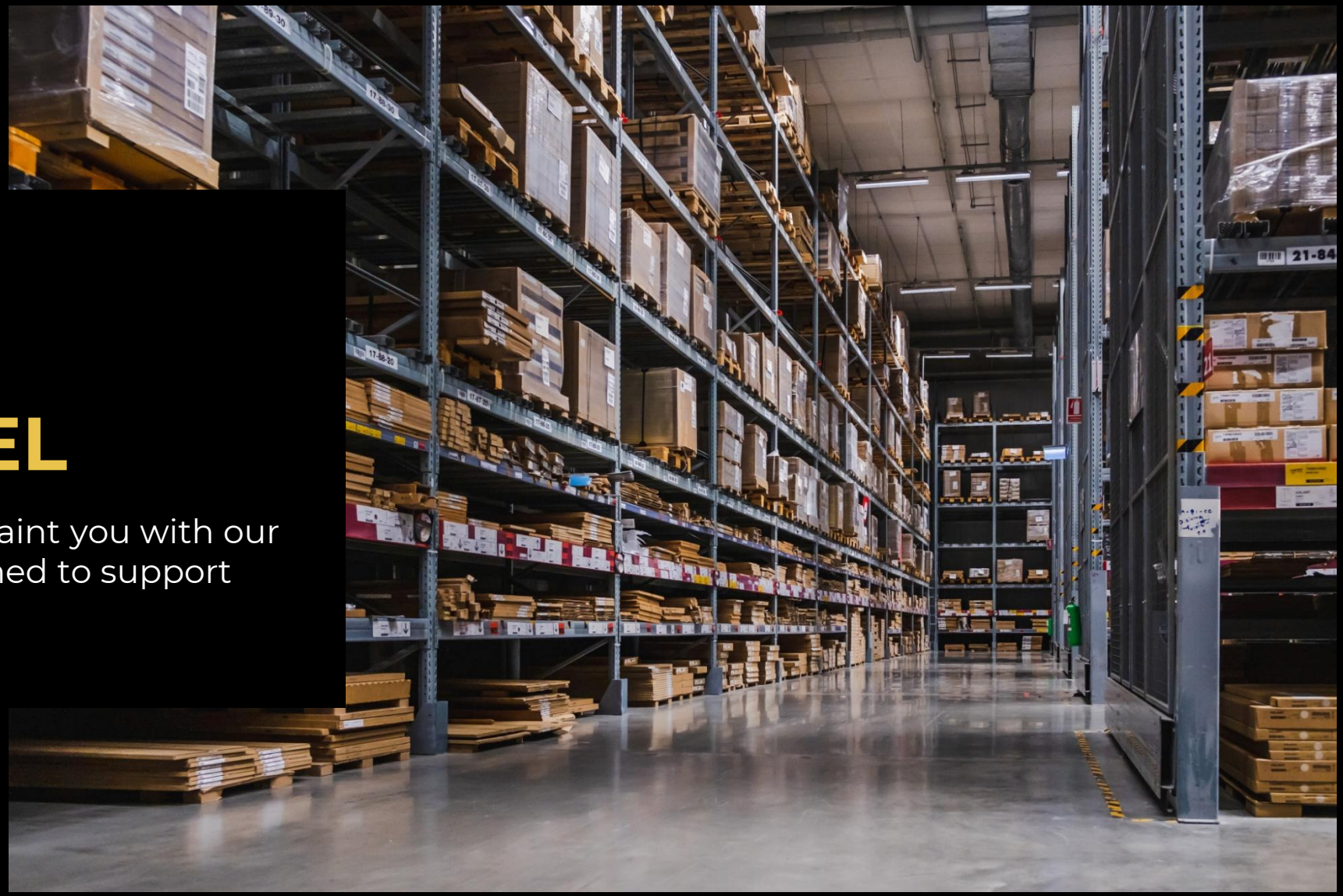
INTERNEL
e-commerce logistics

WELCOME AT INTERNEL

This presentation will acquaint you with our e-logistics services – designed to support your commercial success.



INTERNEL e-commerce logistics | OUR SERVICES AT A GLANCE

Just click on the service icons below for more vital information.

Further service information can be found online on

www.internel.eu

RECEIVING

All products must be delivered **DDP** Warsaw (**D**elivered **D**uty **P**aid, Incoterms 2020) — free of any costs, duties, or customs charges.

