

GENERAL TERMS AND CONDITIONS of transport services rendered by Raben Logistics CZECH

1. Definitions

The terms listed herein below shall have the following meaning:

- 1.1. **Additional Service** – extra service supplementing Transport Service or extended conditions of Transport Service as described in **Appendix 1**.
- 1.2. **Applicable Law** – all legal regulations in force in Czech Republic.
- 1.3. **Business Day** – days from Monday to Friday, excluding public holidays, which fall within this time period on the territory of the countries through which the Transport Service is executed.
- 1.4. **Carrier** – Raben Logistics CZECH
- 1.5. **Carrier's Website** – <http://ceskarepublika.raben-group.com/>
- 1.6. **Cold Chain Goods** – perishable Goods such as fresh agricultural, seafood or frozen food which require Controlled Temperature during transport and storage.
- 1.7. **Consignee** – an entity indicated in the Transport Order which is entitled to receive the Goods in a place specified in the Transport Order.
- 1.8. **Consignor** – an entity indicated in the Transport Order which hands over the Goods for transport to the Carrier in a place specified in the Transport Order.
- 1.9. **Contract of Carriage** – a contract pertaining to Transport Service concluded by and between the Carrier and the Customer.
- 1.10. **Customer** – an entrepreneur or business entity which concludes a Contract of Carriage with the Carrier in connection with its business operations.
- 1.11. **Controlled Temperature** – temperature range during transport and temporary storage.
- 1.12. **Domestic Transport Service** – Transport Service if the place of collection and the place of delivery of the Goods are located in Raben Logistics CZECH, without exceeding its frontier.
- 1.13. **Goods** – goods accepted for transport on the basis of a Transport Document, destined for one Consignee and for one unloading place, packed and placed on or inside a Transport Unit.
- 1.14. **Excluded Goods** – goods in respect of which the Carrier does not provide Transport Services, specified in **Appendix 2**.
- 1.15. **GT&C** – these general terms and conditions and Appendixes hereto, as amended from time to time.
- 1.16. **International Transport Service** – Transport Service if the place of collection and the place of delivery of the Goods are located in two different countries.

- 1.17. **Lead Time** – period of time expressed in Business Days required for the completion of Transport Service (from the day of collecting the Goods from the Consignor until their delivery to the Consignee).

- 1.18. **CZK** – Koruna česká

- 1.19. **SDR** – special drawing rights.

- 1.20. **Terms of Transport Service** – type and size (including gross weight and dimensions) of the Goods, information if the Goods are Cold Chain Goods or excise goods, requirements regarding Controlled Temperature, place and time of collection of the Goods, place of delivery of the Goods, Lead Time, Carrier's remuneration, customs clearance instructions, Additional Service(s), as well as any other essential terms of Transport Service as required by the Applicable Law.

- 1.21. **Transport Document** – any document or documents which constitute(s) a proof of accepting Goods for transport and the course and execution of the Transport Service.

- 1.22. **Transport Order** – an order placed by the Customer to execute Transport Service under the Terms of Transport Service previously agreed between the Customer and the Carrier.

- 1.23. **Transport Service** – transport of Goods by means of road transport.

- 1.24. **Transport Unit** – EUR-pallet, a pallet of any other type, basket, cardboard box, crate and other containers acceptable in the system of placing Transport Orders, on or inside of which transported Goods are located.

2. Scope of application

- 2.1. The Carrier provides Transport Services to Customers based on Contracts of Carriage, GT&C and the Applicable Law.
- 2.2. By concluding a Contract of Carriage with the Carrier, the Customer consents to the execution of the Transport Service in accordance with the agreed Terms of Transport Service, provisions of GT&C and the Applicable Law.
- 2.3. Any deviation from the content of GT&C shall require written consent of the Carrier, otherwise such deviation shall be null and void.

3. Subject matter of Transport Services

- 3.1. The Carrier provides Transport Services in respect of all kinds of Goods except for Excluded Goods and goods specified in Clause 3.2.

