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<td>17.2 CLOSURE OF THE ACCOUNT</td>
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</tbody>
</table>
Clause 1 - Purpose of the Contract

The purpose of this Contract is to govern the relationship between La Poste and the Customer for the handling, routing, delivery and, where appropriate, the drop-off and/or collection of the Customer's parcels by La Poste in order to be dispatched, with the delivery methods making up the full cardboard Colissimo Express offer.

La Poste generates the Traffic themselves. This Contract does not cover the handling, routing and delivery of third party parcel dispatches.

The Customer does not generate the traffic themselves. It acts as a service provider on behalf of actual shippers. The person who sold the goods contained in the parcel to the final addressee shall be considered the true sender.

Clause 2 – Creation of the customer account

La Poste sends the Customer a user ID and a password enabling them to access their account using the Colissimo Box, to their Customer Area accessible through the website www.colissimoentreprise.laposte.fr/fr.

The user ID and password are strictly personal and confidential.

The Customer is responsible for using and ensuring their user ID and password remain confidential. All connections to the Customer Area made using the Customer's user ID and password are considered to have been made by the Customer.

In the event that the Customer should wish to open a sub-account that is subject to their own invoice, the said sub-account will be considered as a separate Customer Account within the meaning of this clause with a separate login and password.

Account management fees, amounting to €140 excluding VAT per year, are applied as soon as the gross amount of postage excluding VAT attached to the invoice account is less than €1,500 gross amount excluding VAT over the calendar year.

Handling costs are debited on the invoice of January of the following year following the reference year.

Any contract started during the year will have these fees applied in proportion to the number of months elapsed between the date the Contract was signed and 31 December of the year of signature.

Clause 3 – Parcel acceptance conditions

La Poste operates with a mechanized process organized around industrial sorting installations equipped with technological tools used for the mechanized, automated bulk processing of dispatches. Machinable parcels there constitute the reference to provide high-quality service that is industrially recognised. Any specific handling, particularly manual, contrary to this principle therefore implies a derogation procedure requiring time and additional handling facilities that will result in the application of surcharge(s) which the Customer undertakes to pay.

The fact of a dispatch being accepted in the postal network does not imply recognition of the Customer's declaration, particularly regarding the non-machinable (NM) nature, or of a guarantee regarding the solidity or sufficiency of the packaging and packing, or of its suitability for the contents, of which La Poste is unaware. In any event, La Poste shall not be held in any way responsible for a lack of or insufficient packaging or packing and for which the Customer will remain solely responsible.

Dispatches that comply neither with the conditions of accepted machinable parcels nor with the conditions of non-machinable (NM) accepted dispatches, are not accepted under the Contract. They may be refused and the handling may be interrupted by La Poste at any time during the handling procedure if La Poste considers it is unable to ship them.

La Poste will take the measures it deems best, if necessary at the Customer's expense, notwithstanding the application of any surcharge(s).

3.1 ACCEPTED PARCELS AND UNACCEPTABLE PARCELS (SIZE, WEIGHT, PACKAGING)

Only single-parcels (single contents that cannot be divided) that comply with the weight and size conditions and are accepted. It is the mass weight independent of the volumetric weight that remains the billing reference under the situations provided for in Clause 3.1.1. In the event the Customer drops off an unacceptable parcel, La Poste will immediately notify the Customer by any means. The latter will have a period of 48 hours to pick up their parcel, after which time the parcel will be returned at the Customer's expense.

3.1.1 DEFINITIONS OF THE DIFFERENT TYPES OF PARCELS

Accepted parcels are:

- Machinable parcels (cumulative conditions): In order to be machinable, a parcel must comply with both the weight (mass) and measurement conditions, and packing, packaging and labelling conditions. These conditions ensure that such a parcel does not require any specific handling (refer to the tables below).

- Non-machinable parcels (cumulative conditions): Even though a parcel may be accepted, if it fails to comply with a simple characteristic of machinable parcels is likely to require specific handling and it becomes a non-machinable parcel. The Customer must declare non-machinable parcels by specifying "NM" (refer to the tables below). A parcel that does not bear the specification "NM" but which La Poste identifies as "non-machinable" will be subject to the non-machinable surcharge indicated in this Contract.

For all delivery methods, dispatches that comply neither with the machinable parcel conditions nor the "non-machinable" parcel conditions are not accepted in the postal network.

Unacceptable parcels must not be dropped off at La Poste Netplex. An unacceptable parcel that has been accepted into the La Poste Netplex will be subject to the surcharge for unacceptable parcels indicated in this Contract.

3.1.2 SIZE AND WEIGHT

3.1.2.1 Measurement conditions

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 60 cm</td>
<td>≤ 30 kg</td>
</tr>
<tr>
<td>&gt; 60 cm</td>
<td>&gt; 30 kg</td>
</tr>
</tbody>
</table>

3.1.2.2 Weight conditions

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 40 cm</td>
<td>≤ 2 kg</td>
</tr>
<tr>
<td>&gt; 40 cm</td>
<td>&gt; 2 kg</td>
</tr>
</tbody>
</table>

3.1.2.3 Volume conditions

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 60 cm</td>
<td>≤ 20 kg</td>
</tr>
<tr>
<td>&gt; 60 cm</td>
<td>&gt; 20 kg</td>
</tr>
</tbody>
</table>

3.1.2.4 Weight and size conditions

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 100 cm</td>
<td>≤ 30 kg</td>
</tr>
<tr>
<td>&gt; 100 cm</td>
<td>&gt; 30 kg</td>
</tr>
</tbody>
</table>

3.1.2.5 Machinable parcels

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 60 cm</td>
<td>≤ 10 kg</td>
</tr>
<tr>
<td>&gt; 60 cm</td>
<td>&gt; 10 kg</td>
</tr>
</tbody>
</table>

3.1.2.6 Non-machinable parcels

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
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</thead>
<tbody>
<tr>
<td>≤ 60 cm</td>
<td>≤ 10 kg</td>
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<tr>
<td>&gt; 60 cm</td>
<td>&gt; 10 kg</td>
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</table>

3.1.2.7 Unacceptable parcels

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ 60 cm</td>
<td>≤ 10 kg</td>
</tr>
<tr>
<td>&gt; 60 cm</td>
<td>&gt; 10 kg</td>
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</tbody>
</table>

Dispatches must be packed and closed. The means for closing parcels must not present any risk or injure the people working in any way whatsoever on the parcels, or cause jamming or damage the machines. Failing this, La Poste reserves the right to hold the Customer responsible.

The packaging must be solid and appropriate for the contents (particularly regarding value, shape, type and weight) and routing and handling requirements (particularly routing method and duration). The Customer must ensure the integrity of the dispatch contents which must not be able to escape freely or be removed, either totally or partially, from the packaging without damaging it. The dispatch packaging, for which the Customer is responsible and liable, must enable the weights to be distributed evenly. The packaging must protect the contents and also ensure the parcel is not damaged during the handling and routing operations. A price for volumetric weight and/or suchagroup(s) as provided for in the Contract may apply if there is a change in measurements and/or particularly if parts of the parcel jut out. The Customer undertakes to pay the aforementioned prices.

The packing and packaging must withstand several handling operations and enable dispatches to resist shaking, pressure and impact during routing, particularly due to machine jamming or damage the machines. Failing this, La Poste reserves the right to refuse the containers.

La Poste may ask the Customer to separate their dispatches into Colissimo Point Retrait – at Pickup points, the rest of their flow.

3.2 PRESENTATION OF THE DISPATCHES

For each drop-off, the Customer must present their parcels, at the same time:

- grouped together in the same place,
- such that they are unified and uniform,
- in compliance with the provisions of this Contract.

The Customer shall ensure that, upon drop-off, the parcels are handed over in containers whose packaging does not present a danger to the safety of the agents. Failing this, La Poste reserves the right to refuse the containers.

La Poste may ask the Customer to separate their dispatches into Colissimo Point Retrait – at Pickup points, the rest of their flow.

3.2.1. CONSUMABLES AND LOAD OR PRESENTATION CARRIERS

Unless otherwise mentioned, the Customer must, at their expense, provide their own consumables (including packaging, packing, ink, glue, mediums used to print labels, etc.) needed to prepare and present their dispatches for acceptance – including the load or presentation carriers requested by La Poste (particularly cardboard boxes, pallets, bags). La Poste will not exchange, supply (except for optional paid services), return, refund or hire these consumables and carriers.

Under all circumstances the consumables must comply with the requirements of postal routing.

La Poste may also ask the Customer to present their parcels in bulk or a presentation in containers, in which case La Poste will provide the containers. The Customer must ensure the containers are filled optimally up to the limit of their capacity.

<table>
<thead>
<tr>
<th>Machinable parcels</th>
<th>Non-machinable parcels</th>
<th>Unacceptable parcels</th>
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</thead>
<tbody>
<tr>
<td>≤ 60 cm ≤ 30 kg</td>
<td>≤ 30 kg</td>
<td>≤ 30 kg</td>
</tr>
<tr>
<td>&gt; 60 cm &gt; 30 kg</td>
<td>&gt; 30 kg</td>
<td>&gt; 30 kg</td>
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*Parcels and to French Polynesia, New Caledonia and its dependencies, the Volcanoes and Territories, Postal Sectors and International, due to local delivery constraints may not result in specific handling French standard NF EN 15552 October 2008, Packaging - Complete and full shipping packaging and unit loads - Performance test programmes for standard delivery circuits, may be used as a reference by the Customer.

3.1.3 PACKING AND PACKAGING

<table>
<thead>
<tr>
<th>Value</th>
<th>Conditions</th>
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<tbody>
<tr>
<td>≤ 20 kg</td>
<td>≤ 150 cm*</td>
</tr>
<tr>
<td>&gt; 20 kg</td>
<td>&gt; 150 cm*</td>
</tr>
</tbody>
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<td>≤ 150 cm*</td>
</tr>
<tr>
<td>&gt; 20 kg</td>
<td>&gt; 150 cm*</td>
</tr>
</tbody>
</table>
3.2. ORDERING CONSUMABLES

La Poste offers a service for ordering consumables in line with the requirements of its production tools.

The Customer may purchase consumables (carriers used for printing specific label, packaging, etc.) from the on-line catalogue in the customer area of the La Poste – Colissimo website using the Colissimo Box  www.colissimo.entreprise.laposte.fr*. The Customer is responsible for managing their stock.

This service can be accessed by placing an order and paying the price.

3.3 ELIGIBILITY CONDITIONS

Dispatches entrusted to La Poste must not contain dirty, dangerous or prohibited objects, particularly counterfeit items that are contrary to the laws and regulations in force and/or which, due to their nature or packaging, are likely to injure La Poste agents or deteriorate other objects and/or La Poste's machines.

3.3.1 PROHIBITED GOODS:

All goods are prohibited that are stipulated in national, European, international regulations and any prohibitions imposed by any national or international authorities.

The following objects are also prohibited from being dropped off:

- counterfeit items and/or items that contravene the laws and regulations in force;
- narcotics;
- goods which require temperature-controlled transport, publications or media prohibited by any law or applicable regulations;
- living or dead animals unless exceptions are provided for in regulations in force;
- the sending by post of items which are liable to cause serious injury to human dignity, or damage the integrity or respect of the human body, notably, ashes and funeral relics;
- bank notes, metal coins are legal tender destined for circulation in France;
- products accompanied or to be accompanied by a CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora) document.
- Money and legally defined valuables (including precious metals, bearer bonds and banknotes);
- dispatches containing weapons (mounted and/or dismounted, whatever their category), to a country other than mainland France (excluding Corsica);
- objects the import or circulation of which are banned in the country of destination;
- Jewellery may only be included in insured mail dispatches requiring signature on delivery provided the value (purchase and/or sale) does not exceed the insurance option chosen.

Similarly, the Customer undertakes to only drop off at La Poste objects that comply with the rules set by the UPU.

The Customer is responsible for checking with the customs services as the list of banned objects varies greatly depending on the destination.

In the event that the sender includes prohibited content, no compensation may be paid to the sender and the sender may be held liable in particular for any damage that may be caused to third parties and/or to La Poste by a parcel falling within the above restrictions and for all the consequences of non-observance of the restrictions.

3.3.2 GOODS NOT RECOMMENDED

In addition, the following are not recommended:

- perishable goods in parcels. La Poste shall not be held responsible for damage to such goods, particularly if an estimated delivery time is exceeded or if there is a delay in the event of a timetable commitment;
- fragile products. La Poste shall not be held responsible for any damage to such products;
- items requiring signature on delivery provided the value (purchase and/or sale) does not exceed the insurance option chosen.
- items that are difficult or impossible to handle at any time at the Customer's expense.
- items that are difficult or impossible to handle at any time at the Customer's expense.

The Customer undertakes to comply with national and international regulations, in particular those relating to export control.

The Customer ensures in particular that their dispatch complies with the following regulations:

(i) national and international regulations relating to dual-use items, or restricted items items subject to export licenses;
(ii) prohibiting the export of certain items (ii) national and international anti-corruption regulations;
(iii) any restrictions or embargoes imposed under United Nations sanctions programmes or any other regional, national or international programme (iii) national and international regulations against terrorism and money laundering.

The Customer is informed and accepts that their personal data and data concerning the addressee may be checked in order to verify that they do not appear on the lists of national or international sanctions, in particular those of the United Nations and the United Nations.

Clause 4 - Postage labelling and addressing

In order to be accepted into the postal network all parcels must be the subject of an electronic or computerised announcement, and be a routing label that replaces postage and comply with certain conditions, including weight, dimensions, packing and addressing.

Any non-compliance will result in additional processing costs that La Poste will pass on to the Customer by applying the associated pricing surcharges.

Dispatches with a label that fails to comply with the conditions of this Clause and the specifications are not authorized in the postal network and may be refused and returned to the Customer, at their expense, by La Poste at any time during the handling if it considers it is unable to ship them, notwithstanding the application of one or more surcharges.

If La Poste considers, nevertheless, that the parcel may be shipped provided supplementary operations are performed, it reserves the right to handle the parcel as a non-machinable parcel and to apply the associated pricing surcharges.

The Customer is fully responsible for the specifications on the label.

The Customer undertakes to use the labels only for their dispatches. By Colissimo-Entreprise, Labels are strictly personal. All dispatches with the Customer's label will be automatically invoiced to the Customer irrespective of the actual sender and irrespective of the Parcel dispatch solutions used by the Customer – including for return dispatches.

4.2 ADDRESSING CONDITIONS

An address on 6 lines maximum (7 for international) in the following order constitutes an address in compliance with the postal addressing standards (La Poste uses the address base of its National Address Service):
4.3 CUSTOMS

The customers procedures authorised as part of postal customs clearance are definitive export and import procedures. The following are considered to be exchanges with export territories and are as such subject to a Customs declaration indicating the value and nature of the dispatch:
- international dispatches outside the EU;
- international dispatches from Guadeloupe (including Saint Barthelemy and Saint Martin), Martinique, Guiana, Réunion and Mayotte for delivery in the EU and outside the EU;
- international dispatches to certain territories and islands belonging to countries of the European Union are considered export territories;
- international dispatches for delivery in Postal Sectors.

Customers sending parcels undertake to provide the documents required to fulfil Customs formalities as per the applicable regulations.

Customers must place the following documents inside a plastic wallet (or similar) in the parcel:
- a commercial invoice (for commercial dispatches) or pro forma invoice (for non-commercial dispatches) in duplicate;
- a CN23 declaration in triplicate (an additional copy should be retained by the Customer for the tax authorities);
- any document required by Customs.

In the case of dispatches worth more than €1,000, a Single Administrative Document (SAD) will be drawn up by La Poste on the basis of the documents listed above and provided by the Customer;

If necessary, the Customer can obtain proof of the electronic drop-off of parcels for international destinations (outside the EU) and French overseas departments in the Parcel Tracking Tool (PTT).

The Customer undertakes to only drop off at La Poste Community goods, the customs duties for which have been paid. The Customer is responsible for dropping off at La Poste any parcels containing goods that are subject to special formalities for admission into the country of destination (import licences, various certificates, etc.) if the formalities are not fulfilled.

All the customs fields in the declaration must be filled in and sent to La Poste electronically on the day the parcels are dropped off in order to enable Customs clearance of the parcels.

When the sender is a company and in order for La Poste to be able to carry out the export customs declaration for parcels with a content worth more than €1,000, the EORI number is mandatory on the customs declaration (CN23).

When the addressee is a company and in order for La Poste to be able to make the import customs declaration for parcels with a content of more than €1,000 and shipped to the French overseas departments, the EORI number is mandatory on the customs declaration (CN23).

Customers are responsible for information entered on Customs documents. Under no circumstances are agents of La Poste authorised to write or sign such documents on the Customer’s behalf.

Customers are informed that data concerning the sender and the addressee as well as data given on the Customs declaration will be electronically transferred by La Poste to the Customs authorities and La Poste's international partners.

The Customer undertakes to inform the addressee about this data transfer.

For non-French speaking destinations, customs declaration information must be provided in English (especially to China, Korea and Brazil).

When the value or nature of the products so requires, the Customer undertakes to appoint a tax representative to pay their Customs and excise duties.

The addressee undertakes to inform the addressee that when items are delivered, La Poste is likely to request payment of Customs clearance fees. La Poste may not be held liable in the event of omissions, errors in the drafting of customs documents, failure to comply with mandatory rules, or decisions taken by customs services following verification of items subject to their control, and the Customer undertakes to indemnify La Poste against all claims.

The sender alone will sustain all consequences resulting from declarations or documents that have not been provided, that contain errors, are incomplete, non-applicable or provided late. In particular the Customer is hereby informed that if it proves impossible for La Poste to transmit the data to the Customs authorities, the processing of the parcel may be delayed for reasons over which La Poste has no control and/or held in bond.

The Customer must pay all costs incurred by La Poste in the event of an unfulfilled declaration and those incurred by the addressee for failure to make payment.

The Customs authorities are free to exercise their right to hold items in bond.

Clause 5 – Select optional services

Optional services are only accessible if they are provided for by the respective product data sheet and on condition the appropriate price is paid. Optional services are chosen for each parcel.

Optional services shall be as follows:

5.1 CASH-ON-DELIVERY (COD) PRICE

COD enables the sender to authorise La Poste to receive in exchange for the delivery of a dispatch, a sum of the value of the dispatch in question. The COD option is the subject of an Option Sheet containing the Specific Conditions of Sale and Use of the option.

5.2 DUTY FREE AND TAX FREE OPTION

The Customer may thus pay the customs duties owed by the addressee. If the customs authorities provide La Poste with proof of customs clearance, La Poste will return the proof to the Customer by any means it chooses.

The duty free and tax free option is the subject of an Option Sheet containing the Specific Conditions of Sale and Use of the option.

5.3 OPTIONAL AD VALOREM INSURANCE

This is insurance for a maximum of €5,000 available for:
- Colissimo Domicile with signature and Retour France;
- Colissimo Domicile with signature and Retour Overseas;
- Colissimo Expert Domicile with signature International and Retour International;
- €1,000 for Colissimo;
- Point Retrait France;
- Point Retrait International.

According to the Customer's choice and on payment of the relevant price:

<table>
<thead>
<tr>
<th>Price</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
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<td>300</td>
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<td>5,000</td>
<td>30.00</td>
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</tbody>
</table>

This optional insurance may not be accumulated with standard compensation.

All other compensation shall be excluded.

It shall be the Customer’s responsibility to ensure that the value of the dispatch matches the amount of insurance chosen as closely as possible, in particular without exceeding it.

5.4 PAYMENT OF OPTIONAL SERVICES

The optional services shall be accessible as indicated in the Datasheets specific to each type of consignment, in return for payment of the rate corresponding to each optional service.

This rate shall not give rise to any discount.

Clause 6 – IT environment and Technical solutions

As part of the performance of the Contract, the Parties shall make use of IT solutions and carry out IT exchanges using, without this being restrictive: IT solutions for sending assistance (hereinafter referred to as “Technical Solutions”) and notifications to addressees.

These solutions, notifications and exchanges constitute an accessory that is strictly linked and dedicated to the postal routing service. Access to them and use may not exist outside the Contract (the Customer undertakes to comply with the scope in terms of duration and destination).

If the Contract is terminated for any reason whatsoever, access to Technical Solutions and their use ends automatically without any formalities being required and without the Customer being entitled to any compensation. If applicable, the Customer undertakes to no longer use them, to perform or have performed the uninstallation.