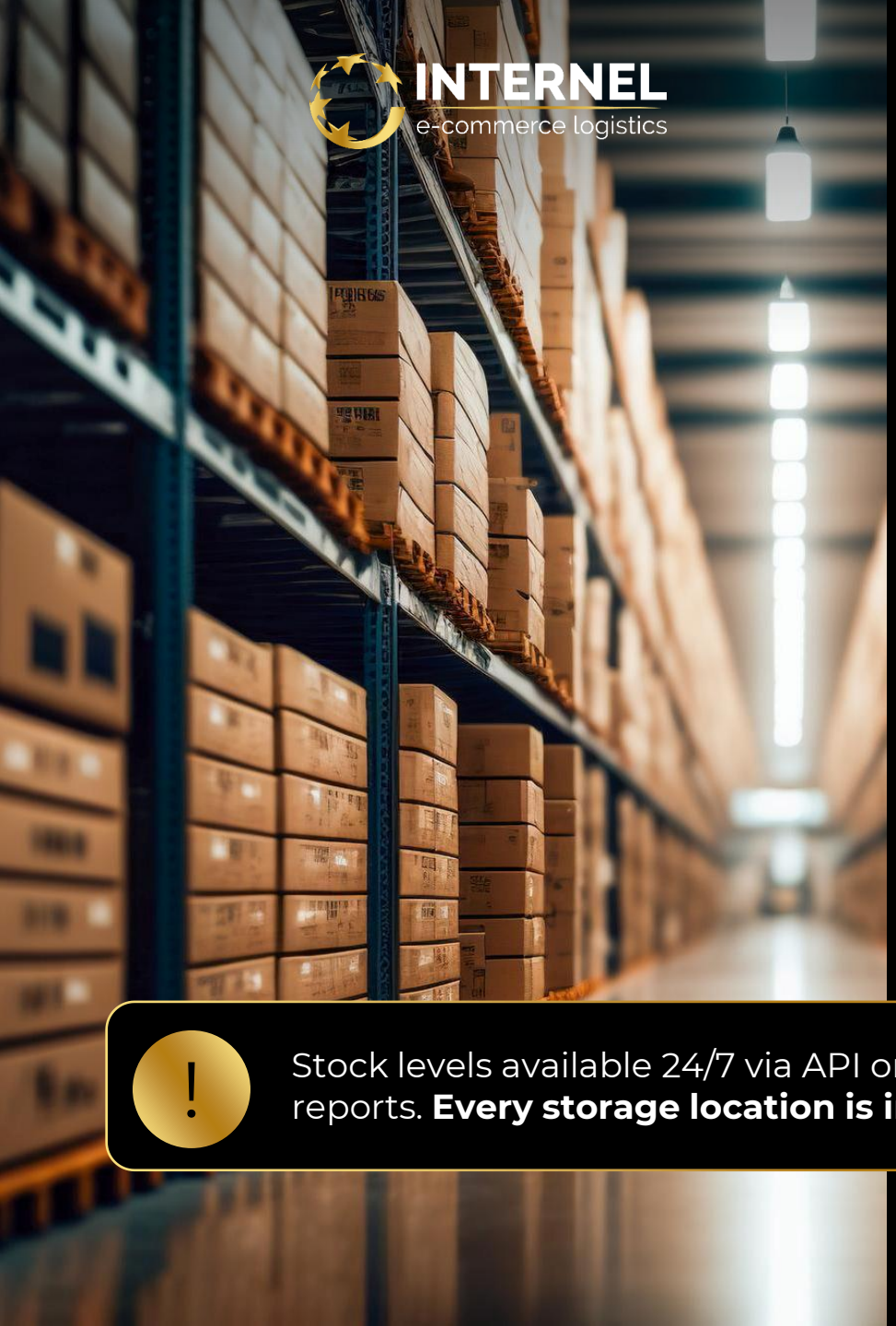
Please inform inbound@internel.eu at least **1 day before delivery**, including **arrival date, packing list, or invoice** with all items, barcodes, and quantities. Unannounced deliveries may take 1–2 days longer to process.

Deliveries are accepted **Mon–Fri, 8 AM – 4 PM** at:
Internel Sp. z o.o., ul. Ks. Ziemowita 59, 03-885 Warszawa,
Tel. +48 22 380 62 48.

Large deliveries must arrive on **EURO pallets** (max 1.80 m incl. pallet) and be unloaded from vehicles with a **1.10 m loading height or a hydraulic lift**.

EURO pallet exchange is available on delivery day only; pallets with non-EURO measurements or plastic pallets incur a € 5 disposal fee.

Received products are visible 24/7 via API or your sales platform and listed in our daily stock and receipt reports sent by e-mail. **We contact you only in case of non-conformities** (quantity, quality, etc.), always with supporting photos and, for pallet shipments, a CMR note confirming any damage or shortage.



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STORAGE

Your products are stored in a modern, scalable fulfilment centre in Warsaw – part of Internel's European e-commerce network.

Secure & controlled: 24/7 monitored site, dust-free environment, temperature-controlled (14–24 °C).

Certified & compliant: authorised by SANEPID for food and dietary supplements; **BIO** and **BREEAM** certified for sustainable operations.

Scalable & flexible: capacity expands with your growth, including dedicated zones for retention, returns, and value-added tasks.

! Stock levels available 24/7 via API or your sales platform and in daily e-mail reports. **Every storage location is inspected and verified daily**.

INTERNEL e-commerce logistics | PICK & PACK

B2C

orders

received until 1 PM are processed and shipped on the same day.

B2B

and marketplace orders

have lead times of 1-2 days.

Your products are all **packed** and **shipped** in **paper materials** to protect the environment:

- recycled paper wrapping
- recycled paper delivery notes in 20+ European languages*
- FSC certified cardboard boxes
- box sealing with paper tape

! Order status is available 24/7 via API or through sales platform updates. 99% of B2C orders received by 1 PM (and 95% by 3 PM) are shipped the same day. For extended cut-off times or customised KPIs, please contact our sales team.

* Excluding non-Latin alphabet-based languages, i.e., Greek, Bulgarian, Russian, Serbian and Macedonian

INTERNEL PACKAGING STANDARDS

True ecology – no plastic and no greenwashing.