3.2. Subject to Clause 3.4, the Carrier does not provide Transport Services in respect of:

3.2.1. goods with a value (excluding VAT) exceeding the equivalent of the amount of SDR 8.33 per each kilogram of gross weight of goods, irrespective of the total value of the goods;

3.2.2. goods with a total value (excluding VAT) exceeding the equivalent of the amount of EUR 15,000, irrespective of the value per kilogram of gross weight of the goods.

3.3. In order to determine if the value of goods does not exceed the limits set forth in Clause 3.2.1 and 3.2.2, the value of the goods and/or limits set forth in Clause 3.2.1 and 3.2.2 shall be converted into CZK according to the official exchange rate communicated by the central bank of Czech Republic and applicable as of the day of concluding the Contract of Carriage.

3.4. Provision of Transport Service in respect of the Excluded Goods and goods referred to in Clause 3.2.1 and 3.2.2 requires formal, explicit consent of the Carrier. The consent of the Carrier may not be implied or inferred from another declaration of intent but must be expressed explicitly in written or electronic form under pain of nullity, prior to concluding a Contract of Carriage, upon request of the Customer specifying the value of the Goods. The Carrier can make its consent subject to acceptance by the Customer of specific Terms of the Transport Service, in particular increased remuneration due to the Carrier for the Transport Service. If the Terms of Transport Service are specified in a framework contract or standing order agreed between the Customer and the Carrier, the consent of the Carrier may be also expressed by the Carrier prior to or simultaneously with accepting of the Transport Order by the Carrier.

3.5. In the absence of the consent referred to in Clause 3.4, it shall be presumed that the Goods will not include Excluded Goods or goods referred to in Clauses 3.2.1 and 3.2.2.

3.6. In the case of entrusting the Carrier with the Transport Service in respect of the Excluded Goods or goods referred to in Clause 3.2.1 or 3.2.2 without prior explicit consent of the Carrier (i.e. with violation of Clause 3.4), the Carrier shall be liable for possible loss of or damage to such Goods pursuant to Clause 9, however subject to Clause 9.8 and with the reservation that the compensation for the loss of or damage to such Goods shall not exceed the limits stipulated in Clause 3.2.1 or 3.2.2, whichever is lower.

3.7. The Carrier may offer Additional Services as described in **Appendix 1** supplementing or extending the Transport Service.

4. Concluding Contract of Carriage

4.1. Concluding a Contract of Carriage requires the Terms of Transport Service to be agreed between the Customer and the Carrier. Notwithstanding the foregoing, in the case of the Excluded Goods or goods referred to in Clause 3.2.1 and 3.2.2, concluding a Contract of Carriage requires the explicit consent of the Carrier referred to in Clause 3.4.

4.2. Agreement on the Terms of Transport Service can be effected in particular through:

4.2.1. submitting the offer by the Carrier stipulating the Terms of Transport Service in response to an enquiry submitted by the Customer; and

4.2.2. giving the Transport Order by the Customer to the Carrier in order to entrust the Carrier with the execution of the Transport Service under the Terms of Transport Service specified by the Carrier; and

4.2.3. accepting the Transport Order by the Carrier.

4.3. The Terms of Transport Service may also be specified in a framework contract agreed between the Customer and the Carrier.

4.4. Transport Order shall be placed with the Carrier in a manner and within cut-off times specified in **Appendix 3**. Notwithstanding the above, the Transport Order cannot be placed after the deadline if such has been specified by the Carrier in the Terms of Transport Service (term of validity). By placing the Transport Order the Customer confirms:

4.4.1. its consent with the Terms of the Transport Service specified by the Carrier; and

4.4.2. that it has acknowledged and consents to the observance of the provisions of GT&C.

4.5. Transport Order given by the Customer to the Carrier shall comply with the Terms of the Transport Service agreed with or specified by the Carrier. In case of any discrepancies the Terms of Transport Service agreed with or specified by the Carrier shall prevail over the Transport Order. In case the Terms of Transport Service have not been agreed with or specified by the Carrier, the Carrier shall not be bound by the Lead Time and the amount of remuneration specified in the content of the Transport Order, and shall have the right to render the Transport Service on the terms and conditions specified in these GT&C.

4.6. The Customer shall be bound by the Transport Order from the time of placing it with the Carrier until the Carrier refuses to carry out Transport Service and rejects the Transport Order.

