

POSTAL SERVICES CHARTER

pursuant to AGCOM Directive No. 413/14 of 29 July 2014

1. ORMESANI SRL, during its national and international freight forwarding and road haulage activities on behalf of third parties, may also carry out - even on an occasional basis - the carriage of postal items and parcels weighing up to 30 kilograms.
2. This service falls within the scope of the postal services legislation under Italian Legislative Decree No. 261 of 22 July 1999, as amended by Italian Legislative Decree No. 58 of 31 March 2011. For this purpose, the Company holds General Authorisation for Postal Services No. AUG/535/2000.
3. The service does not fall within the Universal Postal Service and is never intended to replace it. It is not provided on a standardised basis, but rather according to arrangements tailored to the customer's requirements (mainly business customers). The service may include value-added features such as guaranteed delivery by a specified date, collection from an address designated by the sender, online shipment preparation options, hand delivery to the recipient, the possibility of changing the destination or recipient while the shipment is in transit, delivery confirmation to the sender, and shipment tracking and tracing.
4. Accordingly, the service is governed by the contract - whether written or verbal - entered on each occasion between the Company and the party commissioning the service (hereinafter, the "Customer").
5. The price of the service is freely negotiated between the parties.
6. The service offering is advertised on the Company's website at www.ormesani.com.
7. In the event of damage to a parcel during carriage, the Customer is entitled to compensation. Where the goods are not insured, the compensation is calculated within the limits provided for by Article 1696 of the Italian Civil Code. Where, at the Customer's request, the goods are insured, the compensation is calculated within the limits of the insured amount.
8. Complaints procedure: the Customer may submit a complaint in writing within 30 days of completion of the carriage, by e-mail to ormesani@pec.it, by telephone at +39 041 2695611, or by fax at +39 041 2695600.
9. The outcome of the complaint will be communicated within 45 days of receipt of the complaint.
10. In the event of no response or an unsatisfactory response, the Customer may submit a request for conciliation pursuant to Article 3 of the AGCOM Regulation approved by Resolution No. 184/13/CONS (available at www.agcom.it). If the Customer is dissatisfied with the outcome of the conciliation procedure, the Customer may refer the matter to AGCOM for resolution of the dispute pursuant to Article 6 of the above-mentioned Regulation.
11. The Customer retains the right to bring proceedings before the competent judicial authority, regardless of whether a complaint has been filed or conciliation requested, or alternatively to use out-of-court dispute resolution mechanisms pursuant to Italian Legislative Decree No. 28/2010.
12. This Postal Services Charter is available on the website www.ormesani.com.
13. The Company does not provide its services from premises open to the public.



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