6.1 COMPUTER-ASSISTED SHIPPING SOLUTIONS: TECHNICAL SOLUTIONS

The performance and smooth running of the service are ensured by computer-assisted shipping solutions that La Poste makes available to the Customer for the choice of delivery methods, dispatch of parcels and feedback, a breakdown of which is given in Appendix 3.

The Customer’s choice of Technical Solutions is set out in the Special Conditions of the Contract.

The Customer may change Technical Solutions during the contract. The Customer is asked to contact their sales advisor to find out how to make a change.

6.1.1 CUSTOMER’S CHOICE OF TECHNICAL SOLUTIONS

6.1.1.1 Access to the Technical Solutions and compliant use by the Customers

The Technical Solutions operate via the Internet. The Customer is solely liable for all costs of accessing, operating and using the Technical Solutions throughout the Contract, whether for hardware, software, Internet access. IT developments induced by Technical Solutions and their maintenance on the Customer’s premises.

The Technical Solutions can be accessed either:
- from the Colissimo Box at www.laposte.fr/colissimo-* or, logged-in customer area, using the login and password that La Poste provides to the Customer in accordance with Clause 2 of these General Terms and Conditions of Sale or when activating the Technical Solutions used;
- according to the conditions described in the generic General Terms and Conditions of Use for Colissimo Technical Solutions and technical documents that apply to the Solution concerned.

In all cases, when using the Solution for the first time, the Customer must log in from the Colissimo Box at www.colissimoentreprise.laposte.fr * or, online customer area, in order to read the generic Colissimo Terms and Conditions of Use for Technical Solutions and the technical documents.

By choosing to use one or more of the Technical Solutions, the Customer expressly and irrevocably accepts the terms of the generic General Terms and Conditions of Use for Colissimo Technical Solutions and technical documents and undertakes to comply and ensure they are complied with and to use them for the sole purpose provided for in this Contract.

The Customer hereby undertakes to notify La Poste immediately of any fault or malfunction that may occur.

The Technical Solutions and their contents (including texts, drawings, images whether animated or otherwise, illustrations and iconographies and more generally all...
components) that are accessible from the Technical Solutions and technical documents are protected by the intellectual property law and are the sole property of La Poste-Colissimo and/or its partners, if applicable.

The Customer undertakes, including but not limited to, not to upload/download, extract, store, use, reproduce, sell, communicate, represent, distribute and/or adapt the Technical Solutions either totally or partially or one or more of their contents, either totally or partially, directly or indirectly, on any medium whatsoever, by any means and in any form whatsoever, without the express written authorisation of La Poste and/or its partners, if applicable.

As an exception La Poste grants the Customer for their own use under this contract, certain intellectual property rights specific to each Application. The list of these rights can be found in the technical documents of the solution concerned.

It undertakes to inform all people working or using the Technical Solutions on its behalf of all these provisions, to ensure they comply with the provisions and guarantees of La Poste to this effect.

6.1.1.2 Access restriction
If the Customer fails to comply with the provisions of this Contract, La Poste may suspend or request suspended access to the Technical Solutions, automatically and immediately, either partially or totally, without notice.

This suspension is without prejudice to the Solution by La Poste applying the “End of Contract – Termination” Clause of this Contract or any legal action that La Poste may take and any damages that may be claimed.

6.1.1.3 Availability, Changes and Modification of the Technical Solutions
The Technical Solutions are available as specified in the generic General Terms and Conditions of Use for Colissimo Technical Solutions.

They may become unavailable without giving rise to any indemnification, compensation or consideration of any kind whatsoever, in the following situations:

- force majeure;
- a cause occurring that is external to La Poste;
- a break in service caused by La Poste of the Colissimo Box www.laposte.fr/colissimo-enterprise*, online customer area either totally or partially to one or more Technical Solutions, due to maintenance and more generally for any other reason at any time, particularly in the event of a breach of security to computers, IT systems and La Poste-Colissimo servers, discovery or suspected existence of a malware programme, etc.

Depending on the technical choices and IT solutions chosen by the Customer, it is possible that certain features of the Colissimo range are not available to Customers. La Poste Colissimo cannot be held responsible for this.

Where possible La Poste will notify the Customer of any such interruptions or limitations by any means it chooses.

La Poste will not propose any workaround or replacement solutions if the Technical Solutions become unavailable. It is the Customer's responsibility to find a workaround solution if it considers it necessary.

6.1.1.4 Evolution and Modification of Technical Solutions
La Poste reserves the right to upgrade, either partially or totally, the Technical Solutions particularly from a technical, functional, graphic point of view, and their communication protocols. The Customer hereby expressly declares that it recognises and accepts such a right. La Poste will give the Customer four (4) months' notice of any changes to enable the Customer to make any necessary adaptations. It undertakes to make all the said adaptations within this timeline. Otherwise, it may be impossible to access and/or use the Solution or it may be altered, which may go as far as refusing to accept the parcel at the depot.

La Poste is also entitled to cancel one or more Technical Solutions. It shall inform the Customer by any means at least four (4) months beforehand. The cancellation will not result in any compensation for any reason whatsoever.

6.1.2 INCIDENTS - THE IT ENVIRONMENT
The Technical Solutions operate in an IT environment of which none of the Parties control totally and completely the telecommunications networks used. These networks constitute entirely independent components over which the Parties have no control.

The Customer hereby declares it accepts the characteristics and limits of the IT environment and all the transmission networks. The Customer hereby acknowledges that it is aware of the nature of these networks, particularly their technical performances, independently of La Poste, such as the response time in order to consult, question or transfer data, the risks of disruption and more generally the risks inherent to telecommunications and transmission on the Internet. La Poste shall not be held liable, in any way whatsoever, in the event of an incident or malfunction related to telecommunications.

Each Party is responsible for damage caused by its personnel and/or subcontractors and/or more generally anyone person working in its name and on its behalf.

6.1.2.1 The Customer in the IT environment
The Customer is solely responsible for:

- ensuring IT equipment and Internet access operate correctly;
- managing the authorisations needed to access the Technical Solutions and for any use that may be made of D2C.

Customer refers to the provisions set out in the generic General Terms and Conditions of Use for Colissimo Technical Solutions from the Colissimo Box on www.laposte.fr/colissimo-enterprise*, online customer area. The Customer therefore guarantees La Poste against any access by people unauthorised to use the Technical Solutions and their contents, particularly messages, information, files, data and against any use that fails to comply with the subject of the Contract.

- It is also responsible in terms of La Poste:
  - o for any damage La Poste may sustain due to or during the use of one or more of the Technical Solutions that fails to comply with the laws and/or regulations and/or provisions of this Contract.
  - o any unauthorised use of contents accessible from the Technical Solutions and any resulting damage.

Any harmful event, or which is likely to worsen damage caused by the Customer, excludes any request or claim it may make against La Poste. Moreover, it guarantees La Poste to this effect.

6.1.3 SPECIFIC FEATURES OF CUSTOMERS WITH SPECIFIC DEPLOYMENTS
For Customers with custom development for postage labelling, La Poste provides ranges of parcel numbers. These parcel numbers must be used uniquely by the Customer. It is up to the Customer to renew their parcel slots directly from their Colissimo Enterprise and ask La Poste for the allocation of new parcel slots.

In the event of changes to the labels, deletion and/or creation of new product codes, La Poste will inform the Customer with a four-month notice period of the various changes so that the Customer can comply within the specified period.

6.2 NOTIFICATIONS

6.2.1 CONDITIONS OF NOTIFICATIONS
For dispatches to Mainland France (including Corsica), Overseas Departments, Monaco, Andorra, and some international destinations, La Poste, and by delegation its delivery partners, will endeavour, under a best endeavours obligation, to send the parcel addresser notifications to ensure its delivery under the best possible conditions:

6.2.1.1 For home deliveries
For parcels destined for Mainland France, La Poste and/or its designated partners will endeavour to notify the addressee the day before the first presentation of the parcel, at the e-mail address and/or phone number that the Customer entered in La Poste IT system.

If the parcel is ready for collection, La Poste and/or its delivery partners will endeavour to notify the addressee the parcel is available on the day it arrives at the Retail Outlet by sending notification by e-mail and/or text.

6.2.1.2 For Pickup Point deliveries:
La Poste will endeavour to notify the addressee that its parcel is available on the day it arrives at the chosen place, by sending notification by e-mail and/or phone (text).

If a Collection Point is saturated, closed or more generally inaccessible, La Poste will endeavour to send the addressee the contact details of the replacement Pickup Point.

When the addressee chooses the delivery option, a notification has the same value as the first delivery attempt and/or the undelivered notice, particularly in terms of determining the delivery time.

6.2.2 FLEX SERVICE NOTIFICATIONS
As part of the roll-out of its FLEX Service, for dispatches requiring a signature for delivery in mainland France (including Corsica), La Poste makes every effort, as part of its obligation of means, to send notifications informing the addressee:

- The day before the parcel delivery, of a delivery time slot.

- Or after the first delivery attempt has failed, of the new delivery date for the parcel chosen.

La Poste cannot be held liable in any way whatsoever in the event of failure to respect the time slot indicated to the addressee.

These notifications, sent to the e-mail address and/or mobile phone number entered into La Poste's information system by the Customer, enable the addressee to change the location or date of delivery notifications.

6.2.3 INCIDENT REGARDING NOTIFICATIONS
Even though La Poste will endeavour to send the addressee notifications as described above, La Poste will be unable to provide such notifications in the event of missing, incomplete, invalid or erroneous information.

La Poste shall not be held responsible any losses, whether direct or indirect, irrespective of type and scope, whether foreseeable or unforeseen, resulting from an incident or malfunction. In any event, no sums will be owed by La Poste for this reason.

La Poste shall not be held responsible for events for which La Poste is not responsible or which are beyond its control, if the addressees fail to receive the notifications, whether on a phone number (mobile), or e-mail address or lost messages (e-mails, texts, etc.) that the addressee failed to pick up, particularly due to:

- the fact that its reception terminal for the Internet or telephone network is unavailable;
- the saturation of its electronic messaging;
- SIM card memory of its mobile phone or, in general, of its mobile and/or mobile or landline answering phone;
- the notification being processed as spam by the electronic messaging;
- incorrect or inoperative data;
- the consequences of a third party accessing the addressee's messaging.

La Poste shall not be held in any way responsible for the addressees of parcels, either directly or indirectly, in terms of supplying the said exchanges, the Customer being solely responsible for all requests and/or claims they may make.

Clause 7 – Conditions for parcel processing by La Poste
There are two ways of dropping off dispatches in the postal network. The Customer's choice is specified in the Special Conditions.

The Colissimo Enterprise range is open to drop-offs and delivery in various geographic acceptance zones, depending on the specific characteristics given on each of the Sheets. Customers must refer to the relative Sheet for a breakdown of the parcel acceptance zones.

Any parcels that fail to comply with the acceptance zones specified on the relevant Sheet will not be accepted for drop-off.

If, however, the parcel has entered the postal network, been routed or returned to the sender Customer and even if La Poste is unable to route the parcel, a surcharge will be applied if the acceptance zones are exceeded, accounting to €50 (excl. VAT) per parcel.
7.1 COLLECTION
La Poste collects the Customer’s dispatches in accordance with the provisions of the collection contract signed with La Poste. Collection does not affect the calculation of delivery times in any way.

7.2 POSTAL SITE DROP-OFF
The Customer drops off their parcels itself directly in the postal centre specified in the Special Conditions. The Customer drops off their parcels at their own expense entirely. La Poste draws the Customer’s attention to the fact that it operates industrially and therefore that their drop-offs are processed in bulk on its sites.

The fact of dropping off a parcel does not result in a signed drop-off slip being systematically drawn up. The drop-off takes effect when the actual delivery is recorded in La Poste’s information system (scanning) shall be deemed authentic.

The Customer may request that a drop-off slip be drawn up, which may be stamped by an agent of La Poste, drawn up in duplicate and which includes a list of the numbers of the parcels likely to be dropped off on the same date. This slip is for information purposes only. Under these circumstances, it is to be acknowledged that the drop-off exists, but not a breakdown of the drop-off, particularly regarding the characteristics of each parcel (parcel number, weight, drop-off date, non-machinable, cash on delivery, etc.). In the event of an unusual drop-off (unusually high number of parcels compared to standard drop-offs) and in order to handle it optimally, the Customer undertakes to notify their sales representative both over the phone and confirmed in writing at least 48 hours beforehand.

Clause 8 - Terms and conditions of performance
8.1 DISPATCH DELIVERY METHODS
Parcels are delivered according to the methods provided by La Poste, depending on the delivery methods chosen by the Customer, which may be modified by the addressee. The delivery information issued by La Poste’s scanning system is authentic.

It is the Customer’s responsibility to inform the addressees of the specific features of each delivery method, including whether or not the delivery time is given as an indication.

For international dispatches, delivery is made in accordance with the rules applicable in the country of destination.

In exceptional circumstances, in particular when access to the addressee’s letterbox poses major difficulties or when delivery poses a danger to the delivery person, La Poste may, where applicable, be exempted from its delivery time commitment and reserves the right to adjust the delivery. In this case, La Poste will notify the addressee that delivery is not possible by any means. The parcels are kept and collected by the addressee, under the conditions set out in the clause “Address and Parcel Held in Depot” below.

8.1.1 ADDRESS AND PARCEL AVAILABILITY NOTICE

8.1.1.1 Non-personalised drop-off of parcels without signature – in letterboxes
The parcel will be dropped off in the letterbox specified by the Customer or made available by any other means agreed between the addressee and La Poste. La Poste may take the initiative to handle the parcel over to any person present at the addressee’s address. Otherwise, and if it proves impossible to drop the parcel off in the letterbox, La Poste may hand it over to a neighbour, watchman or caretaker who agrees to accept the delivery. The addressee will be informed of the contact details of such a person on an undelivered notice dropped off in the letterbox at the address specified by the Customer. No signatures are given or required for these parcels.

If the parcel cannot be delivered, a parcel availability notice will be issued under the conditions set out below.

The refusal of a parcel mentioned above can be done as follows:
- for parcels dropped off in a letterbox or handed over to a neighbour, watchman or caretaker, by taking it to the post office no later than one working day following delivery or to request it be returned to the Customer without new postage;
- for parcels handed over to the addressee or any other person present at the addressee’s address at the time of delivery.

In both situations the parcel must not have been opened.

The absence of a letterbox, the fact that it is inaccessible or, in the event of collective housing, the absence of any name on the letterbox frees La Poste from its obligation to deliver to the address specified by the Customer.

It is the Customer’s responsibility to notify the addressees of the aforementioned special delivery conditions.

8.1.1.2 Registered parcel delivery
Parcels will be delivered to the address indicated by the sender in one of the following ways:
- Signed for by the addressee or any person working for it, living with it or specially appointed or by any other means of delivery agreed between the addressee and La Poste. The addressee’s signature is not systematically made available to the customer.
- By transmitting a confidential code (either the 6 digits displayed in clear text or in the form of a QR code) to the La Poste employee, which must correspond to the code registered in the La Poste information system. The addressee may pass on this confidential code to a neighbour with whom they have previously designated. The confidential code will be sent by La Poste to the addressee by SMS or e-mail before the delivery of the parcel. Or
- By the presentation by the addressee of their La Poste Digital Identity required in the La Poste information system and scanned by the La Poste employee.

The Parties acknowledge that each of the above signatures requirements is equivalent to a signature.

Refusal by the addressee to comply with any of these three signature requirements is equivalent to a refusal of the dispatch.

In the event of delivery to a Pickup locker at the request of the addressee, the Parties agree that the entry of the confidential collection code is considered as a signature.

For parcels delivered in Mainland France and Overseas Departments, once in the delivery the addressee may tick a box to comment on the condition of the packing.

This does not rule out the possibility of a claim being made against La Poste for the delivery. This comment will be added to any claim file.

8.1.1.3 Parcel availability notice
If it proves impossible to deliver the parcel under the aforementioned conditions, the parcel may be presented at the address several times beginning the following day, at the initiative of La Poste or its partner abroad.

An undelivered notice indicating the collection point where the addressee can collect the item is left in the addressee’s letterbox by a La Poste employee. The addressee can also consult the laposte.fr website under the heading “parcel tracking” to obtain all this information (address and opening hours of the collection point). Any object for which a parcel availability notice has been issued is thus handed over to the addressee or its representative, who must be duly authorized for the purpose, on presentation of ID or any other documents authorised by La Poste and signed for if the dispatch is sent registered delivery.

For parcels delivered within France the dispatch will be available for fifteen (15) consecutive days beginning the day after the undelivered notice was dropped off unless the timeframe set by La Poste is prolonged on an exceptional basis.

This timeline varies from five (5) to fifteen (15) days for international dispatches depending on the pickup point chosen by the Customer. This timeline does not include the day on which the dispatch was last presented at the home address. After this timeline the parcel is returned to the Customer.

8.1.2 PICK-UP POINTS
For Pickup Point deliveries, La Poste offers the following at post office (postal contact points particularly post offices) or any other postal site:
- at Pickup points in metropolitan France and Europe (network of local shops);
- at Pickup lockers (network of lockers in Mainland France and in Europe comprising several compartments).

Dispatches that are redirected are excluded from this delivery method.

For all Pickup Point deliveries it is assumed that the addressee has chosen one of the Collection Points that are eligible for this system, from those offered by La Poste, resulting from the solutions of Collection of delivery methods. Other than for the exceptions stipulated in the Specifications sent to the Customer, the delivery methods set out in this Contract are only accessible provided each dispatch complies with the conditions in Appendix 1.

Dispatches that are not eligible for any of the Pickup Point delivery methods may be returned to the Sender and, in any event, due to the additional handling cost, the same surcharge will be applied as for unacceptable parcels taken into the network.

The conditions for picking up a dispatch are given in Appendix 2.

The Customer must notify the addressees of the aforementioned special delivery conditions.

8.1.3 Delivery of returned parcels
If parcels are returned to the Sender Customer, either because they are refused by the addressees, because they did not pick them up, or because they cannot be delivered for any reason whatsoever (hereinafter referred to as “NPA”), the Parties hereby agree that the information from La Poste’s IT system regarding routing and delivery and information obtained from scanning parcels accepted as definitive. No signature shall be required upon return by the Sender Customer.

In the event of a non-delivery resulting in a parcel sent abroad, to a country included in the pricing zones 4 to 6, and if the Customer has not stated return for payment on the transport label, the parcel will be abandoned in the destination country.

In the event of a parcel not labelled Colissimo and taken from the network, La Poste reserves the right to return it, at any time, at the expense of the Customer.

When the parcel cannot be returned to the Sender, La Poste will send the parcel to La Poste’s Mail Customer Service authorised to open the items in order to find the addressee or sender. When the Mail Customer Service does not succeed in doing so, it keeps the item for a period of three (3) months from the date of its registration with the Mail Customer Service. If necessary, the delivery will be made against payment of the storage costs. Failing this, La Poste shall then freely dispose of the item.

8.2 DISPATCH TRACKING
Colissimo Enterprise range dispatches are tracked by the IT system throughout the delivery process. La Poste, through a best endeavours obligation, makes every reasonable effort to make the tracking service available until delivery or, for dispatches to the Wallis and Futuna Islands and French Southern and Antarctic Lands and international dispatches, until they leave the territory of the destination country. In the country of destination, the addressee can also consult the laposte.fr website under the heading “parcel tracking” to obtain all this information (address and opening hours of the collection point). Any object for which a parcel availability notice has been issued is thus handed over to the addressee or its representative, who must be duly authorized for the purpose, on presentation of ID or any other documents authorised by La Poste and signed for if the dispatch is sent registered delivery.

For parcels delivered within France the dispatch will be available for fifteen (15) consecutive days beginning the day after the undelivered notice was dropped off unless the timeframe set by La Poste is prolonged on an exceptional basis.

This timeline varies from five (5) to fifteen (15) days for international dispatches depending on the pickup point chosen by the Customer. This timeline does not include the day on which the dispatch was last presented at the home address. After this timeline the parcel is returned to the Customer.

8.1.1.3 Parcel availability notice
If it proves impossible to deliver the parcel under the aforementioned conditions, the parcel may be presented at the address several times beginning the following day, at the initiative of La Poste or its partner abroad.