4.7. The Carrier reserves the right to refuse to carry out Transport Service without bearing any liability or other negative consequences vis-à-vis the Customer, in particular:

- 4.7.1. if the Transport Order is placed after the lapse of the term of validity resulting from the Terms of Transport Service; or
- 4.7.2. if the Transport Order is noncompliant with the Terms of the Transport Service specified by the Carrier, GT&C or the Applicable Law; or
- 4.7.3. if the Transport Order has been completed illegally, incorrectly or incompletely;
- 4.7.4. if the Customer is in arrears with payment of any amount due to the Carrier; or
- 4.7.5. due to other reasons which prevent the Carrier from carrying out the Transport Service or significantly hinder the performance of the Transport Service on the agreed Terms of Transport Service; or
- 4.7.6. in cases stipulated by the provisions of the Applicable Law.

The Carrier shall immediately notify the Customer about the refusal to accept the Transport Order. In the case of a refusal to accept the Transport Order by the Carrier the Contract for Carriage shall not be concluded and such Transport Order shall not cause any legal consequences or result in any obligations for the Carrier.

- 4.8. The Transport Order shall be deemed accepted by the Carrier – which is equivalent to concluding a Contract of Carriage – if the Carrier does not notify the Customer about a rejection of the Transport Order in due course. Notwithstanding the above, the tacit acceptance does not apply to the Transport Order regarding the Excluded Goods or goods referred to in Clauses 3.2.1 and 3.2.2. The Transport Order regarding the Excluded Goods or goods referred to in Clauses 3.2.1 and 3.2.2. requires explicit acceptance (confirmation) by the Carrier.
- 4.9. The driver executing the Transport Service shall have no right to amend or supplement the Terms of Transport Service.

5. Change of Transport Order

- 5.1. The Customer is allowed to change the content of the Transport Order only with prior consent of the Carrier, unless otherwise is provided by the Applicable Law.
- 5.2. To the extent permitted by the Applicable law, the Carrier can refuse to accept the change of the Transport Order. Provisions of 4.6 - 4.9 shall apply accordingly.
- 5.3. If the Carrier refuses to accept the changed Transport Order – the Contract of Carriage shall be deemed terminated. The Customer shall reimburse to the Carrier any and all costs and expenses borne by the Carrier in relation to or in order to execute the Transport Service based on the original Transport Order.

6. Carrier's remuneration

- 6.1. The Carrier provides Transport Services and Additional Services against remuneration. In addition, in cases referred to in the Contract of Carriage, these GT&C or in the Applicable Law, the Customer shall reimburse the Carrier for costs and expenses incurred in relation to the execution of Transport Services.
- 6.2. Remuneration due to the Carrier for Transport Service depends in particular on the type and size of Goods, the length of transport route, as well as the possible special conditions, which must be met during execution of Transport Service.
- 6.3. The remuneration shall be agreed by the Carrier and the Customer in the Contract of Carriage. The Carrier has the right to increase remuneration if it appears that the actual Terms of the Transport Service are different from the Terms of Transport Service specified by the Carrier in response to an enquiry submitted by the Customer (or the Terms of Transport Service specified in the framework contract or standing order) or noncompliant with the Transport Order, in particular if the type or size of Goods or other parameters of Goods are different from the type or size of Goods or other parameters of Goods declared by the Customer or specified in the Transport Order.
- 6.4. Unless otherwise agreed:
 - 6.4.1. the Customer shall pay remuneration to the Carrier and shall reimburse the Carrier for costs and expenses in accordance with the Carrier's Tariff as specified in **Appendix 4** hereto, on the basis of invoices issued by the Carrier, within 14 days from the day of issuing the invoice;
 - 6.4.2. remuneration is specified in **Appendix 4**.
- 6.5. Any agreements between the Customer and the Consignee regarding the payment for Transport Service and any other liabilities burdening the Goods, in particular those resulting from Incoterms, shall not be binding for the Carrier.

