



## **TERMS AND CONDITIONS GENERAL CONDITIONS ON POSTAL SERVICE PROVIDING**

Cityexpress accepts only dispatches which are duly packaged and labelled by the expeditor. By handing over the dispatches to the Cityexpress agent sender agrees with Cityexpress terms and conditions, regardless he/she signs or not the way-bill (AWB).

The expeditor is responsible for the accuracy of the data registered in way-bill (AWB) as well as for the correct parcels packaging and labelling.

In case dispatches are unduly packaged by the expeditor Cityexpress is not responsible for any possible damage of them during the transportation.

The dispatches should not contain:

- goods which by their nature or packaging may cause damages to persons, environment, equipment used or to other goods;
- packaging presenting inscriptions which are in contradiction with public order or rules of morality, respectively goods which are in contradiction with public order or rules of morality in case they are handed over unpackaged;
- goods the transportation of which is forbidden by legal provisions at least for the part of the way: arms, munitions, drugs, explosives/toxic substances/flammable substances;
- goods for which some special transportation conditions are established by legal administrative, economic, sanitary, veterinary, phytosanitary provisions: works of art, antiques, gold, silver, precious gems, perishable goods, live animals, etc.

Cityexpress reserves the right to refuse the receipt of dispatches which contain previously described goods, as well as dispatches which do not meet the Cityexpress packaging conditions.

Cityexpress reserves the right to refuse handout of the dispatch to the recipient in case sender/recipient did not pay respective tariff in full.

Cityexpress employees carry out the receipt of dispatches from the address indicated by the sender:

Physical persons: certified or cash on delivery dispatches are taken with drawn up of packing list/content verification. The following data should be mentioned in packing list: interior goods, series/codes and goods cost/items degree of depreciation (tick against the new goods/second hand goods) for goods handed over in open way.

Cityexpress agent assists in filling out the form, in goods packaging and verifies if mentioned goods are present in parcel.

Cityexpress is not liable for information veracity on goods mentioned by sender in form: "Content specification".

For legal entities: non-certified, certified or cash on delivery dispatches are taken after being sealed.  
Handing out of dispatch is carried out at the address indicated by the sender, private to recipient or person authorized to receive the dispatch.

At the moment of receipt the parcels are weighed, measured and the biggest weight between actual and volumetric weight is taken into consideration.

Formula for volumetric weight calculation is the following:  $\text{Length (cm)} \times \text{Width (cm)} \times \text{Height (cm)} / 6000$ .

In case there are some weight differences between the data registered in dispatch notification (AWB) and report drawn up by sorting belt, Cityexpress reserves the right to modify dispatches weight according to report data. Sorting belt is equipped with scale approved and certified by metrological commission. The sender will be notified in written about stated weight modifications.

During the entire period of dispatch detention Cityexpress will not use any methods of manipulation with dispatches which may change, damage dispatch or its content through company employees` activity or external factors.

Also, Cityexpress does not concede postal service providing of dispatch opening, will not open the dispatch; will not use methods of manipulation which affords any person the opportunity to get acquainted with dispatch content.

"Confirmation of Receipt" (scanned AWB) – is postal service which particularity consists in handing out an evidence on registered dispatch handing out to the sender, the evidence that is send by fax/e-mail upon written request of the sender during 48 hours since delivery.

Cityexpress will return the dispatch to the client-sender with tariff application equal to AWB of expedition, if the dispatch could not be handed out to the recipient for the following reasons:

- recipient address does not exist or there is no building at that address where the dispatch may be handed out;
- recipient/person authorized to receive dispatch was not found at the indicated address and storage term at the contact point deserved by the staff has expired;
- recipient or person authorized to receive the dispatch refused to receive it.

In case provided by clause 2 and in any other case that does not fit those 3 cases mentioned above, Cityexpress will notify the recipient about a dispatch existence, service point where it may be taken from and will store the dispatch during 14 days at service point where the delivery must be carried out from.