An undelivered notice indicating the collection point where the addressee can collect the item is left in the addressee’s letterbox by a La Poste employee. The addressee can also consult the laposte.fr website
Clause 9 - Delivery times

9.1 DELIVERY TIME CALCULATION

The Colissimo Enterprise offers comprises dispatches with or without timeline commitments.

Unless expressly stipulated otherwise, delivery times are given as an indication only and correspond to delivery times that are usually reported for a given type of service and which La Poste makes every reasonable effort to achieve, through a best endeavours obligation.

To find out delivery times and whether they are an indication only or guaranteed, the Customer should consult the relevant freight profile in the Contract.

The Customer undertakes to inform addressees of these circumstances where the packing, nature or characteristics of the contents, or any other reason, make it impossible to inspect a parcel using the procedures commonly used by La Poste or anyone it authorises to inspect on its behalf, particularly for inspecting the dispatch using X-rays, it is agreed that dispatches may be opened by any person La Poste authorises so that the inspection may be performed. Such opening will under all circumstances be performed in compliance with and within the strict limits necessary to apply the law and regulations applicable, in the presence of an agent of La Poste. Every site at which such opening is performed will draw up a detailed procedure to be followed. Such inspections may result in the parcel being returned to the Customer who sent it at their expense.

All dispatches made through La Poste are subject to the rules laid down by the airline and maritime companies and those of the National Office for Food Safety, so that a parcel, in particular because of its contents, could be refused for air, sea or road transport and every reasonable effort to achieve, through a best endeavours obligation.

In cases where the calculation of the deadline cannot be carried out, the amount that can be awarded corresponds to a quality of service = 3 days.

The payment assumes:
- that the parcel be included in the postal circuit, as proved by the effective processing in La Poste's IT system;
- that the Customer contacts La Poste Colissimo's customer service department in accordance with the terms and conditions set out herein.

Delay shall give rise to a right to compensation under the terms and conditions set out herein.

9.2 PRINCIPLE: NON-GUARANTEED ESTIMATED DELIVERY TIMES

Estimated delivery times do not constitute timeline commitments. Failure to meet such an estimated delivery time does not entitle the customer to any compensation.

Nevertheless, concerning Colissimo France dispatches and at the Customer's request, La Poste will guarantee the Customer, at its discretion, an amount corresponding to a percentage of the reference amount defined below, based on the quality of the industrial service provided by La Poste's industrial facilities, without carrying out any research.

The reference amount is the shipping costs excluding VAT, defined as the general rate with the application of the corresponding discount, if any, or a non-discountable customised rate plus the oil price adjustment. The other surcharges, optional services, miscellaneous costs, duties and taxes are excluded.

The sum varies depending on the time by which the estimated delivery time was exceeded, according to the following scale:

<table>
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<tr>
<th>Days of delay</th>
<th>% of the reference amount granted</th>
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<tr>
<td>1 day</td>
<td>25%</td>
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<tr>
<td>2 days</td>
<td>50%</td>
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<tr>
<td>3 days</td>
<td>75%</td>
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<tr>
<td>4 days</td>
<td>100%</td>
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<tr>
<td>5 days</td>
<td>125%</td>
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For other international destinations, no compensation for delay will be due.

Clause 10 Financial Terms and Conditions

10.1 PRICING

The price is drawn up considering information from the Customer, particularly commitments regarding volume of parcels, freight profile and the drop-off location.

Unless otherwise specified, dispatches for Mainland France (excluding Colissimo Retour France) are understood to be made in regular deposits spread over the days of the week (opening days of the postal centre specified in the Special Conditions) and for delivery throughout the year and according to normal distribution per department of delivery over the national territory compared to the INSEE distribution data of the population in Mainland France. The prices shall be communicated to the Customer at the time of signing this Contract.
The price invoiced for the postal routing includes delivery charges (price list with the application of any discounts), optional services and pricing surcharges.

French VAT will apply to all the price components, subject to the application of territoriality regulations.

The prices must be before tax to which the normal rate of VAT in force is added.

The Customer undertakes to comply with all the customs and/or tax formalities to which it may be subject as part of this contract.

10.1.1 PRICE LISTS

The Customer shall be charged the General Pricing (TG) in force on the day of drop-off specific to the chosen service, minus any discount that may have been granted to the Customer, or a non-discountable customised price adapted to the freight profile and other information communicated by the Customer or recorded by La Poste.

The price lists applicable to the Customer (thereinafter referred to as the “Price”) are set out in the Special Conditions. Discount applied from Customer Services. If the Customer so wishes, the Customer may obtain details of the discount applied from Customer Services.

The postage price depends on the weight (weight or volume weight) and on the adhesion area.

For dispatches to destinations to which planes fly, particularly at the departure and towards overseas and international destinations (complete list available at www.laposte.fr/entreprise (Colissimo Expert International sheet)), La Poste will apply the price for volumetric weight if greater than the mass weight of the parcel.

Dispatches between French Overseas Departments (Guadeloupe to Guadeloupe, Martinique to Martinique, French Guiana to French Guiana, Réunion to Réunion, Mayotte to Mayotte) and dispatches in reciprocal relations between Guadeloupe (and its islands) and Martinique are not concerned by this measure.

The volumetric weight is calculated by multiplying L x w x h (in cm)/5000, according to the parcel measurements taken by La Poste.

10.1.2 DISCOUNT

In exchange particularly for the commitment regarding turnover, volume of parcels, freight profile, dropping off dispatches at the postal centre stipulated in the Special Conditions, the Customer may be granted a discount on the various General Pricing lists before tax, excluding prices of optional services and surcharges.

Only the General Pricing may be the subject of a discount.

10.1.3 PREMISES AND VAT

10.1.3.1 Permanent premises of foreign Customers

If the Customer's head office is or comes to be located in a country other than France, the Customer must attest that it does not and will not possess any permanent premises in France subject to VAT on behalf of which the service will be provided.

If this declaration becomes incorrect during the term of this contract, the Customer undertakes to inform La Poste of the fact so that it can bill the VAT due. In any event, the Customer is solely liable for paying all VAT due by virtue of this Contract. VAT will be in addition to any interest at the legal rate, penalties and fines paid by La Poste.

10.1.3.2 Permanent premises of French customers outside mainland France

If the services provided under this contract are provided for permanent premises the Customer uses in a French overseas department or collectively or abroad, the VAT system that applies to such services will, at the Customer's express request backed up by documents and explanations of the circumstances, and provided La Poste agrees, be decided according to the rules of territoriality that apply between mainland France and the department, territory or country in which the permanent premises are located. In the event of the French tax authorities challenging the application of these rules of territoriality, the Customer will be liable for VAT payable in mainland France by virtue of this contract together with any interest at the legal rate, penalties and fines paid by La Poste.

10.2 PRICING SURCHARGES

Pricing surcharges will be added, if applicable, to the pricing listed below or set forth in this Contract. These surcharges shall not give rise to any discount.

10.2.1 FUEL PRICE SURCHARGE: OIL PRICE ADJUSTMENT

In order to allow for the increase in fuel costs, La Poste applies an oil price adjustment to all parcels handled under this Contract. Depending on the routing method used to ship the parcel, the oil price adjustment for routing by road or plane will be applied to the Customer’s dispatch.

The oil price adjustment is calculated by adding to the delivery charges, minus discount, before VAT (excluding optional services, pricing surcharges, miscellaneous costs, duties and taxes) an oil price adjustment coefficient (OPAC), which follows the parcel’s VAT system.

The cost of the oil price adjustment is automatically included without notice. If applicable, it is given at the foot of the invoice.

10.2.1.1 Oil price adjustment for road transport

The oil adjustment ratio applied to the postage amount of each parcel is calculated according to the value of the CNR professional diesel fuel index published monthly on the website of the National Road Committee as follows:

<table>
<thead>
<tr>
<th>CNR Index (commercial diesel)</th>
<th>Road CAP Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>(base 2000)</td>
<td></td>
</tr>
<tr>
<td>Up to</td>
<td></td>
</tr>
<tr>
<td>120</td>
<td>0.50%</td>
</tr>
<tr>
<td>125</td>
<td>0.75%</td>
</tr>
<tr>
<td>130</td>
<td>1.00%</td>
</tr>
<tr>
<td>135</td>
<td>1.25%</td>
</tr>
<tr>
<td>140</td>
<td>1.50%</td>
</tr>
<tr>
<td>145</td>
<td>1.75%</td>
</tr>
<tr>
<td>150</td>
<td>2.00%</td>
</tr>
<tr>
<td>155</td>
<td>2.25%</td>
</tr>
<tr>
<td>160</td>
<td>2.50%</td>
</tr>
<tr>
<td>165</td>
<td>2.75%</td>
</tr>
<tr>
<td>170</td>
<td>3.00%</td>
</tr>
<tr>
<td>175</td>
<td>3.25%</td>
</tr>
<tr>
<td>180</td>
<td>3.50%</td>
</tr>
<tr>
<td>183</td>
<td>3.75%</td>
</tr>
<tr>
<td>190</td>
<td>4.00%</td>
</tr>
<tr>
<td>195</td>
<td>4.25%</td>
</tr>
<tr>
<td>200</td>
<td>4.50%</td>
</tr>
</tbody>
</table>

Above 200, the road CAP rate will be increased by 0.25% for each index bracket increased by 5.

10.2.1.2 Oil price adjustment for air transport

The oil adjustment ratio applied to the postage amount of each parcel is calculated based on the price per gallon of kerosene in $ published monthly on the EIA (US Energy Information Administration) website as follows:

<table>
<thead>
<tr>
<th>Price per Gallon of Kerosene in $</th>
<th>Air CAP ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>0.50%</td>
</tr>
</tbody>
</table>

Above $3.00, the air CAP rate will be increased by 0.50% for each gallon of Kerosene in $ plus $0.25.

10.2.2 IMPACT OF THE ECO-TAX OR ANY OTHER FUTURE TAXES

They shall apply automatically to this Contract. La Poste shall do everything it can to warn its Customers as quickly as possible.

10.2.3 SURCHARGE FOR NON-Quality OF ADVERTISEMENT DATA IN ELECTRONIC OR COMPUTERISED FORMAT – NO TRANSMISSION BEFORE MIDNIGHT ON THE DAY OF PHYSICAL DEPOSIT OF PARCELS

For Customers with a custom development, a surcharge of 0.90% excluding VAT will be applied to each of the parcels concerned in the event of an announcement not received or an announcement received late. This surcharge is exclusive of the other surcharges provided for.

If, however, the announcement quality rate is at least 95% for the month in question [despite failure to comply with a commitment of an announcement quality rate of at least 99.5% - Specific development and EDI announcement flows – Parcel dispatch - shipping assistance], this surcharge will be cancelled on the invoice.

10.2.4 SURCHARGE FOR MISSING, INCOMPLETE OR ERRONEOUS ADDRESS OR CUSTOMS DATA TRANSMITTED IN THE ADVERTISEMENT IN ELECTRONIC OR COMPUTERISED FORM

Compliance with announcement and addressing conditions enables optimised handling. Failure to comply with them results in surcharges and additional handling costs, particularly at the delivery stage which they make more difficult, even impossible.

The following non-compliances therefore result in the application, to each parcel concerned of one or more of the pricing surcharges. Furthermore, in the event of addresses that fail to comply for the reasons given in this clause no payment of any type whatsoever shall be made.

For Colissimo Domicile and Point Retrait France dispatches, only one of the following pricing surcharges will be applied to each of the parcels concerned in the following decreasing order without being accumulated:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Value of surcharge</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Complete failure to give place name on the parcel (no address in the EDI)</td>
<td>€0.30 excl. VAT per parcel</td>
</tr>
<tr>
<td>b) Address incorrect due to unavailability of the post code and the town as listed in the directory of postal codes</td>
<td>€2.00 excl. VAT per parcel</td>
</tr>
<tr>
<td>c) Total absence, or incomplete or incorrect transmission of information and/or documents of the customs declaration</td>
<td>€15 excl. VAT per parcel</td>
</tr>
</tbody>
</table>

When La Poste detects an error in the street name and/or number in the street, the error is brought to the customer's attention using the feedback system, particularly the Parcel Tracking Tool.

10.2.5 SURCHARGE FOR MISSING OR INCOMPLETE E-MAIL ADDRESS AND TELEPHONE
10.2 SURCHARGE FOR NON-MACHINABLE PARCELS

Non-machinable parcels accepted in the postal network are subject to a pricing surcharge per object due to the additional handling costs amounting to €6 excluding VAT.

10.2.9 SURCHARGE FOR EXCEPTIONAL AND UNFORESEEABLE INCREASES IN TRANSPORT COSTS

In the event of an unforeseeable and exceptional increase in transport costs due to the economic and political situation and/or the occurrence of an unexpected event with consequences for transport costs, La Poste reserves the right to apply or to increase the surcharge or to stop the delivery of parcels.

10.3 PRICE REVISION

10.3.1 MODIFICATION OF GENERAL PRICING

The Parties expressly agree that prior notice that La Poste will make any changes to the prices, particularly the fuel surcharge, will be sent to the Customer as an invoice for each month. The invoice must include a summary statement of the changes made, including the new prices and the reason for the change.

10.3.2 REVISION OF TIERED AND UNTIRED PRICES IN THE EVENT OF CHANGES IN FACTORS OTHER THAN THE NUMBER OF PARCELS

The revision of tiered prices will be carried out under the conditions set out in the special conditions.

For untiered Prices, at the end of each contractual period from the date on which the contract is signed, or the end of the period that the contract is valid, and any changes to the price, the Customer shall be notified of the new prices.

10.3.3 CONTINGENCY REVIEW

As a replacement for the provisions of Article 1195 of the Civil Code, if one of the Parties is affected by a change in circumstances unforeseeable at the time of the conclusion of this Contract, which is external and uncontrollable and makes the performance of the Contract excessively costly for them, they may request, in writing, for the other Party to renegotiate the provisions, particularly of a financial nature, of the contract in order to distribute among them the effects of such changes in circumstances, subject to submitting supporting documents to this end.

The Parties are bound by an obligation of good faith throughout the renegotiation period and will continue to perform their obligations, on agreed terms, throughout the renegotiation period. The opening of negotiations and their content are strictly confidential. In the absence of agreement between the parties within thirty (30) calendar days of notification of the request for renegotiation, either party may terminate the Contract subject to three (3) months' notice.

10.4 INVOICING

The service is invoiced on the basis of the weight and size of dispatches, on the type of service and the various price components.

La Poste issues a summary invoice for each month, at the latest on the fourth day of the month following the month in which the service is provided. The invoice is sent to the billing address given in the Special Conditions. The Customer may also access their invoice in PDF format, on the Colissimo Box, from their Customer Area on the website www.laposte.fr/colissimo-entreprise.

Billing is based on data taken from the La Poste IT system and shall be binding between the Parties.

The invoice produced by La Poste is either in paper or electronic form according to the current legislation and under the conditions set by La Poste.

If for reasons for which the Customer is responsible (exceeding the parcel allowance, error in a billing component in the announcement, etc.), La Poste has to resort to administrative processing to correct the situation, such administrative, manual processing of invoices will result in additional costs.

Therefore a handling charge of €150 excluding VAT per invoice will be applied. The Customer undertakes to pay this charge.

In situations where it is impossible to initiate invoicing automatically, items sent using Colissimo Enterprise will be invoiced at the price for the average weight class of parcels dropped off or collected by the Customer during the previous month or at the weight indicated on the invoice. Oil price adjustment coefficient and HGV impact eco-taxes surcharges apply to this price.

This average weight is calculated monthly and is the product of the quotient of the total weight of parcels by the total number of parcels invoiced during the previous period.

If a Customer wishes to change the data required to draw up their invoice (Registered name of company, Address, Bank details, etc.), it must undertake to inform La Poste in writing to La Poste (La Poste Sales Management Department - Colissimo, 3 rue des remparts 95796 Noisy Le Grand CEDEX) before the 10th of the invoicing month concerned. After this date the changes will be applied to the invoice for the next month.

If the Customer's financial situation so warrants, La Poste may require an advance payment. In this case, it will issue a deposit invoice for partial payment of the service in advance within seven (7) days of receipt of the deposit invoice by the Customer. A summary invoice, no later than the fourth day of the month following the month in which the service was provided, will also be sent to the Customer indicating the amounts previously paid and still owing.

10.5 CHALLENGING AN INVOICE

Where Customers disagree with any component of their invoice they must give La Poste written notice of the grounds of their challenge. Under all circumstances Customers must immediately pay the unchallenged component of the invoice.

Unless a challenge explaining the grounds is sent within one (1) month of the invoice issue date is sent by Registered Letter the invoice is considered to have been accepted according to the terms and conditions agreed with La Poste.

10.6 PAYMENT

Payment must be made by SEPA Core Direct Debit from the Customer's bank account during the month following that in which service is provided in question. The direct debit date appears on the invoice. This is set on the 1st working day following the date on which the invoice is issued, plus 17 calendar days; the date on which invoices are issued is set on the 4th working day of the month following the service.

On signing this document the Customer must give the SEPA Direct Debit mandate or its scope to La Poste. The Customer may instruct the bank to debit the SEPA Direct Debit mandate or its scope at any time within the SEPA Direct Debit mandate or its scope. The bank must inform La Poste if a direct debit cannot be made due to a failure to provide accounts. Failure to provide accounts can only be understood by La Poste as indicating a decline in the Customer's financial situation as well as the fact that items were indeed delivered to the Customer since this Contract came into effect. Failure to provide accounts can only be understood by La Poste as indicating a decline in the Customer's financial situation as well as the fact that items were indeed delivered to the Customer since this Contract came into effect.

No discount will be allowed for early payment. The Customer hereby undertakes to notify La Poste in writing before the tenth (10th) of the billing month of any change to the bank account debited, particularly the name of the account holder, change of bank, etc.).

The Customer must send any request for the cancellation of the SEPA Core Direct Debit mandate or its scope to La Poste by recorded delivery letter. This letter must quote the unique mandate reference (NUM) concerned as well as the name(s) of the contract(s) concerned. If the Customer cancels their direct debit mandate without providing a replacement direct debit on which La Poste can make direct debits, La Poste will first suspend the services then cancel the Contract in accordance with the terms and conditions set out in this Contract.

10.7 FINANCIAL GUARANTEES

As a general rule the Customer must present all proofs of their creditworthiness. For this purpose and in order where necessary to examine the Customer's situation, the Customer undertakes, if required to do so by La Poste, to provide its company's latest accounts. If the Customer uses a chartered accountant or auditor, the accounts must be signed by one or the other of these people. Failure to provide accounts can only be understood by La Poste as indicating a decline in the Customer's financial situation as well as the fact that items were indeed delivered to the Customer since this Contract came into effect.
La Poste hereby undertakes to preserve the confidentiality of the data contained in this document.

Customers' creditworthiness is evaluated particularly by considering:
- levels of equity
- levels of operating profit in the past two financial years
- levels of gross operating profit in the past two financial years
- levels of debt in relation to overall liabilities
- levels of working capital
- working capital requirements
- treasury payment history with La Poste
- registration of creditors on the Companies Register.

At the start of the Contract, the Customer must be up to date with all their contractual obligations with La Poste. In particular, on the signing date of this Contract the Customer must have no debts with La Poste.

On the signing date of this Contract any Customer in either of the following two situations must provide a security deposit, provide a bank guarantee or any other guarantee accepted by La Poste:

1) If the Customer does not have an annual contract for parcel drop-off at La Poste or has had a Contract for less than one year.
2) If the Customer's financial situation is likely to jeopardise the payment of postage or if the existence of payment incidents justifies it.

Where there have been payment incidents in the context of other contracts with La Poste or a financial situation that justifies it, instead of a guarantee as defined above, payment by cashier's cheque may be required each time parcels are dropped off or are collected from the Customer as part of the parcel collection provisions.

During the term of the Contract, the Customer's failure to drop-off parcels for a period greater than or equal to six (6) months, and/or any changes in the Customer's creditworthiness and/or any payment incident during the performance of the Contract may result in the initial financial security-condition being changed and may also result in La Poste demanding additional guarantees or payment by cashier's cheque each time parcels are dropped off or when they are collected from the Customer as part of the parcel collection provisions and more generally the revision of payment conditions.

The guarantee must be provided within ten (10) days of the Customer receiving a written request from La Poste sent by recorded delivery letter, otherwise the Contract may be cancelled.