7. Customer's obligations

- 7.1. The Customer shall fulfil or guarantee the fulfilment of any and all requirements which burden the Customer, the Consignor or the Consignee under the provisions of the Contract of Carriage, GT&C or the Applicable Law. The Customer shall be responsible towards the Carrier for the fulfilment of the requirements by the Consignor and the Consignee like for its own acts and omissions. In particular, the Customer shall:
 - 7.1.1. correctly and completely fill in the Transport Order. For the Goods which require special transport conditions or taking certain precautions due to their properties or requirements resulting from the Applicable Law, the Customer shall notify the Carrier in the content of the Transport Order of

- such special transport conditions, precautions, properties or requirements;
- 7.1.2. prepare and pack the Goods in a manner suitable for road transport and allowing for delivering and releasing the Goods without any partial loss or damage, taking into account the nature of the Goods, their vulnerability to damage during transport or loading or unloading, place of loading and unloading, special character of groupage transports which include trans-loading operations and requirements resulting from the Applicable Law or generally accepted industry rules. The Goods packaging should: prevent access to the Goods without tampering with it, ensure the stability and maintaining a balance of the Goods and protect against external factors. In case of Goods stacked on a pallet, the Goods should be placed on a pallet in such a way that it does not protrude beyond the pallet. Goods placed on or inside other Transport Units should be protected from the inside against the possibility of displacement. In case of dispatching machinery or equipment with protruding elements – such elements should be protected against damage during transport and loading and unloading. In addition, any Transport Units should be wrapped tightly in stretch foil and secured with a tape and, if necessary provided with markings indicating a possible special character of the Goods or special requirements as to how to transport them, for example “attention glass, “up / down””;
- 7.1.3. cool down the Cold Chain Goods (if applicable) below the lower limit of the Controlled Temperature;
- 7.1.4. Goods over 30 kg should be placed on a Transport Units allowing for reloading with the use of a forklift;
- 7.1.5. mark the Goods appropriately by marking every Transport Unit with a label provided by the Carrier ;
- 7.1.6. correctly and completely fill in the Transport Document for the Goods and attach to the Transport Document any and all documents necessary for the correct execution of the Transport Service;
- 7.1.7. provide the Carrier with complete, accurate and factual information necessary for the execution of the Transport Service;
- 7.1.8. guarantee the loading and releasing of the Goods for transport in the loading place within not more than 5 minutes per Transport Unit from the moment of providing the means of transport;
- 7.1.9. provide the Carrier with feasible guidelines in case of obstacles occurring while

executing Transport Service or releasing the Goods;

- 7.1.10. Guarantee the unloading and takeover of the Goods in the place of delivery within not more than 5 minutes per Transport Unit L from the moment of providing the means of transport.
- 7.2. Loading and unloading of Goods shall be the responsibility of the Consignor and the Consignee, respectively. The Carrier shall neither be responsible for conducting loading and unloading operations nor for providing technical means or equipment allowing for loading and unloading. Possible assistance from the driver during loading and unloading may be offered at the exclusive risk and responsibility of the Consignor or the Consignee.
- 7.3. The Customer shall comply with any operational procedures or manuals which may, from time to time, be issued by the Carrier and published on the Carrier's Website.

8. Carrier's rights and obligations

- 8.1. The Carrier shall accept the Goods for transport from the moment of completing the loading on the means of transport by which is meant placing the Goods in the cargo load compartment of the means of transport. The acceptance of the Goods for transport shall be evidenced in the Transport Document.
- 8.2. The Carrier shall execute the Transport Service in accordance with the Terms of Transport Service. The Carrier is responsible for the organisation of the transport process. In particular, the Carrier may execute transport of Goods within groupage transports, which include trans-loading operations.
- 8.3. The Carrier has the right to use subcontractors in order to execute Transport Service but remains responsible for all acts and omissions of subcontractors like for its own acts and omissions.
- 8.4. When accepting the Goods for transport the Carrier shall verify exclusively the quantity and apparent condition of Transport Units against the information in the Transport Document and how Goods are prepared for transport. The Carrier shall not verify the content of individual Transport Units. If the Carrier does not submit any reservations when accepting the Goods for transport it shall be presumed that the quantity and apparent condition of the Transport Units was adequate at the time of releasing the Goods for transport whereas such presumption shall not apply to the condition of the Goods within the individual Transport Units.
- 8.5. The Carrier has the right to refuse to accept the Goods for transport or to refuse or to cease to carry out the Transport Service in particular:
 - 8.5.1. when the Goods include Excluded Goods;