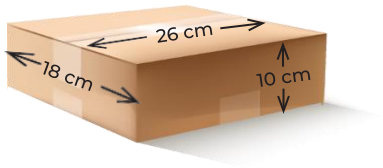
We offer various parcel sizes: Your products are wrapped in recycled paper, packed in FSC-certified cartons, and sealed with paper tape. We offer a range of parcel sizes to suit your shipping needs:

Carton sizes XS

18 cm x 12 cm x 7 cm

22 cm x 13 cm x 5 cm

34 cm x 21 cm x 3 cm

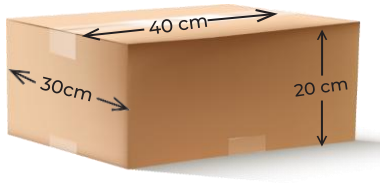


Carton sizes S

27 cm x 10 cm x 10 cm

26 cm x 18 cm x 10 cm

31 cm x 22 cm x 15 cm

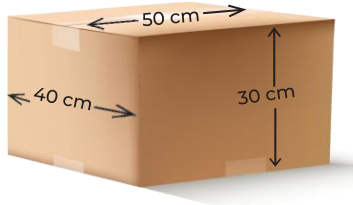


Carton sizes M

50 cm x 30 cm x 10 cm

40 cm x 30 cm x 20 cm

32 cm x 22 cm x 10 cm

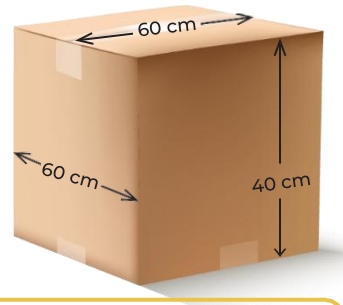


Carton sizes L

64 cm x 38 cm x 19 cm

50 cm x 40 cm x 30 cm

70 cm x 40 cm x 30 cm



Carton sizes XL

[1] 60 cm x 60 cm x 40 cm

[2] 120 cm x 80 cm x 60 cm

! The above measurements (length × width × height) refer to external carton dimensions. Our standard range includes carton sizes from XS to XL[1]. XL[2] cartons and pallets for XXL shipments are not part of the standard offer. **Additional sizes or branded packaging can be arranged upon request.**

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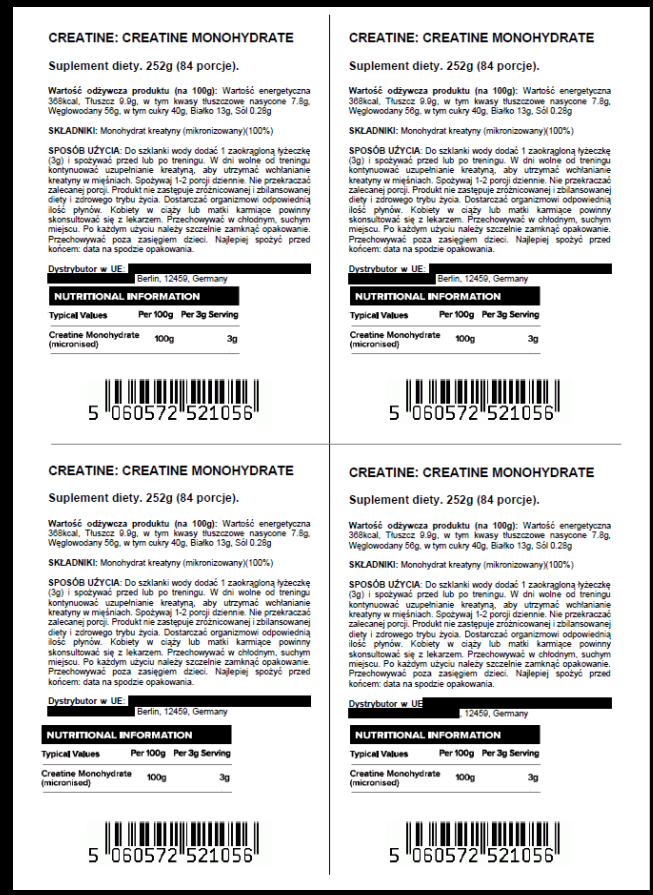
PRODUCT INFORMATION LEAFLETS

Dietary supplements, cosmetics, or foodstuffs sold in the European Union must include multilingual product labels or leaflets covering the local language of the consumer.

As required by the Polish Sanitary Inspectorate (SANEPID), **products sold in Poland** must display Polish-language information or include a Polish leaflet for local shipments.

Please provide **A4 PDF or Microsoft Word leaflet templates** with the product barcode (4 × A6 leaflets, single- or double-sided). Black-and-white printing is free of charge.



No Polish labels or leaflets are needed if you do not sell in Poland.
Once any product is sold there, Polish leaflets are required for all items.

B2C ORDER SHIPPING

B2C orders received until 1 PM are shipped same-day within Europe by class-A courier companies. We have summarised all local last-mile services and remote areas in this presentation. All our services are trackable; **your parcels** must be managed locally by the consignee to:

POSTPONE

the advised delivery to another day

DEVIATE

the parcel to another address, a post office, parcel shop or parcel locker station

AUTHORISE

the carrier to deposit the parcel in a mailbox, leave it at a safe place around the house or to hand it over to a neighbour

! **Once a parcel has left Internel, it can no longer be stopped, redirected, or modified.** Any delivery option change or address update must be made directly by the consignee via the carrier's e-mail or SMS notification, usually sent one day before delivery.