The value of the guarantee, bank or any other guarantee accepted by La Poste must for each Customer be equal to the average value of two (2) months' estimated or recorded average services (invoice inclusive of tax) over a period of twelve (12) rolling months (commitment inclusive of tax) if the Customer had a contract the previous year.

This sum may be adjusted at any time in light of the number of parcels actually dropped off and/or collected during the contractual period in order that the guarantee always corresponds to twice the monthly average of services.

An adjustment may also be made if the services are modified.

To this end the Customer undertakes, within ten (10) days of receiving a written request from La Poste sent by recorded delivery letter, to adjust the value of the guarantee, bank or any other guarantee accepted by La Poste, otherwise the Contract may be cancelled.

The security deposit is not interest bearing. Once all sums due to La Poste have been paid in full the guarantee will be refunded, the deposit discharged or any other guarantee returned at the end of the contract and in the absence of renewal for whatever reason the sum of whatever sum remains available.

10.8 PAYMENT INCIDENT

The Parties understand "payment incident" to mean in particular late payment, partial payment of a debt or the refusal of a direct debit on the Customer's account.

In the event of a payment incident La Poste, as well as demanding immediate payment of any receivable held on the debtor and taking action to recover all sums due, is entitled in the event of a direct debit rejection to:
- deny access to the dedicated online customer account without notice;
- refuse parcel drop-offs without notice;
- require the payment of a deposit payable by bank cheque or bank transfer with a reason executed within seven (7) days from the receipt of the deposit invoice by the customer.
- use the guarantee already constituted to settle the receivable in full or partially;
- subsequently ask the Customer to rephrase the guarantee within a maximum 30 working days.

In the event of a payment incident and for as long as any sums remain unpaid, La Poste will offset such sums against sums it may owe the Customer, particularly compensation due for loss or damage to a parcel or any sum due for delay in delivery.

In the event of a payment incident:
- the Customer is liable to La Poste for lateness interest calculated from the due date up to the day on which payment is effectively made without any reminder or formal notice to pay being required. The value of such lateness interest is calculated as an annual rate of 10% applied to the sums due;
- a flat-rate payment of €40 will be automatically charged for any payment incident to cover La Poste's internal recovery costs without any reminder or formal notice to pay being required. Additional compensation backed up by evidence may also be required if La Poste has incurred greater costs.

Such sums will not be due where the opening of safeguard, financial adjustment or liquidation proceedings prohibits payment of the debt on the due date.

These sums will be payable on receipt of notice informing the Customer that they have been charged to their debit.

Once formal notice has failed to remedy the situation after five (5) working days from its initial presentation, the Customer must, in addition to the principal, pay a penalty of 15% the sums outstanding, without prejudice or any other sums due as a result of a payment incident (lateness interest, flat-rate payment, etc.).

La Poste reserves the right to impound any of the Customer's parcels deposited with it.

11.2 REFERRAL TO CUSTOMER SERVICE

The Parties agree that the Customer may access the La Poste Customer Service - Colissimo department the contact details of which are given below.

The Customer undertakes not to use several referral channels simultaneously for the same parcel and the same grounds of complaint.

For reasons not pre-registered in the PTT, the Customer will address their requests in a reasoned and detailed manner to customer service for each parcel, to one of the following channels:

- By e-mail: scmb.clp@laposte.fr
- By letter: Service Clients La Poste - Colissimo 14 rue Antoine de St Exupéry BP 7500 88107 ST DIE DES VOSGES CEDEX
- By telephone:
  - France: 0821 978 888**
  - DOM (French Overseas Territories): 03 29 42 16 01**
  - International: +33 1 29 42 16 01**

Referral to the Customer Service using the PTT is included in the cost of this service. The choice of another referral channel for a standard pre-recorded reason will entail additional charges and costs and La Poste reserves the right to pass them on to the Customer.

Irrespective of the channel used, it is the Customer's responsibility to prove any prejudice, as laid down in this document particularly as regards La Poste's responsibility as stated in clause 12 of this document.

The Customer must provide all the following information in its complaint:
- the name and account number of the Customer who sent the dispatch;
- the parcel number;
- the date on which the parcel was handed over to La Poste (actually handed over to La Poste's information systems, scanning);
- the full name and address of the addressee;
- the addressee's phone number;
- the value and description of the contents of the parcel;
- the invoice certifying the purchase value or any document proving the net book value excluding VAT of the contents of the parcel transported, failing this, the commercial invoice within the meaning of French law (the amount of which must correspond to that of the CN23 for international shipments);
- Any information proving the reality of the existence of the damage (certificate of non-receipt by the addressee, proof of a new shipment, etc.);

In the event of disagreement on the date of the information from La Poste's information system (scanning) of the parcel by La Poste, it is up to the Customer to prove the contrary by any means.

In the event of disagreement on the date on which the parcel was handed over to La Poste (scanning), it is up to the Customer to provide proof to the contrary by any means.

To complete the scanning information La Poste may request a copy of the acceptance slip of a Colissimo Return France left in letterboxes.

Clause 11 – Claims

11.1 REASONS FOR CLAIMS

With the aim of facilitating contact with the La Poste Customer Service - Colissimo department and making it easier, La Poste has made the Parcel Tracking Tool (PTT) available to its Customers or their representatives. Some standard reasons for complaints are pre-recorded in the PTT:
- timeliness exceeded;
- parcel not delivered;
- parcel damaged;
- disputing the reason for returning the parcel to the Sender;
- absence of cash on delivery not received;
- request for proof of delivery;
- incomplete or empty parcel;
- parcel damaged;
- parcel not delivered;
- parcel dropped in Colissimo department and
- customer service for each parcel, to one of the following information.

For other reasons not listed, only relevant claims actions, depending on the offer selected and the information provided by La Poste's information system, will be available to the Customer.

The Customer may only make a request for the parcel in question. It can only be made within a period of twelve months from the day after the day on which the dispatch is handed over for national parcels and six months for international parcels, beyond which the request is time-barred.

Service Clients La Poste - Colissimo 14 rue Antoine de St Exupéry BP 7500 88107 ST DIE DES VOSGES CEDEX

By telephone:

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>France</td>
<td>0821 978 888**</td>
</tr>
<tr>
<td>DOM (French Overseas Territories)</td>
<td>03 29 42 16 01**</td>
</tr>
<tr>
<td>International</td>
<td>+33 1 29 42 16 01**</td>
</tr>
</tbody>
</table>

Referral to the Customer Service using the PTT is included in the cost of this service. The choice of another referral channel for a standard pre-recorded reason will entail additional charges and costs and La Poste reserves the right to pass them on to the Customer.

Irrespective of the channel used, it is the Customer's responsibility to prove any prejudice, as laid down in this document particularly as regards La Poste's responsibility as stated in clause 12 of this document.

The Customer must provide all the following information in its complaint:
- the name and account number of the Customer who sent the dispatch;
- the parcel number;
- the date on which the parcel was handed over to La Poste (actually handed over to La Poste's information systems, scanning);
- the full name and address of the addressee;
- the addressee's phone number;
- the value and description of the contents of the parcel;
- the invoice certifying the purchase value or any document proving the net book value excluding VAT of the contents of the parcel transported, failing this, the commercial invoice within the meaning of French law (the amount of which must correspond to that of the CN23 for international shipments);

In the event of disagreement on the date of the information from La Poste's information system (scanning) of the parcel by La Poste, it is up to the Customer to prove the contrary by any means.

In the event of disagreement on the date on which the parcel was handed over to La Poste (scanning), it is up to the Customer to provide proof to the contrary by any means.

To complete the scanning information La Poste may request a copy of the acceptance slip of a Colissimo Return France left in letterboxes.
For dispatches deposited with a signature, if the Customer disputes the data collected particularly from the IT system from scanning of the parcels, it must send the Customer Service a sworn handwritten statement together with a copy of the address ID document. Provided it receives all these documents the La Poste Customer Service - Colissimo Department may send the Customer a copy of the delivery ready-for-collection or scanned signature slip including the date and signature of the person who received the parcel.

Unless all this information is provided the complaint will not be valid and the Customer Service department may refuse it without investigating it and without giving reasons.

In the event that the dispute is validated by La Poste's customer service, the Customer shall be entitled to the standard compensation set out below.

11.3 PROCESSING OF APPLICATIONS AND LEADTIMES

The Customer Service department will give the Customer a reference number identifying the parcel concerned by the claim via e-mail, letter of the PTT.

La Poste will respond to the complaint:
- within fifteen (15) working days for dispatches within France
- within thirty (30) working days for shipments to South Africa, Germany, Saudi Arabia, Argentina, Australia, Austria, Belgium, Brazil, Cameroon, Canada, Chile, China, South Korea, Denmark, Spain, Estonia, United States, Finland, Great Britain, Greece, Hong Kong, Hungary, India, Ireland, Israel, Italy, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Monaco, New Zealand, Poland, the Netherlands, Portugal, Czech Republic, Russia, Singapore, Slovenia, Slovakia, Sweden, Switzerland, Thailand and Ukraine;
- within forty (40) working days for dispatches to Overseas 1 only (excluding Colissimo Eco Overseas);
- within ninety (90) working days for other international destinations and destinations in the Overseas 2 zone.

The above reaction times are given as an indication only. Claims related to the COD option are not subject to these timelines.

La Poste may take the initiative to undertake an in-depth investigation in order to clarify the situation. In this case, La Poste will notify the Customer. Under these circumstances the processing times are suspended.

In order to determine the accuracy of the claim, La Poste relies on the evidence transmitted to it by the Customer and its information systems. The Customer will be informed of the conclusion of the claim by PTT.

Where the facts about a complaint prove correct and attributable to La Poste, compensation or some other payment may be made provided the cost of shipping was duly paid and the Customer complied with all the contractual provisions in this document.

The compensation or payment of a sum will be directly deducted from the Customer's invoice.

The Customer hereby guarantees La Poste that it will waive any action or the consequences thereof by its beneficiaries, third parties and their respective insurer over and above the limits set out above.

11.4 USE OF A REPRESENTATIVE

Le Customer may use a representative to handle their requests and/or complaints and more generally their relations with the customer service. Provided it receives all these documents the La Poste Customer Service - Colissimo Department may send the Customer a copy of the delivery ready-for-collection or scanned signature slip including the date and signature of the person who received the parcel.

The Customer must send the declaration of representative to La Poste:
- Either on plain paper at the following address: Administration des Ventes (ADV)
- La Poste – Colissimo / Support and Logistics Division

Remparis, 93 196 NOISY LE GRAND Cedex

- Either by completing the "Declaration of Representative concerning the relationship with La Poste - Colissimo customer service" filled away from them by their representatives or by any person acting on their behalf.

Customers must include payment with their dispatch.

If the Customer sends the declaration of representative on plain paper it must include at least the Customer's account number and the numbers of any sub-accounts, full details of the identity of the Customer and their representative, the representative's full postal and e-mail addresses, the effective date and scope of the declaration of representative.

Customers may only appoint one representative per account or sub-account. If the declaration relates to an account, it will concern the account and the sub-accounts attached to it; if the declaration relates to a sub-account, only the sub-account will be concerned.

On receipt of the declaration of representative, and provided the sums are received, La Poste will register this declaration of representative.

The Customer is liable for annual handling fees for the registration and management of a declaration of representative by the La Poste - Colissimo sales department. These fees cover registration of the request as well as updates and the declaration that the representation has come to an end.

The annual handling fees are:
- €49 excluding VAT per account or sub-account,
- except as exceeds the registration of the declaration of representative, in the year it is registered, in the event of some other fees than the above form being used: €150 excluding VAT per account or sub-account.

Payment is automatically due in the following situations:
- As soon as the sales department receives a registration request
- On 1 January of the year for subsequent years – including the year in which the declaration is made that the representation has come to an end.

The fees are due in full for each year begun. A declaration of representative will be considered null and void if the fees are not paid.

As from registration by La Poste for the scope (accounts and reasons) given:
- All communications, whether by telephone, letter, e-mail, etc., relating to requests and/or complaints concerning parcels deposited by the Customer will be solely with the declared representative;
- All replies and figures from the customer service department will be sent solely to the representative at the address given in the declaration of representative.

The Customer is not the addressee of any communication by letter or telephone concerning parcels within the scope of the declaration of representative.

Any credit notes will continue to be allocated as per the conditions of the contract to the Customer's account.

The Customer undertakes to inform their representative(s) of any changes to the contractual conditions governing their relations with the customer service, including in the event of such conditions being modified. The customer undertakes to ensure that their representative(s) comply with the provisions of this Contract.

The Customer undertakes to informer La Poste - Colissimo of any changes affecting the declaration of representative and cancellation of the declaration of representative by recorded delivery letter sent to:

Administration des Ventes La Poste - Colissimo
Pôle Support & Logistique
Les Portes de Paris - 3 boulevard des
Remparts, 93 196 NOISY LE GRAND Cedex.

La Poste's responsibility is incurred as laid down in the responsibility system applicable to postal service providers as defined by Articles 1240, 1103, and 1193 of the French Civil Code, L7 and L8 of the French Postal and Electronic Communications Code.

La Poste's requests for compensation will only be admissible provided the Customer has paid the postage due on the parcel for which the claim is made.

For parcels in the Colissimo Enterprise range, the data provided by the La Poste IT system harvested by La Poste scanning parcels at various stages of their routing (acceptance, shipping, any addressee notification, and delivery) will be accepted by the Parties as establishing whether or not a delay (where a time commitment has been made) or an estimated timeline has been exceeded or a parcel has been lost or damaged, unless proof to the contrary is provided by the Customer by any means.

12.1 LIMITATIONS OF LIABILITY

In the event of failure to comply with the provisions on acceptance conditions, in particular as regards the contents of the parcel and/or the quality of the packing and/or packaging, under no circumstances may La Poste be held responsible.

La Poste is in no way liable for indirect or material damages. The Parties therefore agree that indirect loss is considered to be a loss that is not the immediate, direct result of the performance of this Contract such as, but not limited to, loss of profit, business interruption, loss of market share, loss of contracts, loss of opportunity, loss of image, any other commercial prejudice or action initiated against the Customer by a third party.

In any event, La Poste's liability shall be limited to the amount paid by the Customer for the three (3) months preceding the event giving rise to the damage.

12.2 FAILURE TO COMPLY WITH TIMELINES

In accordance with clause 9.3, failure to comply with a timeline commitment entitles Customers to compensation.

Please note that the amount of compensation awarded shall be calculated according to the damage demonstrated, but may not exceed the amount of the shipping costs of the parcel, to which the oil adjustment price shall be added. The other surcharges, optional services, miscellaneous costs, duties and taxes are excluded.

12.3 LOSS AND DAMAGE

La Poste's responsibility may under no circumstances be extended to remedying any other direct or indirect damage, whether material or immaterial, resulting from the loss or damage of a parcel.

In the event of justified damage resulting from the loss of or damage to the Parcel as confirmed by La Poste, the Sender may be entitled to compensation upon request. The terms and conditions are set out below, if La Poste's liability is established, except in the event of a fault on the part of the Sender or the addressee, an inherent defect in the contents of the shipment, its packaging or wrapping, force majeure or any other factor not attributable to La Poste.

In order to determine the existence of loss or damage, La Poste bases its decision on a number of indicators, including:
- information provided by the Customer;
- and/or La Poste's information systems;
- or any other additional evidence of receipt of the parcel by the addressee recorded by La Poste.

The absence of scanning may not alone, or automatically, imply a loss.

We would emphasise that badly wrapped parcels or parcels where the packing is not suitable for the contents as well as parcels whose contents are prohibited from being carried are not eligible for compensation for loss or damage of contents.

12.3.1 STANDARD COMPENSATION

The standard compensation paid to the Customer will be:

For parcels weighing less than 1kg:
- at €33 per kilo in proportion to the weight of the parcel for the Colissimo Domicile France with signature offer, Colissimo Expert Domicile with signature International and Colissimo Domicile with signature Overseas;
- at €23 per kilo in proportion to the weight of the parcel for the other Colissimo offers.

Only the weight recorded by La Poste is valid;

For only parcels with a mass weight of more than 1kg:
- the value of the contents of the parcel in the Colissimo Enterprise offer as certified by the purchase invoice or any document justifying the net book value of the goods carried up to the limit of a sum calculated as a proportion of the mass weight of the parcel on the basis of:
  - €33 per kilo and up to a maximum of €990, it being understood that only the weight recorded by La Poste is valid for the Colissimo Domicile France with signature offer, Colissimo Expert Domicile with signature International and Colissimo Domicile with signature Overseas and on the basis of €23 per kilo and up to a maximum of €690 for other Colissimo offers.
- €23 per kilo and up to a maximum of €690, it being understood that only the weight recorded by La Poste is valid, for the other Colissimo offers.

In the absence of a document certifying the purchase value of any document attesting to the net book value of the contents, the Customer may be compensated up to 70% of the selling price of the contents as certified by the commercial invoice for the sale of the goods carried up to the limit of a sum calculated as a proportion of the mass weight of the parcel on the basis of:
- €33 per kilo and up to a maximum of €990, it being understood that only the weight recorded by La Poste is valid for the Colissimo Domicile France with signature offer, Colissimo Expert Domicile with signature International and Colissimo Domicile with signature Overseas and on the basis of €23 per kilo and up to a maximum of €690 for other Colissimo offers.

No compensation will be paid without these documents.

It is the Sender's responsibility to ensure that the value of the item does not exceed the value of the standard compensation.

In the event of loss of the parcel:

The Customer will receive standard compensation and/or compensation for their ad Valorem Insurance. The Customer will also receive:
- Shipping costs (corresponding to the general rate with application of the corresponding discount, if any, or to a non-discountable customised rate);
- Oil price adjustment;
- The COD option if it has been chosen;
- The FTD-DDP option if it has been chosen;
- Pricing surcharges (transport, UK, OM, non-mechanisable) excluding the price of the option for ad valorem insurance, the surcharge for non-admitted parcels and the surcharge for poor advertisement quality, as it is not charged per parcel but in total (footer of the invoice).

In the event of simple damage:

The Customer will receive standard compensation and/or compensation relating to their ad Valorem Insurance. The Customer will also receive:
- Shipping costs (corresponding to the price list with application of the corresponding discount, if any, or to a non-discountable customised rate);
- Oil price adjustment;
- The COD option if it has been chosen;
- The FTD-DDP option if it has been chosen;
- Pricing surcharges (transport, UK, OM, non-mechanisable) excluding the price of the option for ad valorem insurance, the surcharge for non-admitted parcels and the surcharge for poor advertisement quality, as it is not charged per parcel but in total (footer of the invoice).

In the event of total damage (corresponding to totally deteriorated contents) validated by La Poste with an express request from the Customer:

The Customer will receive standard compensation and/or compensation relating to their ad Valorem Insurance. The Customer will also receive:
- Shipping costs (corresponding to the price list with application of the corresponding discount, if any, or to a non-discountable customised rate);
- Oil price adjustment;
- The COD option if it has been chosen;
- The FTD-DDP option if it has been chosen;
- Pricing surcharges (transport, UK, OM, non-mechanisable) excluding the price of the option for ad valorem insurance, the surcharge for non-admitted parcels and the surcharge for poor advertisement quality, as it is not charged per parcel but in total (footer of the invoice).

12.3.2 COMPENSATION UNDER OPTIONAL INSURANCE:

Customers choose the type of insurance and must ensure that it is suited to the contents.

Whatever the weight of the parcel, the compensation paid to the Customer will be equal to the value of the contents of the parcel in the Colissimo Enterprise offer as certified by the purchase invoice or any document proving the net book value of goods carried up to the limit provided by the insurance policy taken out.

It is specified that the latter takes precedence over and excludes standard compensation.

In the absence of a document proving the purchase value or any document proving the net book value of the contents, the Customer may be compensated for 70% of the sale value of the contents as evidenced by the commercial invoice for the sale of the goods transported, up to the amount of the insurance.

The Customer guarantees La Poste that it will waive any action or the consequences thereof initiated by its beneficiaries, its substitutes and their respective insurers over and above the limits of responsibility set out above.

12.4 LIABILITY FOR IT SOLUTIONS

La Poste undertakes, as part of a best endeavours obligation, to maintain in good working order the IT and telecommunications systems that enable and/or that are necessary for the Technical Solutions to operate.

In any event, La Poste shall not be held responsible, in any way whatsoever, for a change in the rate of sales under the Customer's expectations, indirect or non-material loss such as loss of profit, loss of contracts, missed opportunities, loss of customers or business interruption, damage to reputation.