The dispatches which were neither handed out to the recipient nor returned to the sender will be stored at Cityexpress warehouse in Chisinau city during 9 months. If during this period of time the sender or recipient did not claim the dispatch, it passes into the Cityexpress ownership without any prior notification or formality. Cityexpress charges 5MDL per day tariff for any storage of dispatch upon sender or recipient disposition.

Cityexpress guarantees delivery of any dispatch in good condition and at absolute confidentiality anywhere on the territory of Chisinau municipality at average term of 24 hours and maximum term of 36 hours. The exceptions are days-off, public holidays, force majeure or emergency case.

Cityexpress established a simple, transparent and accessible mechanism of complaints resolution. Especially it refers to loss, total or partial destruction or damage of dispatches as well as non-compliance with conditions of service quality (terms of delivery, etc.). These procedures permit an equitable and immediate resolution of complaints as well as maintenance of an adequate system of reimbursement and compensation.

Cityexpress is not obliged to take into consideration any complaint except at the moment the payment for provided postal service was carried out.

Term of preliminary complaint filing directed to the postal service provider is 6 months. It is calculated since the date of dispatch handing over.

Postal service provider is obliged to resolve preliminary complaint in term of 3 months since its filing.

Sender/recipient dissatisfied with offered services may file a complaint via e-mail to the address: [quality@cityexpress.md](mailto:quality@cityexpress.md), via telephone number: +37367461100 or may send it by post to the address: 54, Calea Basarabiei, MD2024, Chisinau, Republic of Moldova directed to Customer Relations Department.

Applicants should submit/send to Cityexpress all the documents on which their complaints are based to carry out some correct and complete analysis (copy of way-bill (AWB), minutes of stating, proving invoices, package/goods for expertise). Complaints on package damage, number of parcels or their weight are made at the moment of delivery and not after.

Customer Relations Department confirms to the applicant the receipt of complaint via telephone, e-mail if the applicant makes his/her e-mail address public and requests this through filling out the confirmation of receipt in case the complaint is made in written form and send by post. Customer Relations Department answers to the applicant in written by mail, fax or back address depending on kind of complaint receipt and applicant request.

Any complaint enters the "Complaints Register" and the applicant receives compensation depending on type of chosen service, registered or non-registered dispatch in term of 30 days since date of favourable resolution of complaint.

In case the complaint is substantiate, reimbursement is granted cash if the applicant is physical person and via transfer order or via compensation if the applicant is legal entity.

The complaint is considered to be substantiating if under contractual agreement or legal provisions Cityexpress is obliged to grant this reimbursement. Cityexpress collects and delivers dispatches by its own means, collaborates with other postal service providers but is jointly liable towards its clients in the following way:

- In case of loss, theft or total or partial destruction of dispatches which present the object of non-certified service, Cityexpress grants reimbursement equal to amount of triple tariff for one parcel regardless to its weight;
- In case of loss, theft or total destruction of dispatches which present the object of certified service, Cityexpress grants reimbursement of full certified value.

Cityexpress is exonerated from liability in the following cases:

- Damage has occurred as a result of sender actions;
- Damage has occurred as a result of third party actions towards whom Cityexpress is not liable under the law;
- Recipient received the dispatch without any objections except complaints regarding to loss, theft or total or partial damage or destruction of dispatches content;
- Damage has occurred as a result of force majeure or emergency case; in this case sender has the right to reimbursement of paid tariffs except insurance tariff.

Cityexpress is "Express" service provider and guarantees delivery of dispatches in the following terms:

City Priority – for 3 hours,

City Purple – this very day,

City Normal – for 24 hours,

City Silver - International, up to 7 work days,

Cityexpress offers the following types of dispatches:

City Envelope – maps, invoices, envelopes,

City Box 2 – parcels up to 2 kg and with dimensions 337 x 322 x 100 mm,

City Box 5 – parcels up to 5 kg and with dimensions 337 x 322 x 180 mm,

City Box 10 – parcels up to 10 kg and with dimensions 337 x 322 x 345 mm,

City Box Plus – parcels or goods which dimensions and weight exceed preliminary shown limits and they are stated with each client apart.

In case Cityexpress exceeds the above terms for impute reasons, company grants free expedition of late dispatch or grants another free dispatch.

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