

## UPS Terms and Conditions of Carriage

(Note: The Czech language version of the UPS Terms and Conditions of Carriage is the governing document.

The English language translation is provided for convenience only.)

This version is current as of the date of this Guide. The latest version, in which you will always find valid information for new shipments, can be found at [www.ups.com](http://www.ups.com) or can be requested from UPS.

### 1. Introduction

**A)** These terms and conditions (“terms”) set out the basis on which UPS will transport packages, documents and envelopes (“packages”). These terms are supplemented by the current applicable UPS Service and Tariff Guide (“the Guide”). The Guide contains important details about the services of UPS which the shipper should read and which form part of the agreement between UPS and the shipper.

**B)** The term “UPS” will mean, and the shipper’s contract will be with UNITED PARCEL SERVICE CZECH REPUBLIC, s. r. o., with its registered office at Tuchoměřice, Ke Kopanině 559, 252 67, identification No.: 25684094. That company will also be the (first) carrier of the goods for the purposes of the Conventions referred to in paragraph B.

**C)** Where carriage by air involves an ultimate destination or stop outside the country of origin the Warsaw Convention may apply. The Warsaw Convention governs and, in most cases, limits the liability of carriers in respect of loss of or damage or delay to cargo. (For the purpose of these terms the phrase “the Warsaw Convention” means (i) the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw on 12th October 1929 or (ii) that Convention as amended or supplemented by any protocol or supplementary convention or (iii) the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Montreal on 28th May 1999, whichever is applicable.) Notwithstanding any clause to the contrary, international carriage by road may be subject to the provisions of the Convention on the Contract for the International Carriage of Goods by Road signed at Geneva on 19th May 1956 (“the CMR Convention”).

**D)** A shipment may be carried via any intermediate stopping places that UPS deems appropriate. UPS may engage sub-contractors to perform services and contracts both on its own behalf and on behalf of its servants, agents and sub-contractors each of whom shall have the benefit of these terms.

**E)** In these terms, “Waybill” shall mean a single UPS waybill/consignment note or the entries recorded against the same date, address and service level on a pick-up record. All packages covered under a Waybill shall be considered a single shipment.

**F)** Unless expressly stated otherwise herein, UPS and the shipper are entitled to change any provision of these Terms by mutual agreement. Such agreement, however, requires express written confirmation of UPS. It is not possible to adjust any provisions that are based on the mandatory provisions of the law and/or those that establish the protection of consumer required by the law including, without limitation, article 14 hereof.

## 2. Conclusion of the Service Agreement

2.1 By default, an agreement on the provision of services pursuant to these Terms between UPS and the shipper (Service Agreement) is concluded in electronic form using the web interface available at the UPS website (available at: <https://www.ups.com/cz>). To conclude the agreement the shipper is obliged to submit a binding order of the UPS services in the following manner:

- (i) duly and properly fill-in all the required fields of the webform;
- (ii) submit valid payment details as required by the webform;
- (iii) confirm agreement with these Terms by clicking on the respective field in the webform;
- (iv) perform the payment for the elected service.

2.2 The Service Agreement is concluded upon the acceptance of the package by an UPS employee at the agreed place (i.e., by dispatching the package).

2.3 When concluding the Service Agreement, the shipper is obliged to submit all requested information in truly, completely accurately and in a manner that is comprehensible.

2.4 The Service Agreement pursuant to these Terms may also be concluded in written form or otherwise, if not prohibited by law, for example via other shipping systems such as WorldShip, CampusShip or by manual waybills offline. In such case, all legal requirements must be met, and, in addition, the Service Agreement must include a consent of the shipper with these Terms and these Terms must be clearly specified in the Service Agreement and/or attached thereto.

## 3. Scope of Service

Unless any special services are agreed, and subject to these terms, the service to be provided by UPS is limited to the pick up, transportation, customs clearance where applicable and delivery of the shipment. The shipper acknowledges that shipments will be consolidated with those of other shippers for transport and that UPS may not monitor the inbound and outbound movement of individual shipments at all handling centers.