If the Technical Solutions provided for in clause 6.1 of this contract become unavailable for any reason, La Poste shall not be held responsible and no compensation will be due for any reason whatsoever.

La Poste shall not be held responsible in the event of:
- fault, failure, negligence, omission or defect and in the event of non-compliance by the Customer or a third party acting on behalf of the Customer;
- malfunction of a software if provided by the Customer;
- malfunction of any IT hardware whatsoever of the Customer or addressee;
- delay in the supply of data and/or information due from the Customer, force majeure or external cause.

Furthermore, La Poste shall not be held responsible under any circumstances if the Customer opts for the protocol offering the least security when La Poste offers the Customer the choice between several protocols offering different levels of security.

The Customer's attention is drawn to the fact that the non-application of a clause and/or non-implementation of any right available to La Poste may not be interpreted as waiving such clause and/or right.

Clause 14 – Processing of personal data

The Customer shall ensure compliance with the applicable regulations on personal data protection. In its capacity as data controller, they undertake to have carried out all the actions and taken all the technical and organisational measures necessary when designing and implementing personal data processing operations.

The Customer also undertakes to notify the addressees beforehand of any transfers to La Poste of their personal data in order to perform the services. In particular, the Customer undertakes to inform the addressees that their postal contact details, e-mail address and phone number for use by La Poste to perform the service, have been provided to La Poste in the context of the performance of the Services, particularly to implement the choice of delivery, notifications, delivery tracking and/or conduct satisfaction surveys.

La Poste reserves the right to cancel this Contract and to block access to the Technical Solutions if the Customer does not respect the obligations above. The Customer also
Clause 16 – Other provisions

16.1 CONFIDENTIALITY

Both during this Contract and once it has been terminated for whatever reason and for five (5) years thereafter, the Parties will preserve the strict confidentiality of all information exchanged in the context of this contract, particularly technical and commercial information.

The Parties will therefore refrain from making any use of the information apart from that for which they received it.

The Parties will impose the same obligation of confidentiality on their officials, agents and representatives. This confidentiality obligation does not apply to confidential information the Parties have to disclose by law.

If the service is compromised particularly for material and/or technical reasons, La Poste may open dispatches placed in its care in the context of this Contract in order to allow the service to be performed.

Customers therefore expressly authorise La Poste to open their dispatches strictly for the performance of the service.

La Poste is bound by an obligation of confidentiality regarding information it learns on the occasion of opening a dispatch.

16.2 AMENDMENTS TO THE CONTRACT

Without prejudice to the provisions of Clause 10.3 of this Contract, La Poste may change the conditions provided for in this document in line with demands imposed by the cost and operation of the services, changes in the techniques used to process items and legal and regulatory changes.

Changes in these conditions will come into effect four (4) weeks after the Customer has been notified in any way. La Poste will inform Customers that the changes have been introduced and how they can confirm it.

Such changes may not give rise to any compensation.

The Customer may, during this period, send a recorded delivery letter terminating this Contract.

Termination will take effect on the date given by the Customer and at the latest at the end of the four (4) weeks. Termination will put an end to the previous conditions and particularly result in the Customer being denied access to IT solutions.

Where notice is given via the website, the fact of the Customer not responding as defined on the website www.colissimo.fr/entreprises + will be deemed equivalent to a request to terminate.

If the Customer does not exercise its right to terminate, it is considered to have accepted the new provisions as of when they come into effect.

16.3 TRANSFER OF THE CONTRACT

Except in the event of the Customer's receivership, the Contract may not be transferred in any form whatsoever, in particular by sale, transfer of business or merger, without the prior written consent of La Poste. Otherwise, La Poste may terminate the Contract in accordance with the terms and conditions set out in this Contract. This transfer cannot modify the conditions of the Contract. La Poste reserves the right to transfer the Contract without the prior written consent of the service provider to one of its subsidiaries within the scope of article L.233-3 of the French Commercial Code.

16.4 AGREEMENT ON EVIDENCE

Under this Contract, the Parties agree on the evidential value of regular mail, faxes with acknowledgement of receipt, electronic transmission of data with acknowledgment of receipt and e-mail.

The Parties also agree on the evidential value of the scanned and digitised signature, the correspondence of the confidential code and/or the digital identity and their respective reproduction for parcels to be delivered against signature.

For parcels to be dropped off in Pickup lockers, entering the secret pickup code confirmed by the Pickup locker is the equivalent of a signature and opening the Pickup locker is the equivalent of delivering the parcel. The Customer undertakes to inform the addressee of these facts.

The Parties agree not to dispute the admissibility, validity or probative value of the above on the basis of any legal provision whatsoever that specifies that the above does not constitute proof. The factors considered therefore constitute proof and if they are presented as a means of proof by either Party in any dispute or other proceedings, they will be admissible, valid and binding between the Parties in the same way, under the same conditions and with the same probative value as any contractual document signed by the Parties.

The Customer acknowledges that the e-mail address it provided for the purposes of identification and contract on the identification page of its contract may be used for communications provided for by this Contract, particularly changes to the contract and notifications.

The Customer will ensure that messages sent to this address will be consulted regularly and that they will be sent to the people concerned in the company. Any notification La Poste sends the Customer via this e-mail address is assumed to have reached the Customer and is binding on it. Timelines and considered to start as soon as that notification has been received. Under all circumstances such messages have the same legal effects as letters.

If the Customer can also contact La Poste for its own notifications using the e-mail address given on the aforementioned identification page from its e-mail address (which will be given to the Customer as soon as La Poste communicates by e-mail or via a specific contract form) - a confirmation of receipt will be automatically returned to the Customer immediately. The Customer retains the possibility of expressing a preference for recorded delivery letter as means of proof.

Any notification made via the Customer's e-mail address will be assumed to have been made by the Customer and will be attributed to it.

This system does not include communications with the Customer service department which must be made solely as and how defined in the conditions given in this document.

16.5 EXCEPTION OF NON-PERFORMANCE

In the event of breach of contract, the aggrieved party shall give formal notice to the other Party to comply with the Contract, by registered letter with acknowledgement of receipt.

The defaulting party must remedy its breach within eight (8) calendar days from the date of notification of the formal notice, unless otherwise specified in the formal notice, the sums necessary for such performance. Failing this, the aggrieved party may refuse to perform the Contract.

Failing this, the Customer expressly relinquishes their right to have the obligation of which they are a creditor performed by themselves and to demand in court that the debtor advance the sums necessary for such performance.

Clause 17 – Termination of the Contract

17.1 TERMINATION

In the event of non-compliance by one of the Parties with one of the essential obligations incumbent upon it under this Contract, the said Contract shall be terminated as of right after formal notice sent to the other Party by registered letter.
with acknowledgement of receipt, which has remained unsuccessful within a period of eight (8) days from its receipt or from the date of its first presentation, without prejudice to any damages that it may request.

In the event of partial or total non-payment, La Poste, in addition suspending the performance of this Contract, particularly by refusing drop-offs, and applying the legal and contractual measures open to it in the event of payment incidents, will also be entitled to cancel this Contract under the conditions set out above.

As part of the modification of the Contract, the Customer may terminate the Contract under the conditions set out in clause 16.2 of this Contract.

Cancellation of the account will make accessing the dedicated online customer account impossible.

17.2 CLOSURE OF THE ACCOUNT

Any termination or non-renewal of the Contract on its renewal date will result in the closure of the Colissimo Enterprise account and La Poste reclaiming any equipment made available and the authorisation to print postal labels.

The Customer undertakes to immediately destroy and/or uninstall any tools and data provided with a view to use of a computer-assisted shipping solution.

Closing the Customer's account will make it impossible to access the dedicated "Business Customer" on the Colissimo Box at www.laposte.fr/colissimo-entreprise and will lead to their login and password being deactivated.

* consultation is free other than connection costs and operator costs in force at the time of consultation
** The price depends on the operator chosen
*** Non-premium rate number
1 other than for special provisions, contact the sales advisor for further details
2 Information on contents banned in postal dispatches can be checked on the UPU website http://www.upu.int/fr.html (free consultation excluding connection and call costs of the chosen operator in force at the time of consultation) or on a request from the sales advisor:
3 See in particular the Trésor website: https://www.tresor.economie.gouv.fr/services-aux-entreprises/sanctions-economiques
4 For international dispatches, deliveries to post office, pickup point, locker are made according to the rules applicable in the country of destination
5 This list is for information purposes only and may change
6 International delivery to postboxes is not possible to certain destinations. A list of the countries concerned is available at laposte.fr (Colissimo Expert Sheet)
## Clause 1 – Characteristics of the offer

### 1.1 Acceptance zones and timelines:

The following delivery times are only estimated. No compensation may be claimed if they are exceeded. Except for items sent to Corsica, timelines marked "**" in accordance with the provision of the General Terms and Conditions, La Poste, on request from the Customer, will grant a sum in proportion to any overrun that has occurred.

<table>
<thead>
<tr>
<th>Delivery zone</th>
<th>Home delivery</th>
<th>Pickup delivery</th>
<th>Estimated delivery timelines are not guaranteed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mainland France</td>
<td>X</td>
<td>X</td>
<td>2 days*</td>
</tr>
<tr>
<td>Corsica</td>
<td>X</td>
<td>X</td>
<td>3.5 days</td>
</tr>
<tr>
<td>Monaco</td>
<td>X</td>
<td>X</td>
<td>2 days*</td>
</tr>
<tr>
<td>Andorra</td>
<td>X</td>
<td>X</td>
<td>4 days</td>
</tr>
</tbody>
</table>

### Clauses:

#### Clause 1.2 Optional services – Customer must choose for each dispatch

Colissimo Domicile and Point Retrait France may also include the optional services below as defined in part I The Service – Characteristics and definitions – optional services under General Terms and Conditions.

<table>
<thead>
<tr>
<th>Delivery zone</th>
<th>Home delivery</th>
<th>Pickup delivery</th>
<th>Estimated delivery timelines are not guaranteed</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Guadeloupe to Guadeloupe,</td>
<td>X</td>
<td></td>
<td>2 days</td>
</tr>
<tr>
<td>- Martinique to Martinique,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Guiana to Guiana,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Réunion to Réunion,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Mayotte to Mayotte,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- between Guadeloupe and its islands</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and Martinique.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Guadeloupe – St Balthélemy</td>
<td>X</td>
<td></td>
<td>3 days</td>
</tr>
<tr>
<td>- Guadeloupe – St Martin</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Clause 2 – Types of delivery

Colissimo Domicile and Point Retrait France may be delivered as below as defined in IV – Types of delivery under General Terms and Conditions:

- Home delivery (Domicile)
- With signature
- Without signature
- Pickup Point delivery (Point Retrait)
- At the post office
- At a Pickup point
- From a Pickup locker

To implement the various types of Pickup Point delivery you have a choice of three delivery solutions. The Customer chooses the delivery solution that suits it.

- The Simplicité Solution (turnkey solution) in which all the Pickup Points are automatically listed: to post office, Pick-up Point or Pickup locker
- The Flexibilité / Liberté Solutions in which the Pickup Points are all listed: to post office, Pick-up Point or Pickup locker. La Poste recommends that all should be shown.

### Clause 3 – Computer-assisted shipping solution

Colissimo Domicile and Point Retrait France are eligible for the computer-assisted shipping solutions given in Appendix 3.

### Clause 4 – Customs formalities

Colissimo Domicile and Point Retrait France dispatches to and from Andorra must be accompanied by Customs declaration CN23 and a commercial invoice (for commercial dispatches) or pro forma invoice (for non-commercial dispatches) in duplicate.
Colissimo Retour France allows Customers to pay for the postage of dispatches sent to them by Senders. This means that Senders do not have to pay postage.

In this context the notion of Senders applies to the person who sends the Colissimo Retour France to the Customer by placing the label on the dispatch.

To do this, the Customer provides the Sender with a label the characteristics of which are described below. The sender is responsible for placing the label on the Colissimo Retour France dispatch in compliance with all the rules and acceptance conditions. This label may be sent to the Sender particularly by mail in the Outward parcel sent to it, by e-mail or directly from the Customer's website depending on the computer-assisted shipping solution the Customer has chosen.

The Sender hands into the La Poste branch the parcel on which the label has been fastened as per the drop-off instructions (Clause 1.3 of this sheet) for it to be delivered to the Customer. The Customer undertakes to ensure that the Senders of Colissimo Retour France dispatches comply with all the provisions of this Sheet.

Clause 1 – Characteristics of the offer

1.1 Acceptance zones and timetables

The delivery timeline given below is only an estimate. In accordance with the provisions of the General Terms and Conditions, no compensation may be claimed if they are exceeded, nor any payment of any type made.

Colissimo Retour France is available for reciprocal exchanges between mainland France (including Corsica) and Monaco*.

*this service does not qualify for parcels being delivered to letter-boxes

Colissimo Retour France is also available within Guadeloupe, St Martin, St Barthélemy, Martinique, Rhéunion, Guiana and Mayotte and between Guadeloupe and Martinique.

For this type of dispatch, parcels may only be dropped off at La Poste drop-off point.

The estimated delivery time for Colissimo Retour France is 2 days.

1.2. Optional services – Customer must choose for each dispatch

Colissimo Retour France may include one of the optional services below as defined in part I Service – Characteristics and definitions – optional services in the General Terms and Conditions.

- Optional ad valorem insurance

1.3. Drop-off instructions

The Sender drops the parcel off in a letterbox (the letterbox matching the address given when the request for dropping off in a letterbox was made; the image of La Poste and complies with the General Terms and Conditions, the Customer may collect it through so

- always uses Colissimo Retour France labels that meet La Poste's specifications and – gives its contact details (full name and address) on the label for its parcel;

Parcels must be delivered to a single address.

Provided it complies with the laws and regulations in force, does not compromise public order or the image of La Poste and complies with the General Terms and Conditions, the Customer may enter the information it wishes in the spaces provided.

Labels may be printed out by the Customer who undertakes to comply with the instructions in the specifications drawn up by La Poste to which its attention has been drawn. Customers undertake before they use any labels to submit a mock to La Poste for approval.

Under all circumstances, Customers undertake only to use labels approved by La Poste and also undertakes that Senders will use the same label.

Failure to comply with this condition may mean La Poste refusing to accept parcels not bearing this label.

Customers are fully liable for the information entered on Colissimo Retour France dispatches and undertake that the Senders of parcels comply with these rules.

Clause 2 – Types of delivery

Colissimo Retour France items may be delivered as detailed below as defined at IV – Types of delivery of the General Terms and Conditions:

- Delivery to the Customer's home address
- With signature

Clause 3 – Computer-assisted shipping solution

Colissimo Retour France is eligible for the computer-assisted shipping solutions given in Appendix 3.

Clause 4 – Dropping off parcels in letterboxes: access conditions and operation

For La Poste to collect a parcel left in a letterbox, as provided for in Clause 1.3 of this Sheet presupposes all the following:

- that the appropriate label has been affixed to the parcel;
- that the sender's address matches the Address of the letterbox indicated when the application for drop-off in a letterbox is made;
- that La Poste can take the parcel;
- that the time and date given by La Poste for the item to be dropped off in the letterbox are complied with (the Sender is informed of both when it prints out the label on the internet).

The 1st postal processing site checks that the parcel complies with the Characteristics of the offer (Clause 1 of this Sheet). In the event of non-compliance, La Poste may refuse processing and return the parcel to the Address indicated where the application for drop-off in a letterbox is made. Such refusal is not subject to application of the surcharge for “unacceptable parcels”.

La Poste will make every effort to inform the Sender by e-mail about the situation of the parcel at certain stages of the routing.

The Customer undertakes to bring these access conditions to the Sender's attention.

Clause 5 – Acceptance conditions

The Customer undertakes that Senders will comply with the following acceptance conditions. Failing this, La Poste will refuse drop-off of Colissimo Retour France items.

Weight - measurements - information

The provisions on weight and measurements of dispatches are given in Appendix 1 as stated in Clause 8 of the General Terms and Conditions of this contract.

For drop-off in a letterbox, the parcel must fit inside the letterbox.

The Customer undertakes that the sender of the dispatch:

- always uses Colissimo Retour France labels that meet La Poste's specifications and
- gives its contact details (full name and address) on the label for its parcel;

Parcels must be delivered to a single address.

Provision complies with the laws and regulations in force, does not compromise public order or the image of La Poste and complies with the General Terms and Conditions, the Customer may enter the information it wishes in the spaces provided.

Labels may be printed out by the Customer who undertakes to comply with the instructions in the specifications drawn up by La Poste to which its attention has been drawn. Customers undertake before they use any labels to submit a mock to La Poste for approval.

Under all circumstances, Customers undertake only to use labels approved by La Poste and also undertakes that Senders will use the same label.

Failure to comply with this condition may mean La Poste refusing to accept parcels not bearing this label.

Customers are fully liable for the information entered on Colissimo Retour France dispatches and undertake that the Senders of parcels comply with these rules.

Clause 6 – Responsibility

La Poste gives no timeline commitment for Colissimo Retour France dispatches.

La Poste accepts no responsibility for any indirect damage arising out of this document, particularly operating loss, loss of profits, missed opportunities, damage or costs.

For dispatches dropped off in a letterbox at the address given in the request for dropping off in a letterbox, La Poste may only be held responsible from when the official collects the parcel and issues an acceptance slip to this effect.

La Poste may not be held responsible if there is no parcel in the letterbox when La Poste calls to collect it through some fault committed by the Sender, Addresser, force majeure, inherent defect or any other factor not attributable to La Poste.

The Customer undertakes to inform the Sender of these details.

The same applies due to the fact that the Sender must ensure that any parcel left in the letterboxes must be suited to the value and nature of the contents of the parcel.

Beneficiary of compensation for loss or damage

Compensation is paid to Customers who, prior to receiving compensation, has established the reality of its prejudice and the value thereof by producing an invoice for the purchase value or inventory of the goods carried.

The Customer undertakes to bring these compensation conditions to the Senders' attention. La Poste reserves the right to ask the Customer to provide proof that has brought this information to
the Senders' attention, informing them clearly and unequivocally that any compensation due will be paid by La Poste to the Customer.

The Senders may not directly claim from La Poste any compensation for the routing and delivery to the Customer of Senders' Colissimo Retour France items.

In any event, no compensation may be paid to Senders for any reason.

Generally speaking, disputes between the Customer and Senders are not binding on La Poste. The Customer will hold La Poste harmless against any claim and/or action taken against it despite this agreement.

La Poste takes no direct responsibility to Senders of parcels for the process of web page inserts, it being the Customer's sole affair to deal with any requests and/or complaints they might make.
### Clause 1 – Characteristics of the offer

#### 1.1- Acceptance zones and timelines

The following delivery times are only estimated. In accordance with the provisions of the General Terms and Conditions, no compensation may be claimed if they are exceeded, nor any payment of any type made:

**Reciprocal relations**

<table>
<thead>
<tr>
<th>Home delivery</th>
<th>Guideline delivery times:</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>From 5 days</td>
</tr>
<tr>
<td>X</td>
<td>From 6 days</td>
</tr>
<tr>
<td>X</td>
<td>From 7 days</td>
</tr>
<tr>
<td>X</td>
<td>From 10 days</td>
</tr>
</tbody>
</table>

**Non-reciprocal relations**

<table>
<thead>
<tr>
<th>Home delivery</th>
<th>Guideline delivery times:</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>From 7 days</td>
</tr>
<tr>
<td>X</td>
<td>From 5 days</td>
</tr>
</tbody>
</table>

#### Zoning

OM1 Zone: Guadeloupe (including St Barthélémy and St Martin), Martinique, Réunion, Guiana, Mayotte and St Pierre and Miquelon.

OM2 Zone: New Caledonia and its dependencies, French Polynesia, the Wallis and Futuna Islands and the French Southern and Antarctic Territories

*For this destination timelines may be > 10 days

### Clause 2 – Types of delivery

A Colissimo Domicile Overseas parcel may be delivered as below as defined in the General Terms and Conditions:

1. **Home delivery**
   - Without signature
   - With signature

In the event of taxation, on OM1 destinations, the delivery mode without signature will be ensured only after advance payment of the customs clearance fees.

The new customs clearance process implemented from October 2021 on OM1 destinations entails new customs fees payment modalities (reduced tariff if customs fees are paid online before delivery). Customs clearance fees are not charged if the FTD option has been selected by the sender.

