



ANNEX to the GFR "SMS DELIVERY CONFIRMATION"

Capitalised terms are explained in the body of the GFR or in the glossary, located at the end of this annex.

SMS B2C SHIPPING SERVICE

1. Confirmation of delivery and receipt of a B2C Shipment may be made either by traditional means (i.e., by written confirmation of delivery and receipt in the Waybill or other documents) or by non-contact means (i.e., by using an SMS Code). Both ways of confirming the delivery and receipt of a B2C Shipment are equivalent and have the same effect, also in the complaint procedure.
 - » Documentation of the indicated activities with the SMS Code will not be considered a non-performance or improper performance of the Agreement by us. It will also not give you the right to direct claims against us or the carrier.
 - » In the event of a complaint, confirmation of delivery and receipt by SMS code, both we and you treat as equivalent to confirmation of delivery and receipt in the Waybill or in other documents.
2. It is up to the Recipient to choose how to confirm the delivery and receipt of the B2C Shipment. The decision in this regard is made by the Recipient upon receipt of the B2C Shipment.
3. Confirmation of delivery and receipt by SMS Code is as follows:
 - 1) Our computer system on the day of delivery generates an SMS Code. The system sends an SMS Code to the Recipient's cell phone number you specified.
 - 2) At the time of delivery, the Recipient gives the received SMS Code to the carrier (driver). The carrier (driver) enters the provided SMS Code into the Mobile Device, which verifies the compatibility of the SMS Code provided by the Recipient with the SMS Code generated by our system. A positive verification result means that the Recipient has confirmed delivery and receipt of the B2C Shipment. It is also tantamount to the due performance and documentation of the transport and shipping service of the B2C Shipment.
 - 3) Upon your request, our information system can generate an Acknowledgement of Receipt.
 - » This is done based on the data collected in our information system and in the Mobile Device.
 - 4) Delivery and receipt of a B2C Shipment using an SMS Code means that these actions do not need to be confirmed in writing in the Waybill or other documents. Services for the return delivery of documents confirmed by the Recipient will not be performed at that time.
 - 5) In the event of discrepancies, deficiencies, damage or violation of packaging of a B2C Shipment – the carrier (driver) enters information about the type of irregularity found in the Mobile Device, prepares photographic documentation and a protocol in writing.



GLOSSARY

SMS Code – a unique code that our IT system generates for a given B2C Shipment.

Confirmation of Receipt – a document in electronic form, confirming the delivery and receipt of the B2C Shipment by the Recipient, which can be generated on the basis of data collected in our information system and in the Mobile Device.

B2C Shipment – LTL Shipment, which we handle within the framework of the organisation of domestic road transport. It is intended for the Individual Recipient and must meet all of the following conditions:

- a) total weight max. up to 1,000 kg,
- b) the weight of a single loading unit (pallet or piece) max. up to 500 kg,
- c) the dimension of the longest side of a single loading unit (pallet or piece) max. up to 230 cm,
- d) the sum of the dimensions of a single loading unit (pallet or piece) max. up to 400 cm.

Mobile Device – an electronic device that allows documenting the course of services performed and with which carriers (drivers) are equipped.