UPS is not a common carrier and reserves the right in its absolute discretion to refuse carriage to any package tendered to it for transportation.

## 4. Conditions of Carriage

This section sets out various restrictions and conditions which apply to the carriage of packages by UPS. It also explains what the consequences are in case the shipper has presented packages for carriage which do not meet these requirements.

### 4.1 Service Restrictions and Conditions

Packages must comply with the restrictions in paragraphs (i) to (iv) below.

- (i) Packages must not weigh more than 31.5 kilograms (or 70 lbs) or 70 kilograms (or 150 lbs) (depending on the country where the shipment is presented to UPS for carriage and the country of destination, as specified in the Service and Tariff Guides) or exceed 274 centimetres in length or a total of 400 centimetres in length and girth combined.

- (ii) The value of any package may not exceed the local currency equivalent of USD 50,000. In addition the value of any jewellery and watches, other than costume jewellery or costume watches, in a package shall not exceed the local currency equivalent of USD 500.
- (iii) Packages must not contain any of the prohibited articles listed in the Guide including (but not limited to) articles of unusual value (such as works of art, antiques, precious stones, stamps, unique items, gold or silver), money or negotiable instruments (such as cheques, bills of exchange, bonds, savings books, prepaid credit cards, share certificates or other securities), firearms and dangerous goods.
- (iv) Packages must not contain goods which might endanger human or animal life or any means of transportation, or which might otherwise taint or damage other goods being transported by UPS, or the carriage, export or import of which is prohibited by applicable law.

The shipper shall be responsible for the accuracy and completeness of the particulars inserted in the Waybill and for ensuring that all packages set out adequate contact details for the shipper and receiver of the package and that they are so packed, marked and labelled, their contents so described and classified and are accompanied by such documentation as may (in each case) be necessary to make them suitable for transportation and to comply with the requirements of the Guide and applicable law. Unless a different service level is clearly selected on the Waybill or other applicable UPS shipping documentation, shipments will be carried under the Express service (where available to the selected destination) and all applicable charges will be calculated accordingly.

The shipper guarantees that all packages presented for carriage under these terms comply with the restrictions in paragraphs (i) to (iv) above and have been prepared in secure premises, by him (in the case of an individual shipper) or by reliable staff employed by him or (if the shipper is not tendering the shipment) by the party tendering (handing over) the shipment (consignment) to UPS and have been protected against unauthorized interference during their preparation, storage and transportation to UPS. UPS relies on this guarantee in accepting any package for carriage under these terms. Any other packages are excluded from carriage.

4.2 Perishable and temperature sensitive goods will be transported provided that the shipper accepts that this is at its risk. UPS does not provide special handling for such packages.

#### 4.3 Refusal and Suspension of Carriage

- (i) If it comes to the attention of UPS that any package does not meet any of the above restrictions or conditions or that any COD amount stated on a COD Waybill exceeds the limits specified in paragraph 9, UPS may refuse to transport the relevant package (or any shipment of which it is a part) and, if carriage is in progress, UPS may suspend carriage and hold the package or shipment to the shipper's order.
- (ii) UPS may also suspend carriage if it cannot effect delivery, if the receiver refuses to accept delivery, if it is unable to effect delivery because of an incorrect address (having used all reasonable means to find the correct address) or because the correct address is found to be in another country from that set out on the package or Waybill or if it cannot collect amounts due from the receiver on delivery.
- (iii) Where UPS is entitled to suspend carriage of a package or shipment, it is also entitled to return it to the shipper at its own discretion.

4.4 The shipper must pay and indemnify UPS for any reasonable costs and expenses (including storage), incurred by UPS, any losses, taxes and customs duties UPS may incur and all claims made against UPS because (i) a shipment does not meet any of the restrictions, conditions or representations in paragraph 4.1 above, (ii) of any refusal or suspension of carriage or return of a shipment (or part thereof) by UPS which is allowed by this paragraph 4, or (iii) of a failure by the shipper to comply with these terms. In the case of the return of a shipment (or part thereof), the shipper will also be responsible for paying all applicable charges calculated in accordance with the prevailing commercial rates of UPS.