- 8.5.2. when the Goods or their condition is noncompliant with the Terms of Transport Service specified by the Carrier in response to an enquiry submitted by the Customer (or the Terms of Transport Service specified in the framework contract or standing order) or with the Transport Order, in particular if the Goods are defective, or type or size of the Goods or other parameters of the Goods or methods of packing deviate from the description included in the Terms of Transport Service or Transport Order or – if applicable – Cold Chain Goods have not been cooled down below the Controlled Temperature or the loading place does not allow to keep the Controlled Temperature;
- 8.5.3. when the Goods do not have packaging or the packaging of the Goods is evidently inadequate or improper;
- 8.5.4. when the Goods have not been marked or have been marked incorrectly;
- 8.5.5. when the Transport Document has not been completed or has been completed incorrectly or erroneously;
- 8.5.6. when the Consignor has not prepared documents which under legal regulations must be released together with the Goods;
- 8.5.7. Due to any and all other reasons provided for by the Applicable Law.
- 8.6. The Carrier renders Transport Services - that is: collects the Goods from the Consignor, transports and delivers the Goods to the Consignee - exclusively on Business Days. The Carrier shall endeavour to complete the Transport Service within the Lead Time specified in the Contract of Carriage. Lead Time shall be defined in Business Days. Any time frames expressed in hours shall not be binding unless explicitly accepted by the Carrier. Time covering 24 hours or the multiple thereof shall be understood as the time covering 1 Business Day or a multiple of 1 Business Day.
- 8.7. Unless otherwise agreed on in the Contract of Carriage, the Transport Service shall be completed by the Carrier within following Lead Times:
 - 8.7.1. In the case of Domestic Transport Service – within 1 Business Day from the day of collection of the Goods from the Consignor;
 - 8.7.2. In the case of International Transport Service – within a time which can be reasonably expected of a diligent carrier having regard to the circumstances of the case (and in particular, in the case of partial loads, the time required for making up a complete load in the normal way and the time required for transshipment).
- 8.8. In case of Consignees accepting deliveries based on prior notification or within specified time slots the Carrier is entitled to deliver the Goods based either on Customer's or its Carrier's arrangements with the Consignee.
- 8.9. In the case when the first delivery attempt was failed because the Consignee was absent, unable to accept the Goods or due to any other reasons not attributable to the Carrier, the Carrier, unless instructed otherwise by the Customer, will make second attempt to deliver the Goods to the Consignee on the next Business Day. The Carrier shall charge the Customer additional fee for second delivery attempt in accordance with the Carrier's Tariff as specified in **Appendix 4**.
- 8.10. In the event of unsuccessful second delivery attempt or any other obstacles occurring while carrying out Transport Service or delivering the Goods, the Carrier will return the Goods to the Consignee (unless instructed otherwise by the Customer). The Cold Chain Goods shall be returned within 5 Business Days, regardless of the Lead Time which was applicable for the original Transport Service.
- 8.11. The handover (delivery) of the Goods shall be confirmed in the Transport Document. A refusal to confirm the delivery shall entitle the Carrier to withhold the handover of the Goods to the Consignee.
- 8.12. If the provisions of the Contract of Carriage require the Consignee to pay remuneration for the Transport Service and/or any other amounts burdening the Goods, the Consignee shall pay all amounts due to the Carrier prior to the handover of the Goods by the Carrier. A refusal to pay the amounts due, referred to in the preceding sentence, shall entitle the Carrier to withhold the handover of the Goods to the Consignee.
- 8.13. The Goods are deemed handed over by the Carrier and the risk of loss, partial loss or damage to the Goods is transferred onto the Consignee upon confirming the delivery of the Goods in the Transport Document or upon the commencement of unloading the Goods – whichever is the earliest.
- 8.14. Without prejudice to the mandatory provisions of the Applicable Law, the Carrier has the right to sell or in other way dispose of the Goods:
 - 8.14.1. if for any reason it is or becomes impossible to carry out the Transport Service or to deliver the Goods in accordance with the agreed Terms of Transport Service and the Customer fails to provide the Carrier with feasible instructions concerning the conduct with the Goods;
 - 8.14.2. in case of loss of Transport Documents if it becomes impossible to identify the person authorised to dispose of the Goods;
 - 8.14.3. In any and all other cases provided for by the Applicable Law.
- 9. **Carrier's liability**