### Clause 3 – Computer-assisted shipping solution

Colissimo Domicile Overseas is compatible with the computer-assisted shipping solutions given in Appendix 3. Colissimo & Technical Solutions postage solutions incorporate the new transmission methods required to upload the commercial invoices needed to validate customs compliance. The customer is responsible for keeping his Solutions up to date (updating the web service module for customs documentation).

### Clause 4 – Customs formalities

Colissimo Domicile Overseas dispatches must be accompanied by a CN23 customs declaration and a commercial invoice (for commercial dispatches) or a pro forma invoice (for non-commercial dispatches) in duplicate.

### Clause 5 – Pricing surcharge

In the event of an unforeseeable and exceptional increase in transport costs due to the economic and political situation and/or the occurrence of an unexpected event with consequences for transport costs, La Poste reserves the right to apply one or more surcharges only in such cases. These surcharges will be detailed in the Colissimo Box and the Prices will be communicated there 15 days before their application.

In the event of disagreement with the application of this type of surcharge, the Customer may terminate this Contract.
Colissimo Retour Overseas allows Customers to pay for the postage of dispatches sent to them by Senders. This means that Senders do not have to pay postage.

In this context the notion of Senders applies to the person who sends the Colissimo Retour Overseas to the Customer by placing the label on the dispatch. To do this the Customer provides the Sender with a label the characteristics of which are described below. The sender is responsible for placing the label on the Colissimo Retour Overseas dispatch in compliance with all the rules and acceptance conditions. This label may be sent to the Sender particularly by mail in the Outward parcel sent to it, by e-mail or directly from the Customer's website depending on the computer-assisted shipping solution the Customer has chosen. The Sender drops off the parcel bearing its label for delivery to the Customer.

The Customer undertakes to ensure that the Senders of Colissimo Retour Overseas dispatches comply with all the provisions of this Sheet.

Clause 1 – Characteristics of the offer

1.1.- Acceptance zones and non-guaranteed delivery times
Shipment that have been dispatched one way are eligible for the Retour Overseas offer:
- to the OM1 zone from France;
- to France from the OM1 zone;
OM1 Zone: Guadeloupe (including St Barthélemy and St Martin), Martinique, Réunion, Guiana, Mayotte and St Pierre and Miquelon.
OM2 Zone: New Caledonia and its dependencies, French Polynesia, the Wallis and Futuna Islands and the French Southern and Antarctic Territories

The delivery timeframe given below is only an estimate. In accordance with the provisions of the General Terms and Conditions, no compensation may be claimed if they are exceeded, nor any payment of any type made.

<table>
<thead>
<tr>
<th>Home delivery</th>
<th>Guideline delivery times:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between: mainland France (including Corsica), Monaco and Guadeloupe, Martinique, Réunion and Guiana</td>
<td>X</td>
</tr>
<tr>
<td>Between: mainland France (including Corsica), Monaco and Saint Martin</td>
<td>X</td>
</tr>
<tr>
<td>Between: mainland France (including Corsica), Monaco and St Barthélemy</td>
<td>X</td>
</tr>
<tr>
<td>Between: mainland France (including Corsica), Monaco and Mayotte, Saint Pierre and Miquelon</td>
<td>From 7 days</td>
</tr>
<tr>
<td>Between: Guiana and Guadeloupe; Guiana and Martinique; Réunion and Mayotte; Mayotte and Guiana, Martinique, Guadeloupe; Guiana, Martinique, Guadeloupe, Réunion, Mayotte and Saint Pierre and Miquelon</td>
<td>X</td>
</tr>
</tbody>
</table>

These dispatches are likely to be subject to customs formalities. Customers should contact their sales advisor for the details of each country.

1.2.- Optional services
For each parcel postage paid as Colissimo Retour Overseas, the Customer may take out one of the optional services below as defined in Optional Services in the General Terms and Conditions.

<table>
<thead>
<tr>
<th>Colissimo Retour Overseas</th>
<th>Optional ad valorem insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

1.3.- Drop-off instructions
The Sender must stick the first part of the label on the Colissimo Retour Overseas dispatch and hand it over to La Poste together with the information and customs documentation for the outbound parcel being returned (CN23 form, purchase invoice for the contents of the parcel, parcel number). If the above conditions are not met, the corresponding customs tax will be applied to the parcel.

Parcels are screened to ensure they are the right size and the second section of the label is stamped.

The second section of the label is returned to the Sender. This constitutes proof of drop-off.

Clause 2 – Types of delivery

A Colissimo Retour Overseas parcel may be delivered as below as defined in IV – Types of delivery of the General Terms and Conditions:
- Home delivery
  - With signature

Clause 3 – Computer-assisted shipping solutions and solutions for choosing modes of delivery

Colissimo Retour Overseas is compatible with the computer-assisted shipping solutions and solutions for choosing modes of delivery given in Appendix 3.

Clause 4 – Acceptance conditions

Only returns of an initial dispatch by the Customer to the sender can benefit from Colissimo Retour Overseas. Consequently, the Customer undertakes not to issue Colissimo Retour Overseas labels until a one-way label has been issued for the parcel in question.

The labels are valid for 60 days.

The Customer undertakes that Senders will comply with the acceptance conditions below.

Otherwise La Poste reserves the right to refuse the drop-off of Colissimo Retour Overseas.

Weight - measurements - information

The provisions on weight and measurements of dispatches are given in the General Terms and Conditions and Appendix 1 of the General Terms and Conditions of this Contract. The Customer undertakes that the senders of the dispatches:
- always uses Colissimo Retour Overseas labels that meet La Poste's specifications;
- gives its contact details (full name and address) on the label for its parcel;
- encloses the customs information and documentation for the outbound parcel being returned (CN23 form, purchase invoice for the contents of the parcel, parcel number).

Provided it complies with the laws and regulations in force, does not compromise public order or the image of La Poste and complies with the General Terms and Conditions, the Customer may enter the information it wishes in the spaces provided.

Labels may be printed out by the Customer who undertakes to comply with the instructions in the specifications drawn up by La Poste to which its attention has been drawn. Customers undertake before they use any labels to submit a model to La Poste for approval.

Any label thus used in the postal system will result in automatic billing for the Colissimo Retour Overseas service payable by the Customer.

Under all circumstances Customers undertake only to use labels approved by La Poste and also undertake that Senders will use the same label. Otherwise La Poste reserves the right to refuse the drop-off of dispatches not bearing this label. If, however, dispatches are fed into the postal system they will be considered as unstamped dispatches and will be taxed upon arrival.

Customers responsible for the use of labels undertake to pay for them even beyond the term of the contract.

The Customer undertakes to accept all Colissimo Retour Overseas items addressed to them and undertakes to pay La Poste the price for them irrespective of how the labels are made available to Senders of parcels.

Customers are fully liable for the information entered on Colissimo Retour Overseas dispatches and undertake that the Senders of parcels comply with these rules.

Clause 5 – Responsibility

Beneficiary of compensation for loss or damage

Compensation is paid to Customers who, prior to receiving compensation, has established the reality of its prejudice and the value thereof by producing an invoice for the purchase value or inventory of the goods carried. In order to claim compensation, the amount of the invoice must be identical to the amount declared on the CN23.

The Customer undertakes to bring these compensation conditions to the Sender's attention. La Poste reserves the right to ask the Customer to provide proof that has brought this information to the Senders' attention, informing them clearly and unequivocally that any compensation due will be paid by La Poste to the Customer.

The Senders may not directly claim from La Poste any compensation for the routing and delivery to the Customer of Senders' Colissimo Retour Overseas items.

In any event, no compensation may be paid to Senders for any reason.

La Poste takes no direct responsibility to Senders of parcels for the process of web page inserts, it being the Customer's sole affair to deal with any requests and/or complaints they might make.

Generally speaking, disputes between the Customer and Senders are not binding on La Poste.

The Customer will hold La Poste harmless against any claim and/or action taken against it despite this agreement.

*consultation is free other than connection costs and operator costs in force at the time of consultation

Clause 6 – Pricing surcharge
In the event of an unforeseeable and exceptional increase in transport costs due to the economic and political situation and/or the occurrence of an unexpected event with consequences for transport costs, La Poste reserves the right to apply one or more surcharges only in such cases. These surcharges will be detailed in the Colissimo Box and the Prices will be communicated there 15 days before their application.

In the event of disagreement with the application of this type of surcharge, the Customer may terminate this Contract.
Compared with the other dispatches in the Colissimo Entreprise range sent overseas, Colissimo Eco Overseas is an economical dispatch method with timelines that are similarly not guaranteed but longer, restricted acceptance zones and drop-off conditions.

Customers must ensure that the type of dispatch is suited to the contents and its requirements.

Clause 1 – Characteristics of the offer

1.1. Acceptance zones and estimated delivery times

From mainland France:

<table>
<thead>
<tr>
<th>Delivery zone</th>
<th>Countries - Local Communities</th>
<th>Colissimo Domicile without signature</th>
<th>Guideline delivery times</th>
</tr>
</thead>
<tbody>
<tr>
<td>French Overseas Territories</td>
<td>Guadeloupe (except St. Martin and St. Barthélémy), Martinique</td>
<td>X</td>
<td>From 21 days</td>
</tr>
<tr>
<td>French Overseas Territories</td>
<td>French Guiana</td>
<td>X</td>
<td>From 29 days</td>
</tr>
<tr>
<td>French Overseas Territories</td>
<td>Réunion</td>
<td>X</td>
<td>From 31 days</td>
</tr>
<tr>
<td>French Overseas Territories</td>
<td>Mayotte</td>
<td>X</td>
<td>From 48 days</td>
</tr>
</tbody>
</table>

The following destinations are not available through this service: Saint-Martin, Saint-Barthélemy, Saint-Pierre et Miquelon, New Caledonia and its dependencies, French Polynesia, Wallis and Futuna. Dispatches to these destinations can be made by Colissimo Overseas classic.

The above delivery times are given as an indication only. In accordance with the General Terms and Conditions, no compensation may be claimed if they are exceeded, nor any payment of any type made. These timelines are calculated in working days.

Standard compensation of €23/kg in case of loss and damage as defined in the General Terms and Conditions.

1.3. Specific drop-off conditions

For a drop-off within the Roubaix sorting hub, Colissimo Eco Overseas dispatches must be presented separately from the rest of the flow, with dispatches destined for OM1 Zone having to be separated from dispatches in OM2 Zone.

*For details, customers can contact their sales advisor.

Notwithstanding Article 10.2.1 of the General Terms and Conditions of Sale, La Poste does not apply a fuel adjustment coefficient to items handled under the Colissimo Eco Overseas service.

Clause 2 – Types of delivery

A Colissimo Eco Overseas parcel may be delivered as below as defined in the General Terms and Conditions:

- Home delivery
  - Without signature

Clause 3 – Computer-assisted shipping solution

Colissimo Eco Overseas is compatible with the computer-assisted shipping solutions and solutions for choosing modes of delivery given in Appendix 3 of this Contract.

Clause 4 – Customs formalities

Colissimo Eco Overseas shipments must comply with customs formalities.
1. Colissimo Domicile International (with or without signature) and Colissimo Point Retrait International SHEET

Clause 1 – Characteristics of the offer

1.1 Delivery methods
Colissimo Domicile International and Colissimo Point Retrait International parcels can be delivered by the following methods as defined in the General Terms and Conditions:

- Home delivery
  - Without signature
  - With signature
- Pickup Point delivery
  - Post office
  - Pickup Point
  - Locker

For each country, the list of eligible delivery methods is set out in Clause 1.2 below and on the website www.laposte.fr/colissimo-entreprise*. It may be subject to change; the updated list of countries and delivery methods is available on the www.laposte.fr/colissimo-entreprise website (Colissimo Domicile and Point Retrait International page)* and from the Customer's sales advisor...

1.2 Delivery areas
The following countries are eligible for delivery with Colissimo Domicile and Point Retrait International:

<table>
<thead>
<tr>
<th>Domicile</th>
<th>Point Retrait</th>
</tr>
</thead>
<tbody>
<tr>
<td>With signature</td>
<td>With signature</td>
</tr>
<tr>
<td>Germany</td>
<td>X</td>
</tr>
<tr>
<td>Austria</td>
<td>X</td>
</tr>
<tr>
<td>Belgium</td>
<td>X</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>X</td>
</tr>
<tr>
<td>Cyprus</td>
<td>X</td>
</tr>
<tr>
<td>Croatia</td>
<td>X</td>
</tr>
<tr>
<td>Denmark</td>
<td>X</td>
</tr>
<tr>
<td>Spain</td>
<td>X</td>
</tr>
<tr>
<td>Estonia</td>
<td>X</td>
</tr>
<tr>
<td>Finland**</td>
<td>X</td>
</tr>
<tr>
<td>Greece</td>
<td>X</td>
</tr>
<tr>
<td>Hungary</td>
<td>X</td>
</tr>
<tr>
<td>Iceland</td>
<td></td>
</tr>
<tr>
<td>Ireland</td>
<td></td>
</tr>
<tr>
<td>Israel</td>
<td></td>
</tr>
<tr>
<td>Italy</td>
<td>X</td>
</tr>
<tr>
<td>Latvia</td>
<td>X</td>
</tr>
<tr>
<td>Lithuania</td>
<td>X</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>X</td>
</tr>
<tr>
<td>Malta</td>
<td></td>
</tr>
<tr>
<td>Norway</td>
<td></td>
</tr>
<tr>
<td>Netherlands</td>
<td>X</td>
</tr>
<tr>
<td>Poland</td>
<td>X</td>
</tr>
<tr>
<td>Portugal</td>
<td></td>
</tr>
<tr>
<td>Czech Republic</td>
<td>X</td>
</tr>
<tr>
<td>Romania</td>
<td></td>
</tr>
<tr>
<td>United Kingdom</td>
<td></td>
</tr>
<tr>
<td>Slovakia</td>
<td></td>
</tr>
<tr>
<td>Slovenia</td>
<td></td>
</tr>
<tr>
<td>Sweden</td>
<td>X</td>
</tr>
<tr>
<td>Switzerland</td>
<td></td>
</tr>
</tbody>
</table>

The other countries of the world, with some exceptions***

Postal sectors (Army codes 00100 and 002000)

X

1.3 Departure areas
Service available from Metropolitan France (including Corsica), Monaco and Andorra for shipments by Colissimo Domicile International without signature and International Pickup Point.

For shipments by Colissimo Domicile International with signature: service available from Metropolitan France (including Corsica), Monaco, Andorra, Guadeloupe (including Saint Barthélémy and Saint Martin), Martinique, Guyana, Reunion, Mayotte.

1.4 Delivery times
La Poste commits itself to a delivery time for certain destinations. The Customer can consult the list of these destinations and the delivery times to which La Poste commits itself on the Colissimo Box accessible from www.laposte.fr/entreprise/Colissimo Domicile and Point Retrait International page)*. The delivery times depend on the date and place of collection and the place of delivery. They are calculated in accordance with the provisions of the General Terms and Conditions. In application of the latter, failure to comply with a time commitment gives rise to a right to compensation, the calculation and payment terms of which are defined in Clause 9.3 of the General Terms and Conditions.

For other destinations, an average estimated delivery time can be consulted at www.laposte.fr/entreprise/Colissimo Domicile and Point Retrait International sheet)*. La Poste does not assume any responsibility regarding such delivery times. No compensation may be claimed if they are exceeded, nor any payment of any type made.

No estimated timeline can be given for Postal Sectors.

1.5 Optional services
For some destinations, services or options may be available for shipments sent by Colissimo Domicile without signature and Colissimo Point Retrait International. The availability of these services and options can be consulted on the website www.laposte.fr/colissimo-entreprise* or from the Customer's sales advisor.

For Colissimo Domicile International with signature and Colissimo Point Retrait International, the Ad Valorem insurance option is available under the conditions set out in article 5.3 of the General Terms and Conditions.

For the four destinations listed below, the free-based Local Postal Operator option is also available: Germany, Austria, Italy, Luxembourg. For Germany, this option includes the use of Packstations. The list of countries eligible for this option may be subject to change; the updated list of countries and the price of the option are available on the www.laposte.fr/colissimo-entreprise website (Colissimo Domicile and International Collection Points sheet)* and from the Customer's sales advisor.

Clause 2 – Computer-assisted shipping solutions and solutions for choosing modes of delivery

Colissimo Domicile International and Point Retrait International are eligible for the computer-assisted shipping solutions and solutions for choosing modes of delivery given in Appendix 3.

Clause 3 – Customs formalities
The following must comply with the customs formalities in force as described in the General Terms and Conditions, and in particular, be accompanied by a CN23 customs declaration (in triplicate) and a commercial invoice (for a commercial shipment) or a pro forma invoice (for a non-commercial shipment) in duplicate:

- Colissimo International dispatches outside the EU;
- Colissimo International dispatches from Guadeloupe (including Saint Barthélémy and Saint Martin), Martinique, Guiana, Réunion and Mayotte for delivery in the EU and outside the EU;
- Colissimo International dispatches to certain territories and islands belonging to countries of the European Union are considered export territories;
- Colissimo International dispatches for delivery in Postal Sectors.

Clause 4 – Pricing surcharge
In the event of an unforeseeable and exceptional increase in transport costs due to the economic and political situation and/or the occurrence of an unexpected event with consequences for transport costs, La Poste reserves the right to apply one or more surcharges only in such cases. These surcharges will be detailed in the Colissimo Box and the Prices will be communicated there 15 days before their application.

In the event of disagreement with the application of this type of surcharge, the Customer may terminate this Contract.

*Consultation is free other than connection costs and operator costs in force at the time of consultation

**However, for this country, the local operator can, in the first instance, deliver to a collection point.

***Exceptions and specific information for each country are provided in our country sheets, which can be consulted at www.laposte.fr/colissimo-entreprise* and by contacting the Customer's sales advisor.
Colissimo Retour International allows Customers to pay for the postage of dispatches sent them by Senders. This means that Senders do not have to pay postage.

In this context, the notion of Senders applies to the person who sends the Colissimo Return International to the Customer by placing the label on the dispatch. To do this the Customer provides the Sender with a label the characteristics of which are described below. The sender is responsible for placing the label on the Colissimo Retour International dispatch in compliance with all the rules and acceptance conditions. This label may be sent to the Sender particularly by mail in the Outward parcel sent to it, by e-mail or directly from the Customer’s website depending on the computer-assisted shipping solution the Customer has chosen. The Sender drops off the parcel bearing its label for delivery to the Customer.

The Customer undertakes to ensure that the Senders of Colissimo Retour International dispatches comply with all the provisions of this Sheet.

Clause 1 – Characteristics of the offer

1.1 Delivery method

A Colissimo Retour International parcel may be delivered as below: as defined in IV – Types of delivery of the General Terms and Conditions:

- With home delivery
- With signature

1.2 Acceptance zones and non-guaranteed estimated delivery times

The delivery timeline given below is only an estimate. No compensation may be claimed if they are exceeded, nor any payment of any type made.

<table>
<thead>
<tr>
<th>Start zone</th>
<th>Delivery zone</th>
<th>Home delivery</th>
<th>Delivery times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mainland France (including Corsica) or Monaco</td>
<td>X</td>
<td>between 3 and 7 days</td>
<td></td>
</tr>
</tbody>
</table>

An updated list of the countries in which a Colissimo Retour International parcel can be dropped off is available on the
www.laposte.fr/entreprise
website (Colissimo Retour International sheet) or from the Customer’s sales advisor.

These dispatches are likely to be subject to customs formalities (see Clause 19 of the General Terms and Conditions). Customers should contact their sales advisor for the details of each country.

1.3 Optional services

For each parcel postage paid as Colissimo Retour International, the Customer may take out one of the optional services below as defined in 1 Service Characteristics – Optional Services in the General Terms and Conditions:

<table>
<thead>
<tr>
<th>Optional ad valorem insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colissimo Retour International – With signature X</td>
</tr>
</tbody>
</table>

1.4 Drop-off instructions

Colissimo Retour International dispatches must be dropped off at post offices in the partner countries or partner drop-off points. The updated list of partner outlets and depots is available on the
www.laposte.fr/colissimo-entreprise
website (Colissimo Retour International sheet) or from the Customer’s sales advisor.

For returns sent from Metropolitan France (including Corsica) and Monaco, shipments can be sent to eligible countries:

- At the post office or
- From the "sender’s" standard personal letterbox (except from Monaco).