4.5 If the shipper tenders to UPS, without its express written consent, a package which fails to comply with any of the restrictions or conditions stated in paragraph 4.1 above, UPS will not meet any loss howsoever arising which the shipper may suffer in connection with the carriage by UPS of such package (regardless of whether that failure to comply has caused or contributed to the loss and notwithstanding any negligence, except willful misconduct, of UPS or any negligence, including willful misconduct, of its employees, contractors or representatives) and, if UPS does suspend carriage for a reason allowed by these terms, the shipper shall not be entitled to any refund on the carriage charges it has paid. UPS is entitled to bring a claim in respect of such non-compliance.

4.6 If the carriage of a package or shipment is suspended in accordance with these provisions and the package or shipment is not returned to the shipper, UPS shall be entitled to proceed as follows:

- (i) UPS shall contact the shipper using its contact e-mail or its user account on the UPS website and request instruction on the disposition of the package or shipment.
- (ii) In such case, the shipper is obliged to provide the requested instruction to UPS within ten (10) days from the delivery of the UPS' request. In case the contact e-mail or user account is used by UPS, the request shall be deemed delivered upon its dispatch. If UPS does not receive the shipper's instructions on disposition of the package or shipment, UPS shall be entitled to open the package in order to identify the shipper or any other person entitled to receive the goods. When opening the package UPS shall proceed in accordance with para 4.7 below.
- (iii) If it is not possible to identify the person entitled to receive the contents of the package even after the package is opened, UPS shall be entitled to sell the contents of the package or shipment, at its absolute discretion. The proceeds of any such sale shall first be applied to any charges, costs or expenses (including interest) outstanding in respect of the package or shipment or otherwise from the shipper concerned. Any balance shall be held to the shipper's order.
- (iv) If according to the due deliberation of UPS the contents of the package or shipment are unsaleable and/or if the costs of their sale would exceed its proceeds, UPS shall be entitled to destroy the contents of the package. The destruction of the contents shall be confirmed by a written protocol signed by at least two (2) persons (witnesses).
- (v) UPS shall not be entitled to sell the contents of a package or shipment in case it is prohibited by the law and/or by an international convention that is treated as a part of the Czech law including, without limitation, any shipments which are subject to letter secrets and/or any shipments which according to international conventions are inviolable.

4.7 Unless prohibited by law, UPS reserves the right, but is not obliged, to open and inspect, or scan by means of X-ray, any package tendered to it for transportation at any time. UPS is entitled to open a package or shipment which is considered a “postal shipment” as defined by the Act No. 29/2000 Coll., on the postal services, as amended (the “PSA”), only in case that the conditions specified in section 8 of the PSA are met. UPS shall not open any shipment in case its external appearance implies that the shipment is inviolable according to international conventions. When opening a package or shipment, UPS shall adhere to the following rules:

- (i) The shipper shall be notified in advance of the opening of the shipment using its contact e-mail or user account on the UPS website. This shall not apply in case there is a risk of delay or if such notification would be inconsistent with the purpose of the package inspection.
- (ii) The package or shipment shall be opened in the presence of at least two (2) witnesses and shall be performed by staff which were instructed on the contents of these Terms and the legal obligations related thereto, and which have signed a non-disclosure agreement with UPS in the extent necessary for the due protection of the postal or letter secrets and the compliance with section 8 para 4 of the PSA.
- (iii) The contents of the package or shipments will be inspected only in the extent necessary for the purpose of the inspection.
- (iv) If during the inspection UPS finds out that the contents are subject to state secrets protected by the law, postal or letter secrets or that it is a shipment which according to international conventions is considered inviolable, its contents shall be immediately sealed and stored in a safe container. In such case, UPS shall contact the shipper and request instructions on the disposition of the contents of the shipment or package.
- (v) The opening of any package shall be certified by a written protocol signed by at least two (2) witnesses that attended the opening. The protocol shall include identification and contact details of the witnesses.
- (vi) In case that the shipper was not notified about the opening of the package or shipment in advance, UPS shall notify the shipper after the opening. On the shipper’s request, UPS shall send to the shipper the protocol on the opening of the package or shipment.