9.1. The Carrier shall be liable towards the Customer for the total loss, partial loss or damage to the Goods which occurred from the moment of collection of the Goods from the Consignor until delivery of the Goods to the Consignee, as well as for delay in delivery, subject to the Contract of Carriage and pursuant to GT&C and provisions of the Applicable Law. The Clauses 9.2 - 9.7 shall apply unless mandatory provisions of the Applicable Law provide for otherwise.

9.2. Subject to Clause 3.6, should the Carrier be liable for compensation in respect of total or partial loss of Goods, such compensation shall not exceed the value of the Goods at the place and time at which they were accepted for transport, determined based on and in the following order:

- 9.2.1. the commodity exchange price; or
- 9.2.2. the price indicated in the invoice issued in relation to the Goods; or
- 9.2.3. the value of goods of the same kind and quality.

Where the amount of compensation cannot be established as provided for in Clause 9.2.1 - 9.2.3, the amount shall be established by an independent valuer. In any case, compensation shall not exceed, however, the limits provided for in the Applicable Law.

9.3. Subject to Clause 3.6, should the Carrier be liable for compensation in respect of damage to the Goods, such compensation shall not exceed the amount by which the Goods have diminished in value, calculated by reference to the value of the Goods determined in accordance with Clause 9.2. The compensation for damage to the Goods cannot, however, exceed:

- 9.3.1. if the whole consignment has been damaged – the amount payable in the case of total loss of the Goods;
- 9.3.2. if only part of the consignment has been damaged – the amount payable in the case of loss of the affected part of the Goods.

9.4. In addition to the compensations provided for in Clauses 9.2 and 9.3 the Carrier shall refund the remuneration due to the Carrier for the Transport Service, customs duties and other costs incurred during and in relation to the carriage of Goods:

- 9.4.1. in the case of a total loss – in full amount;
- 9.4.2. in the case of a partial loss – in proportion to the loss sustained;
- 9.4.3. in the case of damage – in the amount corresponding to the amount by which the Goods have diminished in value.

9.5. In the case of delay in delivery, if the claimant proves that damage has resulted therefrom, the Carrier shall pay the compensation for such damage pursuant to and within the scope of the provisions of the Contract of Carriage. Unless the mandatory provisions of the Applicable Law provide for otherwise, any compensation for the

delay in delivery shall not exceed the remuneration due to the Carrier for the Transport Service to which the delay relates.

9.6. Except for compensations provided for in Clauses 9.2 - 9.5 no further compensations shall be payable for loss of or damage to the Goods or for delay in delivery.

9.7. Should the Carrier be liable towards the Customer for compensation in respect of loss or damage resulting from non-performance or improper performance of the Contract of Carriage, other than loss of or damage to the Goods or damage resulting from a delay in delivery, such compensation shall not exceed the amount of remuneration which is due for Transport Service to which the non-performance or improper performance relates. Notwithstanding the above, the Carrier shall not be liable for any lost profits and any other type of indirect or consequential damage, in particular damage resulting from any contractual penalties paid by the Customer to any third parties.

9.8. The Carrier shall be released from the liability for any loss or damage suffered by the Customer resulting from Customer's failure to fulfil its obligations or duties under the Contract of Carriage, GT&C and/or the Applicable Law, as well as in any and all other cases referred to in the Applicable Law. In particular, the Carrier shall be released from any liability for loss of or damage to Excluded Goods.