INTERNEL e-commerce logistics | B2B ORDER SHIPPING

Orders **over 15 units** are handled as B2B shipments; 1-day lead time for parcels, 2 days **for pallets**. Parcels are processed as B2C orders; for pallets, the following options apply:

INSTANT SHIPPING

via our partners Raben, Motohouse, or PCA for national and international pallet deliveries (1)

SHIP OR COLLECT?

Notify fulfilment@internel.eu **within 1 hour** after order submission to assess shipping costs (2)

SHIPPING METHOD

Inform **fulfilment@internel.eu** within **2 days** whether pallets are to be shipped or collected.

(1) No action is needed after order submission – freight charges will appear automatically in the service log.
(2) Once processed, we will advise pallet weight, size, freight cost, and the earliest collection time. You may then confirm whether we ship or you collect. Freight cost enquiries and reporting are subject to a € 15 handling fee, and EXW collections incur a € 25 service fee – both charged via your service log.

COLLECTION AT INTERNEL

If you or your clients wish a **pallet collection** at Internel, the delivery terms are **EXW** Warsaw (Incoterms 2020).

We will e-mail the quantities, dimensions, and gross weights when your pallets are ready. Please confirm pickup **1 day in advance** at fulfilment@internel.eu with the **collecting company**, **driver + vehicle reg.**, and **expected day/time**.

Collection from **Monday to Friday, 8 AM – 4 PM** at:
Internel Sp. z o.o., ul. Ks. Ziemowita 59, 03-885 Warszawa
Tel. +48 22 380 62 48.

Collecting vehicles must have a **1.10 m loading height or a hydraulic lift.** The driver must present a CMR listing your company as the sender and **your order number** as a reference.

After loading, we sign the CMR and retain a copy. **Responsibility transfers to the carrier**, and any irregularities must be recorded on the CMR. EURO pallet exchange is allowed only on the collection day.

Internel does not track EXW shipments or accept liability for loss or damage after pallet handover. Any issues must be reported to the carrier or insurer. Non-compliance may lead to delays, costs, or loading refusal.

AMAZON OR ZALANDO ORDER SHIPPING

Our ERP system automatically detects marketplace orders from **Amazon** and **Zalando**. These orders have a 2-day lead time and follow a dedicated processing flow, distinct from standard B2C or B2B deliveries:

PACKING LISTS

with units per shipper, box measurements and weight are sent to you by e-mail (1)

AMAZON OR ZALANDO LABELS

generated by you in **A6 format** (10 x 15 cm) are sent **within 1 day** to **fulfilment@internel.eu**

SHIP OR COLLECT

We ship all boxes to the label address, or you organise a carrier collection at Internel (2)

(1) Please note that **we do not send pallets to Amazon,** but 'Amazon-like' packed and labelled cartons only.
(2) We ship to Amazon and Zalando under regular parcel shipping tariffs. In case of collection by your own carrier, the terms of Collection at Internel apply. Amazon and Zalando orders are subject to a € 15 handling fee, and EXW collections incur a € 25 service fee – both charged via your service log.

INTERNEL e-commerce logistics | RETURNS

Returned orders are processed and reported within 1 day after arrival:

We **OPEN** each parcel to **identify** the customer, the order and the returned item(s).

We **REPORT** the return reasons and **perform** a visual quality control.

We **TRANSFER** sellable products to your **sales stocks,** returns with quality issues to **retention** or disposal (supplements, broken package seals).

We **DISPOSE OF** and **RECYCLE** return packaging materials in line with GDPR guidelines.

Each return status is available 24/7 via API or sales platform updates and summarised in our daily return report sent by e-mail at day-end. Both the condition and reason for each return are clearly reported:

P-1 product not liked/not according to expectation
P-2 product characteristics wrong/product too big/small
P-3 product does not work properly, or damaged
P-4 wrong product received

O-1 late delivery
O-2 parcel not accepted/undelivered
O-3 parcel damaged in transit/undelivered
P-5 without a specific reason/other reason

LOST OR DAMAGED PARCELS

In Europe, 3-4% of all parcels are lost or damaged in transit; even more during seasonal peaks like Black Friday or Christmas. In such cases, you will be informed either by your customer or by our logistics team.

FIRST

we recommend you **create a replacement order** to keep a happy customer.

THEN

we shall deal with a **carrier claim and/or refund**:

7 days — Carrier claims for damaged parcels need to be filed within 7 days upon detection

30 days — Carrier claims for lost parcels need to be filed within 30 days of shipping

30 days — In both cases, carriers have 30 days to respond to claims

! For lost or damaged **parcels of more than 3 units or items with a procurement value above € 10 each**, please send a sales invoice and a completed carrier consignee declaration to fulfilment@internel.eu. For parcels with fewer units or a lower item value, we will credit € 15 directly to your service log without filing a carrier claim. **Parcels delivered to mailboxes, trusted persons, or designated safe places are not eligible for claims.**

SPECIAL WORK TASKS (SWT)

We are pleased to carry out special tasks for you, including:

- labelling
- repackaging
- set assembly
- bundle creation
- many more

Simply complete an **SWT form**, send it to **fulfilment@internel.eu** for review and service price confirmation by our logistics team. Once the task is completed, we will notify you and record the cost in your monthly service log.

Most special tasks are completed **within 1–2 days after confirmation.** The exact execution time for each task will be confirmed by us before proceeding.

! If special materials or additional work steps are required, these will be detailed on the SWT form and sent to you by e-mail for final approval.

SERVICE LOG

Refunds for product damages or losses are credited, while costs for special work tasks are debited to your monthly activity report within Internel, referred to as the service log. At the end of each month, you will receive a full overview of all activities performed.