## 5. Customs Clearance

When a package requires customs clearance, it is the shipper’s obligation to provide, or to ensure that the receiver will provide, UPS with complete and accurate documentation for the purpose but UPS will unless instructed otherwise act on behalf, at the expense and at the risk of the shipper or receiver in obtaining customs clearance.

If points (places) of dispatch and of destination of the consignment (shipment) are both within the same customs territory, UPS only performs customs clearance if explicitly instructed to do so. The shipper also agrees that UPS may be considered as being the receiver of the package or shipment for the sole purpose of appointing a customs broker to carry out any customs clearance, in so far as allowed by law.

## 6. Payment

6.1 The rates for carriage and other services are set out in the Guide and, unless paid before shipment, all charges must be paid within 7 days of receipt of invoice or within such other period as

the shipper may have agreed in writing with UPS. UPS may verify the actual and/or dimensional weight of packages and, if greater than the declared weight, invoice on such basis. Unless proved otherwise, an invoice shall be considered for this purpose to have been received three business days following the date of invoice.

6.2 If a) UPS is required to pay any taxes, duties or levies on behalf of the shipper, receiver or a third party, b) the selected billing option indicates that the receiver or a third party should pay any charges, or (c) any taxes, duties, penalties, charges or expenses are imposed, rightly or wrongly by government authorities, or incurred by UPS due to any circumstances, including any failure by the shipper or the receiver to provide correct information and documentation or any permits or licenses required in connection with carriage, the shipper shall be jointly and severally liable to UPS with receiver and third parties for such amounts. In each case where the selected billing option indicates payment is to be charged, at first, to the receiver or any third party, UPS will (without prejudice to the shipper's contractual liability for payment), first demand payment of the relevant amount from the receiver and/or the third party. If the amount in question is not immediately paid to UPS in full by any of the above parties, the amount will be payable by the shipper on first written demand. In any other cases, the shipper hereby undertakes to pay the mentioned amounts to UPS at first request. UPS shall not be obliged to separately file a claim against the receiver or any third party for payment. In case of doubt, the burden of proving that the amount has been paid lies on the shipper.

6.3 Any sum payable to UPS which is overdue will bear interest at a rate of 2% above the interbank overnight lending rate applicable on the due date in the country where the package is presented to UPS for carriage from the due date to the date UPS receives payment whether before or after judgment. In addition, UPS reserves the right to charge a late payment administration fee up to a maximum of the CZK equivalent of EUR 40 per invoice.

6.4 If any sum is not paid by the shipper, receiver or some other party under these terms, UPS may hold any packages it is carrying until it receives payment in full or may sell such packages and use the proceeds to make good the debt to it in accordance with applicable local law. Any unpaid balance will remain payable.

6.5 UPS' rates for carriage set out in the Guide are calculated only for the carriage of packages which do not exceed in value the local currency equivalent of USD 50,000 (or other value, which in respective case should apply, if lower). In the event that UPS becomes aware that it has carried a package without UPS' express written consent, which exceeds this value, then, in addition to the other rates and any other remedies which could be claimed under these terms, an additional carriage charge equivalent to 5% of the value of the package in excess of USD 50,000 is applicable.

## **7. Interruption of Service**

If UPS is unable to start or continue with carriage of the shipper's package for a reason beyond its control, UPS will not be in breach of its agreement with the shipper but will take all steps that are reasonably practicable in the circumstances to commence or continue the carriage. Examples of events beyond UPS' control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbance, acts of government or other authorities (including, without limitation, customs) and labor disputes or obligations affecting UPS or some other party.