The Sender must stick the first part of the label on the Colissimo Retour International dispatch and hand it over to La Poste together with the customs information for the Outward parcel being returned (CN23 form, purchase invoice for the contents of the parcel, parcel number). If the above conditions are not met, the corresponding customs tax will be applied to the parcel.

Parcels are screened to ensure they are the right size and the second section of the label is stamped. The second section of the label is returned to the Sender. This constitutes proof of drop-off.

In the case of letterbox drop-offs, the "Sender" places their parcel in the letterbox corresponding to the address provided when the letterbox drop-off request is made. La Poste draws Customers’ attention to the importance of complying with letterbox drop-off times and the day of sending (the Sender is advised of both when the label is printed from the internet). The Customer undertakes to inform the Sender of these details. This announcement is the equivalent of a drop-off deadline as set out in the General Terms and Conditions.

Only items that have been placed in the letterbox, without hand delivery, and with the destination address given at the time of the pick-up request, are taken away. The La Poste agent does not sign anything.

When the parcel is picked up a processing notice is left in the letterbox.

In the event of non-delivery, the reason for non-delivery is indicated on the notice left in the letterbox, except in the event of late delivery or failure to deliver the parcel to the letterbox, which prevents it from being taken away. In the latter case, the Sender may nevertheless deposit the parcel at a post office, subject to compliance with all other conditions set out herein.

Clause 2 – Computer-assisted shipping solutions and solutions for choosing modes of delivery

Colissimo Retour International is compatible with the computer-assisted shipping solutions and solutions for choosing modes of delivery given in Appendix 3.

Clause 3 – Acceptance conditions

Only returns of a first dispatch by the Customer to the sender can benefit from Colissimo Retour International. Consequently, the Customer undertakes not to issue Colissimo Retour International labels until an Outbound label has been issued for the parcel concerned.

The labels are valid for 60 days.

The Customer undertakes that Senders will comply with the acceptance conditions below.

If this is not the case, the postal outlets in France and abroad reserve the right to refuse to accept the Colissimo Retour International parcels, without La Poste being held responsible for this.

Weight - measurements - information

The provisions on weight and measurements of dispatches are given in the General Terms and Conditions of this contract.

The Customer undertakes to provide the Customer with the full name and address of the person to whom the parcel is to be delivered. The Customer will hold La Poste harmless against any claim and/or action take

Responsibility

The Custom undertakes that Senders may not directly claim from La Poste any compensation for the routing

Beneficiary of compensation for loss or damage

The compensation shall be paid to the Customer who will have, prior to his compensation, established the reality of their loss as well as its amount by producing an invoice corresponding to the purchase value or the net book value of the goods carried. In order to claim compensation, the amount of the invoice must be identical to the amount declared on the CN23.

The Customer undertakes to bring these access conditions to the Sender’s attention.

The Customer undertakes to accept all Colissimo Retour International items addressed to them and undertakes to pay La Poste the price for them irrespective of how the labels are made available to Senders of parcels.

The Customer undertakes to bring these access conditions to the Sender's attention.

The Customer assumes full responsibility for the information on the Colissimo Retour International items.
**Clause 5 – Pricing surcharge**

In the event of an unforeseeable and exceptional increase in transport costs due to the economic and political situation and/or the occurrence of an unexpected event with consequences for transport costs, La Poste reserves the right to apply one or more surcharges only in such cases. These surcharges will be detailed in the Colissimo Box and the Prices will be communicated there 15 days before their application. In the event of disagreement with the application of this type of surcharge, the Customer may terminate this Contract.

*consultation is free other than connection costs and operator costs in force at the time of consultation.*
Clause 1 – Characteristics of the option

- The COD option allows the Customer to give a mandate to La Poste to be remitted a sum corresponding to the amount of the dispatch for which it is responsible for delivery.
- It is accepted for the main parcel services to destinations for which this option is expressly available, as indicated in the specific sheets for each service.

This option is allowed up to the maximum sum of €1500 for mainland France.

The COD option does not affect the nature, characteristics, conditions or details of performance of the main service selected.

Cash on delivery must be expressly requested by the Sender. To do this the Sender must place the approved cash-on-delivery form provided by La Poste, legibly filled in flat on the Address surface of the dispatch. The form must be placed inside a transparent self-adhesive plastic envelope available at www.laposte.fr/colissimo-entreprise*.

Failure to do so will result in La Poste will process the dispatch as a dispatch without cash on delivery option and may not be held responsible in the event of non-collection of the funds when the dispatch is delivered.

La Poste invoices the price of the option in force on the day the postage label is printed on the parcel in accordance with the invoicing terms of the main service. The VAT system is the same as that for the main service.

The prices applicable to the Cash on Delivery option are available on www.laposte.fr/colissimo-entreprise* and/or from the Customer’s sales advisor.

*consultation is free other than connection costs and operator costs in force at the time of consultation.

Clause 2 – Procedures for receiving funds

When a dispatch is dropped off, the sender will be given proof of drop-off bearing the information that the COD option has been chosen.

At the time of delivery, subject to compliance with the regulations in force, the amount of the cash on delivery may be paid out in the form of:
- cash (within the limit set by the applicable rules);
- a cheque payable to the sender (La Poste will not accept any cheque made out to the sender),
- for dispatches held at certain post office counters, by credit card or Moneo (within the limit set by the applicable rules).

La Poste may not demand certified or banker’s cheques or only accept payments in cash.

In the event that several dispatches are sent to the same addressee with the COD option, each dispatch must be paid for separately.

La Poste will only accept a single payment method per dispatch by the person agreeing to pay the sum. Where payment of cash on delivery is by cheque, payment may not be made using several cheques; a single cheque must be written for the entire value of the dispatch. A cash on delivery dispatch for sums up to 800 euros (provided the specific conditions of the main service allow it) may only be collected at a post office counter. A delivery notice is left at the address given by the Sender. The Sender undertakes to inform the addressee of these facts.

In the event of refusal on delivery, either to accept the delivery or to pay as set out above, the dispatch will be returned to the Sender in the provisions outlined in the General Terms and Conditions.

Clause 3 – Payment of sums received

Details of payment depend which payment method was used at the La Poste branch when the cash on delivery dispatch was delivered.

- where payment was in cash or payment by Bank card or Moneo, (only at certain post offices for the last two types of payment), a letter-cheque made out to the Sender will be sent by post to the Sender, who will then pay it in to the bank of their choice;
- where payment was by cheque (which must be made out to the Sender), a letter containing the cheque will be sent to the Sender who will cash the cheque at the bank of its choice.

Clause 4 – Responsibility

Stipulating a delivery by cash on delivery does not amount to a declaration of value and does not in itself confer the characteristics of a dispatch with a declared value, nor does it change the rules of compensation for loss or damage of the main service.

The Sender is responsible for ensuring that the value of the dispatch does not exceed the compensation granted in the event of loss or damage.

- Delivery of cash on delivery items and payment of the sum collected to the Sender under the conditions laid down herein exonerate La Poste of any responsibility.

The beneficiary’s inability to have a cheque paid may not incur the responsibility of La Poste which does not guarantee that there is provision for a cheque. Nor may La Poste be held responsible in the event of non-payment or refusal of a cheque, forged or stolen cheques.

When a parcel is delivered, in the event of the Customer not receiving the cash on delivery sum, where La Poste’s responsibility is incurred it may not exceed the value of the cash on delivery.

La Poste may not be held liable in the event of any fault committed by the Sender, Addressee, force majeure, inherent defect or any other factor that cannot be attributed to La Poste.

La Poste may not be held liable for indirect or immaterial damage or prejudice, irrespective of their cause, particularly as related to the overrun of an estimated timeline or delay where there is a timeline commitment, for the loss or damage of a dispatch, the non-receipt of a cash on delivery payment or the direct or indirect financial consequences resulting therefrom.
Clause 1 – Characteristics of the option

This option allows the Customer to pay the customs duties and taxes due by the addressee. La Poste pays for the advance payment of duties and taxes to the customs authorities of the recipient country and invoices the Customer on the basis of proof of customs clearance. These conditions are in addition to the specific conditions of sale and use of the main service. The Duty Free and Tax Free option do not affect the nature, characteristics, conditions or details of performance of the main service selected. Processing and delivery of the dispatch will be performed in compliance with the characteristics of the main service.

This option is not available for all destinations. The destination eligible for the Duty Free and Tax Free option are available on www.colissimo.entreprise.laposte.fr/* and/or from the Customer’s sales advisor.

Clause 2 – Technical conditions and prerequisites of the option

The Duty Free and Tax Free option is applicable parcel by parcel. The Duty Free and Tax Free option must be enabled when creating the parcel label, so that Duty Free and Tax Free appears on the label.

In addition, the customs declaration must include the following compulsory information, otherwise a penalty of €15 excl. VAT per parcel will be applied:

- For parcels to Overseas destinations:
  - For the sender:
    - EORI No.
    - Address
    - Email and phone number
  - For the addressee:
    - EORI No. if company
    - Address
    - Email and mobile phone number
  - For products
    - HS code (at least 6 digits)
    - Detailed description of each product
    - Origin of each product with certificate of origin
    - Separate Estimate of Taxes and Customs Duties at destination in Euro (€)
    - Import authorisation in English for certain products

- For parcels to countries eligible for the option:
  - All information in English
  - For the sender:
    - EORI No.
    - Address
    - Email and phone number
  - For the addressee:
    - EORI No. if company
    - Address
    - Email and mobile phone number

It is the Customer's responsibility to ensure the completeness of their declaration to Customs, and in particular to check whether the products they are sending require the presence of an import authorisation in the country of destination.

If it is impossible to deliver the parcel, La Poste will proceed to return it to the sender, applying the return rate indicated in the price list available on www.laposte.fr/colissimo and/or from the Customer's sales advisor.

Clause 3 – Invoicing and payment of the option and Duties and Taxes

The prices applicable Duty Free and Tax Free option are available on www.colissimo.entreprise.laposte.fr/* and/or from the Customer’s sales advisor.

On the one hand, La Poste invoices the price of the option in force on the day the postage label is printed on the parcel in accordance with the invoicing terms of the main service. On the other hand, as soon as La Poste receives the slip sent by the recipient countries that have requested customs clearance, which serves as proof of customs clearance, La Poste will invoice the Customer for the amount of the duties and taxes, and any additional costs generated by specific customs clearance procedures.

The exchange rate applied for the invoicing of duties and taxes, and any additional charges mentioned above, shall be that in force on the day of customs clearance.

Clause 4 – Responsibility

Customs formalities remain the responsibility of the Customer who must comply with the customs regulations of the country of destination of their parcel.

The Client must make sure to use a connected solution for the transmission of the information entered in the customs declaration (CN23).

In the event of additional customs duties and taxes subsequently claimed from the addressee by the customs authorities of the importing country, La Poste cannot be held liable for any reason whatsoever.

Failing this, and in the absence of the required information, La Poste will treat the dispatch as a dispatch without the Tax Free and Duty Free option and cannot be held responsible if the addressee is asked to pay duties and taxes.
Clause 1 – Purpose

This dataset outlines the respective obligations of the Parties in the context of the collection of parcels, as defined in the General Terms and Conditions of Sale.

Clause 2 – Terms of collection

2.1 – Access conditions for collection

All of the Customer's parcels will be collected by La Poste. The Customer undertakes to deliver their parcels to La Poste in appropriate containers according to the size and weight of the parcels from among the following containers: Bk, CE36, CV300 and/or CP600. At the Customer's request, La Poste will provide the containers required for collection free of charge subject to the availability of stocks at the Customer's collection site. Failing this, La Poste will inform the Customer of the replacement container to be used.

2.2 – Conditions for parcel collection

The Customer undertakes to deliver their parcels to La Poste on the days, times, location and conditions specified in Clause 4 of the Special Conditions, except on public holidays or in cases of force majeure. Parcels are delivered by the Customer to La Poste in the preparation conditions specific to each product.

The Customer undertakes to always allow access to the premises where the parcels are collected and to ensure the presence of a person during the collection of the parcels. The Customer undertakes to ensure that all parcels are ready for collection at the time agreed with La Poste.

In the event of any change in the operational aspects (conditions of access to the premises, opening hours, contact person, etc.), the Customer undertakes to inform La Poste as soon as possible via the Colissimo box in their Collection account.

La Poste undertakes to collect the Customer's parcels on the days, times, location and conditions specified in Clause 4 of the Special Conditions, except in cases of force majeure or any event due to the Customer or a third party. It is agreed between the Parties that the time of collection may vary by half an hour before or after the collection time agreed between the Parties.

An Application dedicated to the collection and allowing the exchange of information is made available to the Customer under the conditions provided for in the General Terms and Conditions of Sale.

2.3 – Fluctuation in volume

The Customer undertakes to respect the volume provided for in the Special Conditions.

In the event of a one-off increase in the volume of parcels to be collected, the Customer must inform La Poste, via its collection area accessible from the Colissimo Box, at least 48 hours before the date of the increase in volume. Failing this, La Poste does not guarantee the collection of additional parcels. In any event, and despite the Customer's observance of the notice period, La Poste reserves the right to refuse to accept additional parcels.

An increase in load, as defined herein, is the exceeding of the initial volume indicated in Clause 4 of the Special Conditions by at least:
- 10 additional parcels if the said volume is between 1 and 10 parcels;
- 15 additional parcels if the said volume is between 11 and 25 parcels;
- 20 additional parcels if the said volume is between 26 and 50 parcels;
- 25 additional parcels if the said volume is between 51 and 100 parcels;
- 50 additional parcels if the said volume is between 101 and 300 parcels;
- 75 additional parcels if the said volume is between 301 and 600 parcels;
- 100 additional parcels if the said volume is between 601 and 800 parcels.

Any fluctuation in traffic may not exceed ten (10) business days. It is prohibited to combine several traffic fluctuations.

La Poste will use its best efforts to handle additional parcels delivered in accordance with the provisions of this Contract.

Clause 3 – Prices and Financial Terms and Conditions

3.1 – Billing of the collection

The price associated with the collection service is expressed per unit, i.e. per parcel, and is shown in the Special Conditions. It takes into account the Customer's seasonal, geographical and logistical requirements, including its annual volume commitment under the Contract, with the exception of return volumes (hereinafter referred to as the "Collection Price"). It is specified that the Customer's annual volume commitment corresponds to the Customer's average daily traffic and is broken down on a quarterly basis.

The price is invoiced at the beginning of month M+1 for a service performed during month M. Collection is invoiced on a per parcel basis as part of the Customer's monthly invoicing by La Poste under this Contract.

3.2 – Revision of the Customer's Collection Price

At the end of each quarter from the date of signature of the contract, the most diligent party analyses the number of parcels actually collected by La Poste in relation to the volume commitment initially expected under the Contract, excluding return volumes.

In the event of a difference of more than 10% above or below the Customer's commitment provided for in the Special Conditions for the past period, La Poste has the right to revalue, upwards or downwards, the Collection Price mentioned in the Special Conditions, and to modify it for the next quarter if necessary.

La Poste shall inform the Customer of this revision by registered letter with acknowledgement of receipt. The Customer may, within four weeks from the date of notification of this revision by La Poste, request the termination of this contract by registered letter with acknowledgement of receipt, addressed to the representative of La Poste under the conditions provided for in the General Terms and Conditions of Sale. If the Customer has not made use of this termination option, it is deemed to have accepted the application of these new provisions.

Clause 4 – Responsibility

4.1 – Failure by the Customer to comply with collection days and times

Each of the Parties is responsible for its obligations under this Contract.

In this respect, La Poste and the Customer undertake to respect the days and times for collecting parcels as stipulated in the Contract.

In the event that the Customer, for any reason whatsoever, has not made the parcels available to La Poste at the time indicated in clause 4 of the Special Conditions and in the conditions of presentation in accordance with the Contract, the parcels may not be collected and the truck will leave without having loaded them. La Poste shall not be held liable for this fact.

In the event that the Customer, for any reason whatsoever, has not made the parcels available to La Poste at the aforementioned time more than three (3) times during the course of a month, La Poste reserves the right to terminate the Contract without prior notice.

4.2 – Failure by La Poste to comply with the collection days and times

If La Poste fails to comply with the collection days and times, La Poste's liability shall be limited to the amount corresponding to the average monthly collection price paid by the Customer over the last six (6) months.

In any event, La Poste can only be held liable for the compensation of direct damage, and can in no case be extended to the compensation of indirect damage, of a material or non-material nature, resulting from a failure to comply with the collection obligation. In this respect, the parties agree that indirect damage is damage that is not the immediate and direct result of the performance of this contract, such as, but not limited to, damage to image, disorganisation of the company, loss of profits, operating loss, loss of market, loss of order, any other commercial loss or any action brought against the Customer by a third party.

4.3 – Loss, damage and delay of parcels

The responsibility of La Poste for loss, damage or delay of the parcel will be engaged in accordance with the General Terms and Conditions of Sale, in respect of the postage service and not the collection service.
### Clause 1 – Purpose

This datasheet describes the respective obligations of the Parties in connection with the on demand collection service (hereinafter referred to as "the Service").

### Clause 2 – Registration conditions for the Service

#### 2.1 Application to register for the Service

To register for the Service, the Customer must meet the following eligibility requirements:

- The Customer's collection address must be located in mainland France (including Corsica).
- The Customer must affix postage to their parcels within the framework of the Facilité or Privilège contract.
- The Customer's offices/premises are open and accessible to the services of La Poste between Monday and Friday, in the afternoon, over a period of at least 2 hours between 1pm and 6pm.

La Poste draws the Customer's attention to the fact that a registration application does not constitute an effective registration for the Service until La Poste has validated the Customer's application.

#### 2.2 Validation of the registration for the Service and activation of the Service

La Poste will inform the Customer of the validation or rejection of their application to register for the Service within two (2) working days following the said application, taking into account the capacity or inability of the site to which the Customer's address belongs to perform the Service.

This information is brought to the Customer's attention via the Customer Collection Area, with the days of collection validated by the postal site concerned and the indicative time slot for collection.

In this respect, the days and opening times of the premises provided by the Customer may not be modified in any way.

The Customer may make their first collection request within three (3) working days following their request to register for the Service. La Poste will install an NFC chip on the Customer’s premises at the latest at the time of the first collection in order to check that the Service is working properly.

### Clause 3 – Terms and conditions of the Service

*Eligible Day(s)* are the collection days specified by La Poste to the Customer when validating the Customer's registration for the Service, excluding Saturdays, Sundays, public holidays, the Customer's closing day, cases of force majeure or any event caused by the Customer or a third party. Only parcels with postage labels created by the Customer for their own account within the framework of the Facilité or Privilege contract may benefit from the Service and be handed over to La Poste.

When the Customer wishes to have parcels collected, they must make their request for collection from their Customer Area, the "collection*" area. If the Customer makes a collection request before 1pm on an Eligible Day, La Poste undertakes to collect the parcels in the afternoon of the same day. If the Customer makes a collection request on a Non Eligible Day or after 1pm on an Eligible Day, La Poste undertakes to collect the parcels in the afternoon of the following Eligible Day. The Customer may make a request to cancel the collection from their Customer Area on the day of collection, before 1pm. In such a case, the Customer may no longer request collection on the day on which the collection was requested and then cancelled.

The place of collection is the area given when registering in the Customer's Collection Area. This location may not be modified in any way. For the Customer benefitting from a Privilege contract, the place of collection must fall within the area of competence of the place of drop-off indicated in their contract.

The Customer undertakes not to give La Poste more than fifteen (15) parcels per collection. La Poste will not collect additional parcels.

La Poste's commitments under this clause are subject to the Customer respecting the collection days and times specified by La Poste.

### Clause 4 – Prices and Financial Terms and Conditions

#### 4.1 Invoicing of the Service

The rates associated with the Service and their invoicing are broken down as follows:

- price per collection in respect of the La Poste's travel of an amount of two euros excluding tax (€2 excl. VAT);
- price per parcel of one euro excluding tax (€1 excl. VAT)

Subject to the provisions of this article, the invoicing of the Service is included in the Customer's monthly invoice by La Poste under the conditions provided for in clause 10.4 of the General Terms and Conditions of Sale.

If the postage account does not match the account that issued the On Demand collection request, an additional invoice will be sent to the collecting account.

#### 4.2 Price rejections

The General Prices of the Service are subject to revision under the conditions of clause 10.1 of the General Terms and Conditions of Sale.