Example:

SERVICE LOG – TICKETS & CLAIMS FOR DAILY LOGISTICS CHALLENGES

TICKET OPENING SECTION						TICKET CLOSURE SECTION		
#	Case status	Ticket opened	Order ref.	Contact person	Contact reason/issue	Additional notes	Qty (units)	Debit (-) Credit (+)	Ticket closed
1	Closed	2025-01-12	A123	AD	Parcel/products damaged in transit	Item XYZ damaged	1	€ 5,00	2025-01-31
2	Closed	2025-01-20	A124	KB	Special work requested to Internel	Barcode labelling	1000	€ -205,00	2025-01-31
3	Open	2025-01-29	C125	AD	Parcel/products lost/stolen in transit	Claim pending for € 122,54	2		

The service log includes all closed cases, and its total amount will be credited or debited by our finance team on your next service invoice. Open cases are carried forward to the following month, as carriers have up to 30 days to respond to claims.

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ORDER DATA SUBMISSION

Regardless of how you are connected to our system, a correct consignee address is essential for a smooth local parcel handover.

STANDARD ADDRESS FORMAT

#	Address field	Max. length (characters)	Additional notes
1	Recipient first name	20	Min. 2 characters
2	Recipient last name	20	Min. 2 characters
3	Company name	30	
4	Street name*	30	
5	House number*	5	
6	Apartment number*	8	
7	Postal code	10	
8	City	30	
9	Country	2	ISO 3166-1 alpha-2 codes, e.g., DE, FR, ES, etc.
10	E-mail address	5-40	
11	Phone number	9-15	Local phone number required

* Quantity of characters for each individual field; if all 3 fields are used, total maximum length = 40 characters

! For Germany: **DHL** parcels to **Packstation** or **Postfiliale** addresses require: a recipient number (6–11 characters) in field #3, the word Packstation or Postfiliale in field #4, and a locker number (3 digits) in field #5. For **DPD pick-up points**, enter DPD Paketshop in field #3. Avoid comments such as “left door” or “3rd floor”; instead, ensure the doorbell name appears in address fields #1–3.

INTERNEL e-commerce logistics

PARCEL DELIVERIES TO EU MARKETS

We ship your parcels within the EU; here are our carriers, their delivery terms, and last-mile options:

EU MARKETS	Last-mile carriers	Delivery time (d)	Weight base	Max. insurance	Local delivery advice			Local delivery options		
					E-mail	SMS	Call	Del. attempts	Handover options	Storage (d)
Poland	DPD InPost	1 1-2	Real	€ 250	Yes	Yes	Yes No	2 1	RE PS SP PL	10 5
Germany Czech Republic, Lithuania, Slovakia	DHL DPD	1-2 2	Real	€ 250	Yes	No Yes	No Yes	1 2	RE PL PS SP RE PS SP	7
Austria, Belgium, Croatia, Hungary Latvia, Luxemburg, Slovenia Estonia The Netherlands	DPD	2-3	Real	€ 250	Yes	No	No	1 1 2 1	RE PL PS SP RE PS RE PL RE PS SP	7
Portugal Romania	DPD	3-5	Real	€ 250	Yes	No Yes	Yes No	1 2	RE PS	7
France	Colissimo	2-3	Real	€ 250	Yes	No	No	1	RE PL PS	30
Denmark Finland Ireland, Sweden	PostNord	2-3 4-5 3-5	Real	€ 250	Yes	No	No	1	RE PL PS RE PL PS RE PS SP	7
Spain	GLS, SEUR	3-5	Real	€ 100	Yes	Yes	Yes	2	RE PS	14
Italy	BRT, GLS	3-5	Real	€ 100	Yes	Yes	No	2	RE PS	7
Bulgaria, Greece	Speedy	4-5	Real	€ 250	Yes	Yes	No	2	RE PS	7
Cyprus, Malta	FedEx	2	Volumetric	€ 100	Yes	Yes	No	3	RE SP	10

Delivery time applies from the carrier handover until the first delivery attempt. Times may vary and are not guaranteed. Carriers notify consignees directly, with your name, about delivery details and offer options such as **RE** (redelivery, same/other place/day), **PS** (parcel shop), **PL** (parcel locker), or **SP** (safe place). Local storage starts upon parcel arrival at pick-up points or lockers; uncollected parcels are returned to Internel after the storage period.