## 8. Money Back Guarantee

For certain services and destinations, UPS offers a money back guarantee in respect of the shipping charges. Details of its applicability, terms and conditions and of the corresponding delivery and latest pick up time for the relevant service and destination are as set out in the Guide and on the UPS website ([www.ups.com](http://www.ups.com)), each as current at the time the goods are accepted for carriage, and can also be confirmed by contacting the shipper's local UPS call center. For the avoidance of doubt, the liability of UPS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation of UPS that the shipment will arrive by any particular time.

## 9. Collect on Delivery (COD)

For some places of delivery, which one can inform himself on in the local UPS call center, UPS offers a COD service for an additional charge as set out in the Guide. If the shipper makes use of this service, subject to the provisions set out below (including those relating to currency conversion) UPS will collect on behalf of the shipper the COD amount stated on the Waybill.

COD amounts must be specified on the Waybill in either EUR or, if different, the currency of the country of destination. Where any of the COD amounts specified on the Waybill, collected from the receiver and/or paid to the shipper are in different currencies from each other, the conversion(s) will be made at such exchange rate(s) as UPS may determine within the usual rules.

UPS does not accept responsibility for any currency exchange risks.

9.1 Cash COD – Where UPS is instructed on the Waybill in accordance with applicable UPS guidelines to accept cash only, UPS will collect only cash, in the currency of the country of destination. Where cash is collected, the maximum amount collectible in that form on behalf of a shipper shall be the local currency equivalent of USD 5,000 per receiver per day. Notwithstanding the previous rule,, the amount collectible in cash on behalf of a shipper from receivers located in the following countries for COD shipments may not exceed the respective amounts per receiver per day: Belgium: 3.000 EUR, Spain: 1.000 EUR, Greece: 499 EUR, Portugal:1.000 EUR, Romania: RON 10.000 for individuals, RON 5.000 for legal entities; Sweden: SEK 3.000, Poland:15.000 PLN, Italy: 2.000 EUR, France: 1.000 EUR, Great Britain: 2.500 GBP, Denmark: 20.000 DKK, Switzerland: 3.500 CHF, Austria: 3.500 EUR, Germany: 3.500 EUR. If the shipper specifies a COD amount that exceeds these limits, UPS will automatically be entitled to accept cheques for the whole or any part of that amount. Further limitations may apply in certain countries from time to time; details of such limitations will be set out either in the Guides or at the UPS Website ([www.ups.com](http://www.ups.com)).

9.2 Cheque COD – If the Waybill does not clearly (and in accordance with applicable UPS guidelines) instruct UPS to accept only cash, UPS may accept payment either in cash (subject to the restrictions in section 9.1) or by any kind of cheque made out to the shipper that is recognized (valid) in the country of destination of the shipment. Where UPS accepts cheques the maximum amount collectible in any form shall not exceed the equivalent of 50.000 USD per package (or other value, which in respective case should apply, if lower). Where UPS is permitted to accept a cheque, it may collect a cheque denominated in either EUR or, if different, the local currency of the country of destination.

9.3 Payment of Collected COD Amounts – Where UPS collects cash, UPS will pay to the shipper an equivalent amount in the local currency of the country where the shipment was presented to UPS for transportation. UPS may make such payments of COD amounts by either wire transfer to any

bank account notified to UPS by the shipper or issuing a cheque in favour of the shipper. Any cheques in favour of the shipper, issued either by UPS as set out above or by the receiver and collected by UPS pursuant to paragraph 9.2, may either be forwarded to the shipper by regular mail at the shipper's risk or handed over to the shipper or to any other person appearing to have authority to accept the cheque on the shipper's behalf.

9.4 In the event of non-receipt by the shipper of COD amounts, the shipper must notify UPS in writing within 45 days of the date of delivery of the package concerned.

9.5 The shipper will indemnify UPS for all losses, expenses, and any claims made against UPS by the receiver or a third party, arising where UPS does not deliver a package because the receiver does not pay the COD amount in the appropriate form or refuses to accept the package.