### Clause 5 – Responsibility

#### 5.1 Non-compliance with the Parties' obligations

Each of the Parties is responsible for its obligations under this Contract.

In the event that the Customer, for whatever reason, has not made the parcels available to La Poste and in the correct presentation conditions, their parcels cannot be collected and the truck will leave without having loaded them. La Poste shall not be held liable for this fact.

In the event that the Customer, for any reason whatsoever, has not made the parcels available to the Post Office even though he has made a collection request, the costs due for the trip will be invoiced by the Post Office to the Customer. In the event that this situation occurs more than three (3) times during the same month, La Poste reserves the right to terminate the Contract without prior notice.

La Poste's liability shall be limited to the amount corresponding to the average monthly collection price paid by the Customer over the last six (6) months. In any event, La Poste can only be held liable for the compensation of direct damage, and can in no case be extended to the compensation of indirect damage, of a material or non-material nature, resulting from a failure to comply with the collection obligation. In this respect, the parties agree that indirect damage is damage that is not the immediate and direct result of the performance of this contract, such as, but not limited to, damage to image, disorganisation of the company, loss of profits, operating loss, loss of market, loss of order, any other commercial loss or any action brought against the Customer by a third party.

#### 5.2 Loss, damage and delay of parcels

The responsibility of La Poste for loss, damage or delay of the parcel will be engaged in accordance with clause 12 of the General Terms and Conditions of Sale, in respect of the postage service and not the collection service.

### Clause 6 – Suspension of Service

The Customer is already informed that due to operational constraints, La Poste may have to suspend the On Demand collection service.

In this case, the Customer will be informed of the suspension of the service by post within fifteen (15) days.

The Customer's Colissimo Box collection area will be updated.

### Clause 7 – Dispute Resolution

The dispute resolution process shall be subject to clause 17 of the General Terms and Conditions of Sale.
Clause 1 – Characteristics of the option

This "Customs Import Account" option allows recipients of imported parcels taxed in metropolitan France to pay customs duties and taxes on the basis of a monthly invoice in the account and not in cash at each parcel delivery.

This option do not affect the nature, characteristics, conditions or details of performance of the main service selected.

This option is only available for taxed imported parcels delivered in metropolitan France.

Clause 2 – Terms of the option

A Customs import customer account must be created by means of an information sheet and a customs representation mandate to be completed and signed by the Customer. This mandate should then be sent to ADV for contractual archiving.

The invoiced Customer will be the customer company recipient of the shipment which must first have a customer account opened at La Poste.

Clause 3 – Invoicing and payment of the option

As the invoicing of customs duties and taxes on imports is independent of the transport costs that have been paid by the sender at the post office of origin, it will be carried out by the International Mail Accounting Service (SCIC).

The Customer in Customs import account will receive monthly, in addition to his global Colissimo monthly summary invoice, an invoice to be paid for the customs duties and taxes of his import parcels issued by the SCIC, including also the customs clearance costs per parcel provided for in the mandate of indirect representation in customs.

Clause 4 – Responsibility

Customs formalities remain the responsibility of the Customer who must comply with the customs regulations of the country of destination of their parcel.
### Appendix 1: Mass weight (independent of volumetric weight) and measurements per parcel (contents and packing combined):

Furthermore, indications of weight and measurements (accepted machinable or non-machinable, unacceptable) below, the Customer's attention is drawn to the fact that parcels for which the price is for volumetric weight and for which L x l x h (in cm)/5000 > 30kg volumetric weight are not allowed.

<table>
<thead>
<tr>
<th>Domicile</th>
<th>Flash Domicile</th>
<th>Point Retreat</th>
<th>Return</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery method</td>
<td>without signature, Eco</td>
<td>without signature, with signature</td>
<td>Post office (France) / drop office (international)</td>
</tr>
<tr>
<td>Weight</td>
<td>&gt; 30 kg</td>
<td>&gt; 15 kg</td>
<td>&gt; 30 kg</td>
</tr>
<tr>
<td>Measurements</td>
<td>L+w+h &gt; 200 cm and/or: L &gt; 200 cm*</td>
<td>L+w+h &gt; 200 cm and/or: L &gt; 200 cm</td>
<td>L+w+h ≤ 150 cm and/or: L &gt; 200 cm*</td>
</tr>
</tbody>
</table>

### Unacceptable (alternative characteristics – as soon as only one characteristic is fulfilled)

- **Weight**
  - > 30 kg
  - > 15 kg
  - > 30 kg (International: > 20 kg)
  - > 20 kg
  - > 20 kg
  - > 50kg (Drop-off at La Poste drop-off Point and a letterbox)
  - > 20 kg (Drop-off at Pickup point)

- **Measurements**
  - L+w+h > 200 cm
  - and/or:
  - L > 200 cm*
  - L+w+h > 200 cm and/or:
  - L > 200 cm
  - L+w+h ≤ 150 cm and/or:
  - L > 200 cm*
  - L ≤ 60 cm
  - L+w+h > 200 cm
  - and/or:
  - L ≤ 200 cm*

### Allowed in non-machinable (NM) (all characteristics)

- **Weight**
  - ≤ 30 kg*
  - ≤ 30 kg
  - ≤ 20 kg
  - ≤ 20 kg
  - ≤ 50kg (Drop-off at La Poste drop-off Point and in a letter box)
  - ≤ 20 kg (Drop-off at Pickup point)
  - ≤ 30 kg

- **Measurements**
  - 150 cm ≤ L+w+h ≤ 200 cm*
  - and/or:
  - 100 cm ≤ L ≤ 200 cm*
  - 150 cm ≤ L+w+h ≤ 200 cm and/or:
  - 100 cm ≤ L ≤ 200 cm
  - NC
  - 150 cm ≤ L+w+h
  - and/or:
  - 100 cm ≤ L ≤ 200 cm
  - (Drop-off at La Poste drop-off Point and at a Pickup point). Measurements of the letterbox and under all circumstances maximum measurements of a standardised letterbox (Drop off in a letterbox)
  - 150 cm ≤ L+w+h ≤ 200 cm*
  - and/or:
  - 100 cm ≤ L ≤ 200 cm*

### Allowed in machinable (all characteristics)

- **Weight**
  - ≤ 30 kg*
  - ≤ 15 kg*
  - ≤ 20 kg
  - ≤ 20 kg
  - ≤ 50kg (Drop-off at La Poste drop-off Point and in a letter box)
  - ≤ 20 kg (Drop-off at a selected shop)
  - ≤ 30 kg

- **Measurements**
  - Minimum: 12 cm (Length) x 11 cm (width) x 1 cm (height)
  - Maximum: 18 cm (Length) x 11 cm (width) x 1 cm (height)
  - L+w+h ≤ 150 cm
  - and:
  - L ≤ 100 cm
  - Minimum: 12 cm (Length) x 11 cm (width) x 1 cm (height)
  - Maximum: 18 cm (Length) x 11 cm (width) x 1 cm (height)
  - L+w+h ≤ 150 cm
  - and:
  - L ≤ 100 cm
  - Minimum: 12 cm (Length) x 11 cm (width) x 1 cm (height)
  - Maximum: 18 cm (Length) x 11 cm (width) x 1 cm (height)
  - L+w+h ≤ 150 cm
  - and:
  - L ≤ 100 cm
  - Minimum: 21 cm (Length) x 16 cm (width) x 1 cm (height)
  - Maximum: 21 cm (Length) x 16 cm (width) x 1 cm (height)
  - L+w+h > 200 cm
  - and:
  - L ≥ 100 cm (Drop-off at La Poste drop-off Point and at a Pickup point). Measurements of the letterbox and under all circumstances maximum measurements of a standardised letterbox (Drop off in a letterbox)
  - Drop-off at a letterbox)

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* Parcels sent to French Polynesia, New Caledonia and its dependencies, the Wallis and Futuna islands and the French Southern and Antarctic Territories, Postal Sectors and International, due to local delivery constraints may not meet the standards defined in this section and are subject to more restrictive standards. Parcels being returned to the sender Customer cannot be ruled out. For details for each country, Customers can consult the Colissimo Box accessible on the website www.colissimo.fr/entreprises** or contact their sales advisor for specific information for each country.

**Consultation is free other than connection costs and operator costs in force at the time of consultation.
Appendix 2: Colissimo Point Retrait France: conditions for collecting a dispatch *

<table>
<thead>
<tr>
<th>Delivery of parcel</th>
<th>Post office</th>
<th>Pickup point</th>
<th>Pickup locker</th>
</tr>
</thead>
</table>
| **Documents required** | - collection slip (or parcel number where this is not possible) or for Pickup Points only, a QR code which is sent to the addressee and to be shown to the shopkeeper. 
- identity document | - user name and PIN sent by post and/or SMS (personal, confidential information) | |
| **Handover** | against addressee's signature or that of any person specially authorised or any other type of handover agreed with La Poste. | Entering the secret handover code confirmed by the Pickup locker is considered the equivalent of a signature and opening a Pickup locker is considered the equivalent of dropping off a parcel. | |
| **Retention/availability period** | fifteen (15) calendar days at the Pickup point counting from the day the addressee is given notice that the parcel has arrived | fourteen (14) calendar days at the Pickup point counting from the day the addressee is given notice that the parcel has arrived. | The notification e-mail and/or SMS notify the addressee that the parcel is available and the date by which it must be collected. Once notification has been received, the currently addressee has 3 calendar days but this may be changed to bring it into line with La Poste/Relais timelines (notification day included) depending on the availability date and opening times of the lockers. |
| **Overrun of retention/availability timelines given in the “Deadline” column of this table** | On expiry of the retention period the parcel will be returned to the Sender. | | |
| **In the event of the pickup point being unavailable (closed, etc.)** | The parcel will be left at an alternative pickup point chosen by La Poste. The conditions for collection from the alternative pickup point will then apply. | The Addressee will be notified of this change. | |

* For international dispatches, Customers can consult the Colissimo Box accessible on www.laposte.fr/colissimo-entreprise*** or contact their sales advisor.

** network of lockers in mainland France. Some lockers may be subject to the opening times of the premises in which they are installed.

***consultation is free other than connection costs and operator costs in force at the time of consultation.
Appendix 3: Computer-assisted Technical Solutions for shipping

- Solutions for choosing deliver methods / Displaying Pickup Points
  - Widget - Front page Point Retrait
  - Web Service for displaying pickup points
  - Specific development for using pickup points (excluding international offers)

- Colissimo label printing solutions
  - Colissimo + Label printing web service
  - Custom label printing development

<table>
<thead>
<tr>
<th>Offer</th>
<th>ColShip + Label printing web service</th>
<th>Custom development of label printing + introduction of a series of parcel announcements by EDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>France</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Colissimo Domicile and Point Retrait</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Colissimo Retour</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>French Overseas Territories</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Colissimo Domicile</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Colissimo Eco</td>
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</tr>
<tr>
<td>Colissimo Retour</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>International</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Colissimo Domicile and Point Retrait</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Colissimo Retour</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

- Tracking solutions:
  - The Customer may access the tracking of their shipments and initiate investigations via the Parcel Tracking Tool, available on the Colissimo Box www.laposte.fr/colissimo-entreprise.
  - The Customer may also benefit, after registering for the service, from the unit tracking of his parcels using the Tracking web service.
  - The Customer may also benefit from tracking by EDI return, after contacting their sales contact.
Appendix 4 SUPPLIER SHEET
La Poste La Poste - Colissimo

LA POSTE

SOCIETE ANONYME (LIMITED COMPANY)

REGISTERED CAPITAL 5,364,851,364 EUROS

SIREN 356,000,000 RCS PARIS
SIRET 356,000,000 - 00048

Intracommunity VAT No. FR39 356,000,000 - VAT paid on debits

REGISTERED OFFICE

9 Rue du Colonel Pierre Avia
75757 PARIS CEDEX 15 (FRANCE)
Tel: 01.55.44.50.30

www.laposte.fr

DIRECTION La Poste - Colissimo

9 Rue du Colonel Pierre Avia
75015 Paris
Tel: 01.55.44.50.30

www.laposte.fr

PAYMENT ADDRESS

LA POSTE CSPN NOISY La Poste – Colissimo
1 BOULEVARD DES REMPARTS
93196 NOISY LE GRAND CEDEX

Tel.: +33 (0) 1 48 15 61 32 - Fax: +33 (0) 1 48 15 61 76

BANK DETAILS

<table>
<thead>
<tr>
<th>NAME</th>
<th>BRANCH</th>
<th>COUNTER</th>
<th>ACCOUNT</th>
<th>CHECK DIGITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA POSTE</td>
<td>20041</td>
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LA BANQUE POSTALE INTERNATIONAL IDENTIFICATION (BIC)
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APPENDIX 5: PROTECTION OF PERSONAL DATA

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The purpose of this Appendix is to specify the conditions under which the Parties process personal data within the framework of the Contract.

The term “Personal Data” means any data relating to an identified or identifiable natural person directly or indirectly, in particular by reference to an identifier, such as a name, an identification number or an online identifier, or to one or more specific elements specific to his or her identity.

1. Processing of Personal Data by La Poste

Where the service involves processing Personal Data on behalf of the Customer, it is agreed that La Poste will act as a subcontractor in the context of implementing the processing on behalf of the Customer.

In this respect, La Poste ensures that it has the technical and organisational skills required to perform the services entrusted to it by the Customer in compliance with the obligations set out in this clause and exclusively for the purpose provided for in the Contract.

Consequently, La Poste undertakes to:

- process Personal Data only on the Customer’s written instruction and inform the Customer if an instruction appears to be contrary to the data protection regulations;
- keep the Personal Data processed, in a form that allows the identification of individuals, for only the time necessary to perform the Services (13 months after delivery for national parcels for the processing of claims, 4 years for parcels from the French overseas departments and territories and outside the European Union for tax reasons);
- assist the Customer in carrying out privacy impact assessments;
- help the Customer, subject to being informed, as far as possible, in order to respond to any request for the exercise of rights by the persons concerned and/or any request for information from the supervisory and data protection authorities;
- inform the Customer of any request relating to Personal Data that is addressed directly to him, in the event that the request concerns Personal Data transmitted by the Customer.

The Customer undertakes to comply with all applicable regulations regarding the protection of Personal Data, in particular with regard to informing individuals when transmitting their Personal Data to the Service Provider for the purposes of the performance of this Contract.

2. Security and confidentiality of Personal Data

La Poste will take all necessary measures to preserve the integrity, availability and confidentiality of Personal Data.

In particular, La Poste undertakes to implement technical and organisational measures to ensure a level of security that complies with current standards.

In particular, La Poste undertakes to:

- implement the necessary measures to protect Personal Data against accidental or unlawful destruction, accidental loss, alteration, unauthorised disclosure or access;
- make the Personal Data processed accessible and searchable only to personnel duly authorised by virtue of their functions and status, within the strict limits of what is necessary for the performance of their duties;
- notify the Customer, within 48 hours from the moment it becomes aware of any violation of Personal Data;
- In this context, La Poste will provide the Customer with all the information available to it concerning the conditions surrounding this breach of Personal Data and in particular the nature and extent of the Personal Data affected, the number of persons concerned, the probable consequences and the technical conditions under which the breach occurred.

La Poste has an Information Systems Security Policy (ISSP) based on the ISO 27002 standard and covering all information systems as assets and as business support resources. The technical and organisational security rules cover technologies, business Technical Solutions, data handled by the IS, IP telephony, installations, people working on IS resources, etc. ISSP security measures include (non-exhaustive list):

- Logical security (hardening of environments, partitioning of network architectures and filtering, access control by authentication, password policy, protection by anti-malware software, etc.),
- Tracking and proof management
- Security patch management
- SL asset classification
- Third party management
- Security of Technical Solutions and flows
- Security incident management
- Etc.

The ISSP is accompanied by a Charter appended to the Internal Regulations concerning the security conditions under which employees must use the IT tools made available to them and a Charter dedicated to IT and technical functions.

The ISSP is based on a system that brings together all the IS security functions located within the various entities. Each Branch, BU and subsidiary has an IS Security Manager (ISSM).

La Poste has set up a department dedicated to combating cybercrime, whose mission is to implement IT protection and surveillance systems. Internal and external security audits by companies that are PASSI-certified by ANSSI are regularly carried out.

3 - Disclosure to third parties

The Personal Data processed in performance of the Contract may not be disclosed to third parties except as provided for in the Contract or as provided for by a legal and/or regulatory provision.

La Poste will inform the Customer of any request for access or communication from a third party that has been granted authorisation pursuant to legal or regulatory provisions.

4 - Documentation

La Poste shall be responsible for the proper maintenance of its register of personal data processing by ensuring that it records the processing operations it carries out on behalf of the Customer.

In addition, La Poste undertakes to keep a register and a documented notification process in the event of Data Breaches. La Poste will document all relevant information concerning the circumstances of the Data Breach, the consequences and the corrective measures taken to mitigate any negative consequences.

5 - Transfer of Personal Data

5.1 Sub-contractors

The data controller gives the Service Provider a general authorisation to use other sub-contractors in the performance of its services. In this respect, La Poste undertakes to place its sub-contractor(s) under the same obligations as those set out in this Contract to ensure the confidentiality, security and integrity of Personal Data. Upon request, La Poste will inform the data controller of the identity of the subcontractors who are required to access, store or work on the Personal Data, regardless of whether or not they are computerised.

For sub-contractors who have access to non-computerised Personal Data without “processing” them within the meaning of the European Regulation (e.g. consulting delivery slips), including within its own group, La Poste undertakes to contractually impose the same Data protection obligations on its own sub-contractors as those set out in this Contract, in particular with regard to providing sufficient guarantees as to the implementation of appropriate technical and organisational measures so that processing meets the requirements of the 1978 Act and the European Regulation.
5.2 Transfer outside the European Union

In the event that La Poste carries out all or part of the processing of Personal Data outside the territory of a member country of the European Union, the European Economic Area (EEA) or a country recognised as adequate by the European Union - including hosting - it undertakes to frame the transfer of Personal Data with appropriate guarantees, in particular standard clauses adopted by the European Commission.

As part of the outsourcing of some of La Poste’s Customer Service activities, as well as for third-party IT application maintenance, data is transferred to Morocco. This transfer takes place in compliance with the conditions and guarantees designed to ensure the protection of personal data provided by the Customer to La Poste under this Contract, in particular by signing standard contractual clauses in accordance with the terms and conditions laid down by decision of the European Commission, for the transfer of personal data to subcontractors established in third countries.

6 – Deletion of Personal Data

At the end of the Contract and in compliance with postal limitation periods, La Poste undertakes to delete, in accordance with the instructions and within the time limits indicated by the Customer, all Personal Data processed. The deletion may, at the Customer's request, be certified by the Service Provider.

7 – Audits

The Customer, if it so wishes, may, at its own expense, carry out an audit, directly or through any independent external subcontractor, not in direct competition with the Service Provider, in order to ensure compliance with the Service Provider's obligations.

It is agreed between the Parties that the Customer may only carry out an audit once a year and must carry out such an audit during business hours, without however the audit being able to disrupt the Service Provider's activities. In this case, the Customer shall inform the Service Provider at least one month prior to any request for an audit, of the date and scope of the audit and the names and references of the persons in charge of the audit. The Customer undertakes to take all precautions to ensure that the audit does not adversely affect La Poste's information system.

However, except in the event of a proven and justified breach, La Poste may produce the result of a previous audit carried out by a third party in the same area and dating back less than twelve (12) months instead of the audit requested by the Customer. In this case, La Poste will be deemed to have satisfied the Customer's right to audit.

La Poste may refuse for legitimate reasons the persons appointed to carry out the audit. In the event of refusal, the Parties will meet to agree on the appointment of the auditor. Any dispute will be brought before the competent courts.

An audit report will be sent to La Poste.

8 – Exercise of rights

In line with the regulation in force regarding the protection of personal data, the Customer has a right at any time to access, correct, oppose, limit the processing, portability and deletion thereof under the conditions provided for by the texts.

To exercise these rights, the Customer may send a letter to:
La Poste - BP 10245 - 33009 Libourne Cedex
or an email to: mesdonneespersonnelles.laposte@laposte.fr

9 – Data Protection Officer

La Poste has a Data Protection Officer, whose contact details are as follows:
Madame la Déléguée à la Protection des Données (Data Protection Officer) –
CP C703 –
9 rue du Colonel Pierre Avia –
75015 PARIS