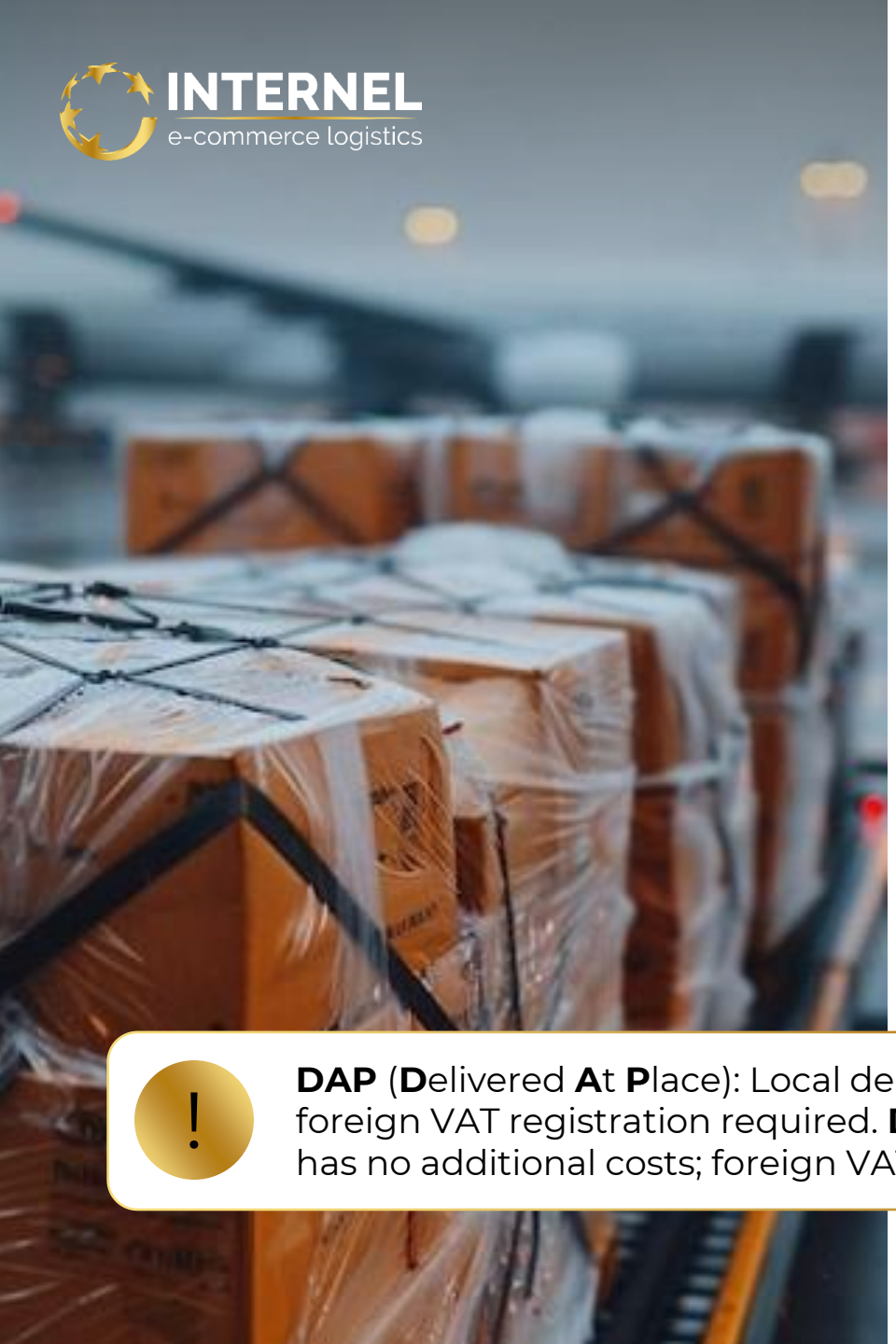
INTERNEL e-commerce logistics

PARCEL DELIVERIES TO REMOTE AREAS

Remote areas, such as islands or mountain regions, carry a carrier surcharge and may take 2–3 days longer to deliver. **All orders are processed immediately**, so prior approval is not possible. If you do not wish to ship to these areas, please block the postal codes or inform customers about the surcharge.

COUNTRY AND REMOTE AREA		National postal codes								
Andorra	2	AD100-AD700								
Denmark	1	3700-3790	4592	5960-5985	6720	7884	8305	8592	9940	
Croatia	1	20221-20226	20260-20290	21220-21225	21400-21485	22232-22244	23212-23296	51280-51281	51500-51564	53291-53296
Estonia	1	62601	88002-88005	91217	91301-91314	92001-92420	93001-94766			
Finland	1	22100-22950								
France	1	17123 56780	20000-20999 56840	22870 85350	29242	29253	29259	29990	56360	56590
Greece	1	18010-18050	18900	49000-49100	34003-37017	28000-29100	70000-74100	80100-85900		
Italy	1	04020-04027 57100	07024 58012-58019	07046 71040	09014 80070-80079	22061* 91017	23041* 91023	30010 92010	30100-30141 98050	57030-57039 98055
Portugal	2	9000-9999								
Spain	1	07000-07999								
Spain	2	35000-35999	38000-38999	51000-51080	52000-52080					
Sweden	1	13025-13056	37022	43080-43085	45204-45205	47000-47999	62000-62999	74296-74297	76017-76021	91803

Livigno (*) and Campione (*) are **customs-free areas or enclaves** that incur higher carrier charges than standard remote areas. For Spain's remote area 2 (Canary Islands, Ceuta, Melilla) and Andorra, a **commercial invoice** document must be sent to fulfilment@internel.eu before shipment; conditions as per Parcel Deliveries to Export Market. Gibraltar, the Channel Islands, Greenland, the Faroe Islands, and French overseas territories (Guadeloupe, Martinique, French Guiana, La Réunion, Mayotte, French Polynesia, Wallis and Futuna, Saint-Pierre-et-Miquelon, Saint-Barthélemy, Saint-Martin, and New Caledonia) are not yet accessible, with service expansion planned for mid-2026.



EXPORTS FROM THE EU

Export shipments from Internel follow EU customs and export control regulations. The general requirements are as follows:

Each parcel must include **complete export data** (product description, HS code, quantity, and item value). **Electronic customs pre-declarations** are transmitted automatically to the carrier and destination customs. In some cases, a **physical invoice** (sample here) needs to be enclosed with the parcel.