The liability of UPS in respect of the amount to be collected shall not exceed either the applicable maximum amount collectible under these terms or the COD amount indicated on the Waybill, whichever is the lesser. Further, the COD amount shall not in any event exceed the value of the goods at their destination plus applicable carriage charges. For the avoidance of doubt, a COD amount does not constitute declaration of a value for the purpose of paragraph 10.4 or otherwise and therefore shall not affect the liability of UPS for any loss, damage or delay to the goods themselves. UPS does not accept any responsibility for any dishonest or fraudulent acts on behalf of the receiver including, but not limited to, presenting a fraudulent cheque or one which is later dishonoured, or for cheques incorrectly completed by the receiver. If the receiver pays by credit or debit card and subsequently voids or cancels the transaction, UPS is not responsible for disputing this with the receiver or the bank and the shipper will reimburse the amount to UPS.

## 10. Liability

10.1 Where the Warsaw or CMR Conventions or any national laws implementing or adopting these conventions apply (for convenience referred to as Convention Rules) or where (and to the extent that) other mandatory national law applies, the liability of UPS is governed by and will be limited according to the applicable rules.

10.2 Where Convention Rules or other mandatory national laws do not apply, UPS will only be liable for failure to act with reasonable care and skill and its liability shall be exclusively governed by these terms and (save in the case of personal injury or death) limited to proven damages not exceeding the greater of either:

- (i) CZK 2386 per shipment, or
- (ii) 8.33 Special Drawing Rights ("SDR") per kilo of the goods affected,
- (iii) unless a higher value has been declared by the shipper under paragraph 10.4 below. An SDR is a unit of account adopted by the International Monetary Fund and its current value is regularly published in major financial newspapers. As at the date of publication of these terms 8.33 SDR was equal to approximately 12 USD.

10.3 If the claimant (or any person from whom he derives his right to claim) has caused or contributed to any loss, damage or delay to a shipment or package, any liability UPS may incur in respect thereof (limited as above) may be reduced or extinguished in accordance with the law applicable to such contributory negligence.

10.4 Subject to the provisions of paragraph 10.5, the shipper may obtain the benefit of a greater limit of liability than UPS provides under paragraph 10.2 above or than may be provided by Convention Rules or other mandatory national law. The shipper may do so by declaring a higher value on the Waybill and paying an additional charge as stated in the Guide. If the shipper declares a higher value for carriage and pays the applicable charge, then UPS's liability shall be limited to proven damages not exceeding the sum so declared. The value of the goods concerned shall not in any event exceed the limits specified in paragraph 4.1(ii).

10.5 Save where mandatory provisions of the applicable laws require otherwise, UPS does not accept responsibility for lost profits (*lucrum cessans*) and indirect or consequential damages such as but not limited to purely economic losses, loss of business opportunities or loss of sales or loss of goodwill. UPS shall not be liable for any damage to or loss of any packaging.

## **11. Delivery**

UPS may deliver a shipment to the receiver or to any other person appearing to have authority to accept delivery of the shipment on the receiver's behalf (such as persons at the same premises as the receiver). If no such person is available, the package may be left in the receiver's letter box, if suitable, or delivered to neighbor, unless the shipper has excluded such delivery options by using the applicable additional service. The receiver shall be informed of any alternate delivery arrangements (or redirection to a UPS Access Point®) by a note left at their premises.

Notwithstanding the previous paragraph, and unless otherwise agreed with the shipper, UPS may apply any alternative delivery methods chosen by the receiver in accordance with the UPS My Choice® Service Terms or any other agreement between UPS and the receiver. Such alternative delivery methods include, without limitation, redirecting delivery of a package to an alternate address (including a UPS Access Point), authorizing the driver to leave a package at the receiver's premises, modifying a service selected by the shipper or rescheduling delivery. The shipper also agrees the receiver may receive delivery information regarding a package. The shipper expressly waives any claim it may have against UPS arising from UPS following any such instructions provided by the receiver.

UPS may use an electronic device to obtain proof of delivery and the shipper agrees that it will not object to UPS relying on a printed copy of this as evidence merely on the grounds that the information concerned is obtained and stored in electronic form.