Exports are shipped under **DAP or DDP terms**, depending on your preference or local VAT registration in the export country. See also: Parcel deliveries to export markets and Country-specific export notes. Manual documentation, such as a physical invoice, incurs a surcharge (LSA Appendix 2); please send invoices to fulfilment@internel.eu by 10 AM for same-day dispatch.

Parcels **exceeding € 1,000 total value** (product + freight) require **manual export confirmation** and customs clearance documents before dispatch.

! **DAP** (**D**elivered **A**t **P**lace): Local delivery without prepaid VAT or duties; the consignee pays import charges. No foreign VAT registration required. **DDP** (**D**elivered **D**uty **P**aid): You cover import VAT and duties, so the buyer has no additional costs; foreign VAT registration required.

INTERNEL e-commerce logistics

PARCEL DELIVERIES TO EXPORT MARKETS

We are happy to export your parcels with a value of **max. € 1,000** – product and freight cost inclusive – on your behalf with the following carriers, delivery terms, and last-mile options:

EXPORT MARKETS	Tariff base Incoterms 2020	Export base	Last-mile carriers	Delivery time (d)	Weight base	Max. insurance	Local delivery advice		Local delivery options		
							E-mail	SMS	Del. attempts	Handover options	Storage (d)
Great Britain	DDP	Data	Royal Mail	4-6	Real	€ 250	Yes	Yes	1	RE PS SP	18
Norway	DAP	Data	Posten Bring	4-6	Real	€ 250	Yes	Yes	1	RE PL PS SP	7-14
Switzerland	DAP	Data	Die Post	4-6	Real	€ 250	Yes	Yes	1	RE PS SP	7
Turkey	DAP	Invoice	PTT	8-10	Real	€ 100	Yes	No	1	RE PS	5-7

Export markets require a complete and accurate set of export data, either for automated order data transfer to the carrier or to generate a commercial invoice on our side, which must be physically applied to the parcel before dispatch.
Export markets are only available to API or Shopify-connected customers. Orders with a value exceeding € 1,000 per parcel will be executed individually, subject to prior confirmation by you and feedback of required export documents by us.

Delivery time applies from the carrier handover until the first delivery attempt. Times may vary and are not guaranteed. Carriers notify consignees directly and with your name about delivery details and offer options such as **RE** (redelivery, same/other place/day), **PS** (parcel shop), **PL** (parcel locker), or **SP** (safe place). Local storage starts upon parcel arrival at pick-up points or lockers; uncollected parcels are returned to Internel after the storage period.

More export destinations, thus to countries in America, Asia, and the Middle East, to follow mid-2026.

COUNTRY-SPECIFIC EXPORT NOTES

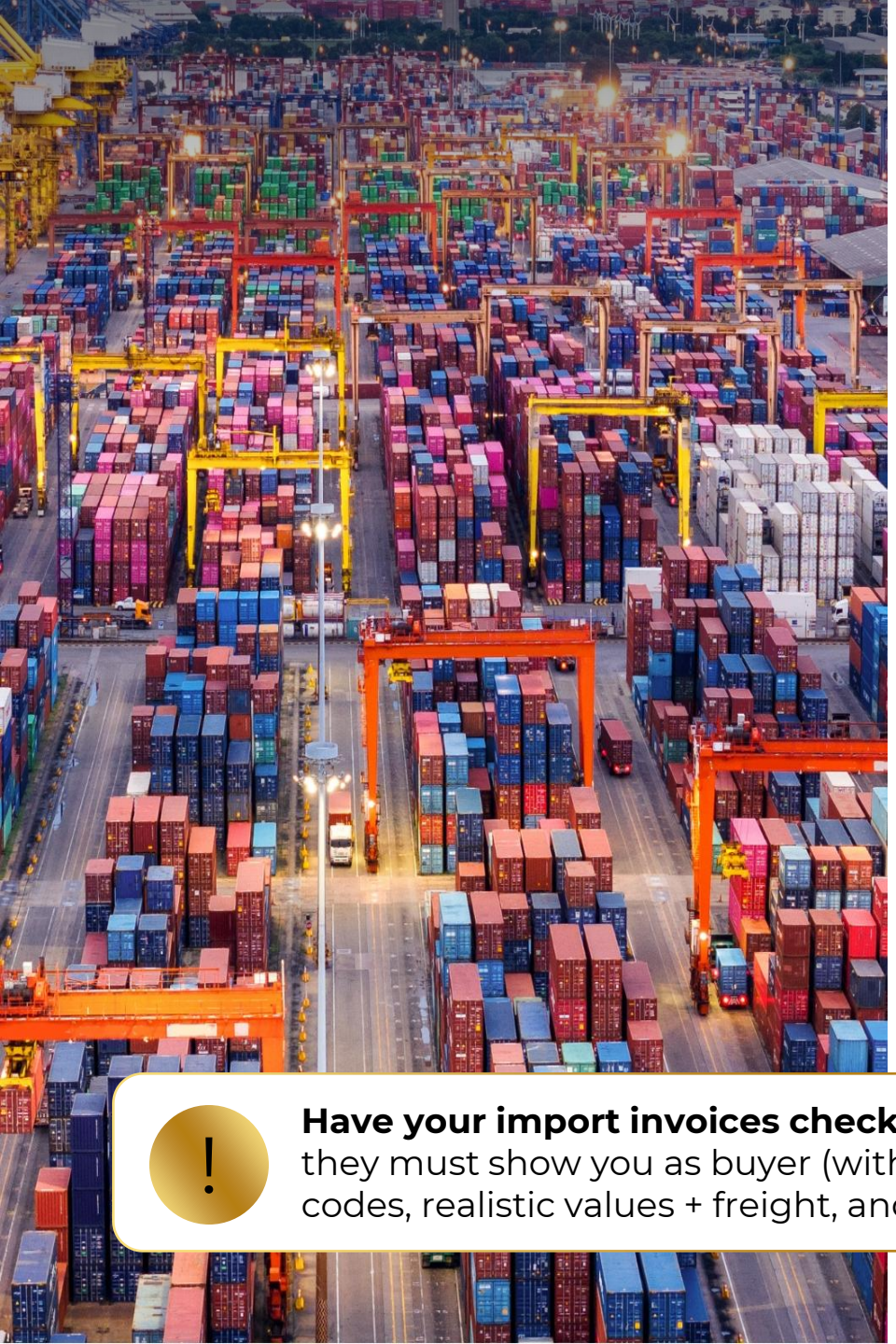
Overview of key import requirements and VAT thresholds for B2C deliveries from the EU to the UK, Switzerland, and Norway:

United Kingdom: VAT applies to goods above GBP 135; below this threshold, VAT is collected at checkout. An EORI number is required for both the exporter and the importer. HM Revenue & Customs: Import goods into the UK: step by step

Switzerland: Imports up to CHF 65 for consumers are duty-free; above that, import VAT applies. Export requires HS code and value transmission electronically; no Swiss VAT registration needed for limited volumes. Federal Office for Customers and Border Security: Online shopping and courier consignments

Norway: The VOEC (**V**alue-Added Tax **O**n **E**-**C**ommerce) scheme applies to goods below NOK 3,000; sellers collect VAT at checkout. Higher-value parcels go through standard customs clearance with electronic invoice data. Norwegian Customs Tolletaten: VAT on VOEC

! To start export operations, a signed LSA Appendix 3 (Export Authorisation) is required.



IMPORTING GOODS INTO THE EU

Powered through our partnership with AXIMA

AXIMA is a global freight forwarder headquartered in Australia, offering sea, air, road, and rail logistics with **full customs clearance and import support across Europe.** They provide competitive freight rates, manage all trade documentation, and ensure a smooth import process from origin to destination.

AXIMA can handle complete freight and customs operations or only import and clearance procedures for shipments arriving in Europe. Supported by a global network and real-time tracking portal, their Australian Growth Team oversees onboarding before handing over to local European specialists for daily support.

Several Internel customers already use AXIMA's services successfully and are very satisfied with their professionalism and reliability. We therefore **highly recommend AXIMA** for all imports from outside the EU, including shipments destined for Internel's fulfilment centre.

Visit AXIMA or contact them at +61 409 785 214, markb@axima.com.au.

Have your import invoices checked by Internel before supplier dispatch: they must show you as buyer (with EU EORI + VAT), list product origin, HS codes, realistic values + freight, and name Internel only as the ship-to address.

SERVICE FAQ

FAQ	ANSWER	INTERNEL CANNOT...
How can we cancel an order that was already submitted to Internel?	Let us know as fast as possible with an e-mail titled: CANCEL [the order number].	cancel an order that was already processed or handed over to the carrier; the parcel will need to be refused at arrival.
How can we change an order that was already submitted to Internel?	Send us an e-mail titled: CANCEL [the order number]. If we can still cancel it, you can change the order details and re-submit it to us for execution.	manually change order details; once an order was already processed by us, or if it was cancelled in our ERP system.
Can we set priorities on which orders are processed first?	Unfortunately not. Orders are processed on a FIFO basis and executed instantly by our operators.	
Can we re-route a parcel in transit to another delivery address?	Unfortunately not. However, your customer can re-route it upon the receipt of the carrier e-mail or SMS notification.	submit changed delivery instructions to the carriers for parcels that are already in transit.
How to proceed if a parcel was not received, despite its status being 'delivered'?	Proceed as outlined in the Damaged or lost parcels slide.	enquire for a proof of delivery (POD), as due to Covid-19 most EU carriers have stopped the collection of signatures, unless specifically requested (and paid for) prior to shipping.
Can we communicate with you via WhatsApp or other social media?	Our data security guidelines do not allow us to engage in social media chat. However, we are happy to communicate with you via phone or e-mail.	
Will you keep us posted on all order issues?	We advise you on all issues that incur during your parcel's transit to your customers via our daily exception reports.	monitor every order; however, we will inform you ASAP in the case of any issues being detected by our systems.
What other services do you provide?	We report monthly expiry dates for dietary supplements/foodstuffs as well as periodical stock counting results. We also perform all kinds of value-added services which you can order as outlined in the 'Special work tasks (SWT) slide.	
Our customer wants all personal data removed; what's the process for that?	Send us the customer's name and order number to dpo@internel.eu and we will cancel all data as per GDPR guidelines. We will confirm this with you via e-mail and advise the carrier to not use such personal data for that order.	

A GREAT DISCOVERY

Now that you have explored Internel's services for your online business, we hope you were **pleasantly surprised**.

If you would like to learn more or see how we can further support your growth, please do not hesitate to contact us. **We are here to help.**

Our logistics team is available Monday to Friday, 8 AM–4 PM CET.

INTERNEL LOGISTICS TEAM

fulfilment@internel.eu

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