Save where Convention Rules or other mandatory national laws require otherwise, UPS accepts no responsibility in any circumstances to suspend carriage, redirect delivery (whether to a different receiver or address from that named on the Waybill) or return a package to its shipper and, in the event that it should attempt but fail to do so, shall have no liability for any losses thereby occasioned.

## **12. Data Protection**

12.1 UPS has the right to process data provided by the shipper or receiver in connection with carriage by UPS, to transfer such data to other group companies and contractors of UPS, including in other countries which may not have the same level of data protection as the country where the shipment is presented to UPS, and to have it processed there if and to the extent the transfer and processing of the data in such countries is required for performing the agreed shipment services.

The shipper warrants that it (i) has obtained personal data the shipper provided to UPS for the shipment lawfully, (ii) is authorized to provide such data to UPS, including if and to the extent the transfer and processing of the data in such countries is required for performing the agreed shipment services, and (iii) has obtained informed and specific consent from such receiver that UPS may send e-mail and other notifications related to the agreed shipment services to the receiver.

UPS uses the shipper's personal data provided by the shipper in accordance with the UPS Privacy Notice published on UPS's web site at: <https://www.ups.com/cz/en/support/shipping-support/legal-termsconditions/privacy-notice.page>

12.2 Furthermore, the shipper warrants that he has duly informed the receiver that UPS may use the receiver's personal data in accordance with the above linked UPS Privacy Notice in effect at the time of shipping with regard to uses other than those specified in subsection 12.1 above.

### **13. Claims Procedure**

13.1 All claims against UPS must be notified in the above-specified manner immediately after the receipt of the package (shipment) and in any event at the latest within the following deadlines:

- (i) within 14 days of receipt in the case of damage (including partial loss of a shipment);
- (ii) within 21 days from the delivery of the shipment to the person entitled to its takeover in case of delays; and
- (iii) within 60 days of the goods being consigned with UPS for carriage. in the case of loss.

13.2 All claims against UPS in connection with any shipment shall be prescribed and barred by expiration of time, unless legal proceedings are brought and written notice of them is given to UPS within eight months after delivery of the goods concerned or, in the case of non-delivery, within eight months from the scheduled date for delivery. This term shall not affect any rights the shipper may have under Convention Rules or other mandatory national laws.

13.3 UPS is obliged to handle a claim filed by the shipper who is a consumer without undue delay and within thirty (30) days from its filing at the latest. This deadline shall be prolonged by a reasonable period necessary for the expert assessment of the service defect, including the request and submission of the necessary Supporting Documentation. Any other claims shall be handled by UPS in a due and timely manner.

13.4 The detailed rules of claim procedure are set forth in the Claim Procedure which forms an integral part of these Terms and Conditions of Carriage. Further explanatory information about the Claims Procedure is available at: <https://www.ups.com/cz/cs/support/file-a-claim.page>.

### **14. Consumer Claims**

In case of a dispute between UPS and consumer is not settled by mutual agreement, the consumer may submit a petition for alternative dispute resolution addressed to the Czech Telecommunication Office acting in its capacity specified by an Act No. 29/200 Coll., Act of postal services, as amended. Český telekomunikační úřad, Sokolovská 219, 190 00 Praha 9, Email: [spotrebitelskespory@ctu.cz](mailto:spotrebitelskespory@ctu.cz), Web: [ctu.cz/resene-spory-ctu](http://ctu.cz/resene-spory-ctu)

**15. Entire Agreement & Severability**

It is the intention of UPS that all the terms of the contract between it and the shipper are contained in this document and in the Guide. If the shipper wishes to rely on any variation to these terms, it must ensure that that is recorded in writing and signed by the shipper and on behalf of UPS before the shipment is accepted for carriage by UPS. If any part of these terms is not enforceable, this will not affect the enforceability of any other part.

**16. Governing Law**

These terms shall be governed by the laws of the country where the shipment is presented to UPS for carriage.