10. Customer's liability

10.1. The Customer shall be liable towards the Carrier for any loss or damage and shall reimburse the Carrier for any costs and expenses resulting from non-performance or improper performance of the Contract of Carriage by the Customer. In particular the Customer shall be liable for:

- 10.1.1. providing in the Transport Order, in the Transport Document, or in any other form, information and statements which are untruthful, incomplete, inaccurate or insufficient;
- 10.1.2. lack, incompleteness or incorrectness of documents which are required for execution of the Transport Service;
- 10.1.3. improper condition, packaging or marking of the Goods;
- 10.1.4. noncompliance of the Goods with the Terms of the Transport Service agreed between the Customer and the Carrier, GT&C or the Applicable Law;
- 10.1.5. incorrect loading of the Goods or incorrect placement of the Goods onto a vehicle;
- 10.1.6. cancellation of the Transport Order previously placed with the Carrier or refusal to load the Goods onto a vehicle;

- 10.1.7. breaching the obligation to timely load or unload the Goods;
- 10.1.8. failing to provide guidelines or providing unfeasible guidelines if required by the Carrier;
- 10.1.9. damaging Carrier's property.

11. Claims

- 11.1. In case the Carrier's liability arises under the Contract of Carriage, the duly authorised person under the Applicable Law (the Customer or the Consignee) shall submit a written claim to the Carrier. The claim shall specify the amount requested by the Customer and include reasons justifying the requested amount. The claim shall be accompanied in particular with the following evidence:

- 11.1.1. Transport Order;
- 11.1.2. Transport Document;
- 11.1.3. damage report or any other document specifying the size and character of damage to the Goods - if it has been drawn up;
- 11.1.4. document evidencing the value of the Goods (invoice etc.);
- 11.1.5. document evidencing the gross weight of missing or damaged Goods;
- 11.1.6. information if the Goods have been insured (cargo insurance) and if the damage has been settled by the insurer;
- 11.1.7. information about the Customer's bank account to which indemnity is to be paid.

The claim shall also include any other information and documents required under the Applicable Law.

- 11.2. The Carrier has the right to request the Customer to submit additional information or documents if they are necessary for investigating the claim. If the claim has been lodged by an unauthorized person or the claim does not meet the conditions, as specified in Clause 11.1, or any other conditions that may apply, or required documents and other evidence have not been submitted, the Carrier shall request the Customer to correct or complete the claim accordingly within the period no longer than 14 days from the date of delivering such a request to the person who submitted the claim, under the penalty of leaving such a claim unresolved.
- 11.3. The person who submitted the claim is obliged to preserve the Goods in their original condition until the end of the proceedings concerning the claim processed by the Carrier.
- 11.4. The Carrier shall respond to a claim within 30 days from the date when the Carrier receives the claim unless any longer period for response is provided for by the Applicable Law. In case of claims

exceeding EUR 5,000 (or the equivalent of this amount in CZK according to the official exchange rate communicated by the Czech National Bank as of the time when the Carrier collected the Goods for transport), the time to respond to the claims can be extended by the Carrier. The Carrier will use its reasonable efforts to process such claims within the period of 6 months.

- 11.5. Unless mandatory provisions of the Applicable Law provide for otherwise, in case the Carrier requests the Customer to complete or correct a claim, the period for responding to the claim, as specified in this Clause 11.4, shall run from the day when the Carrier receives the completion or correction of the claim, respectively.
- 11.6. Lack of response to the claim within the stipulated time referred to in this Clause 11.4 shall be deemed as rejecting of the Claim by the Carrier.
- 11.7. The Customer shall not be entitled to set off or in any other way deduct any receivables from the Carrier's remuneration or from any other amounts due to the Carrier, without obtaining prior, written consent of the Carrier.
- 11.8. Unless mandatory provisions of the Applicable Law provide for otherwise, the limitation period of the Customer's claims against the Carrier arising under or in connection with the Contract of Carriage shall be 1 year as of the day on which the claim became due.

12. Right of retention or pledge

- 12.1. In order to secure any and all Carrier's claims under the Contract of Carriage (including any overdue claims resulting from previously rendered Transport Services), in particular claims for the remuneration and for reimbursement of expenses incurred in relation with the execution of the Transport Service, the Carrier - subject to the Applicable Law - has a right of retention or pledge on the Goods as long as the Goods stay with it or a person who holds the Goods on its behalf, or as long as it may dispose of the Goods using documents.

13. Processing of Personal Data

- 13.1. The Carrier processes personal data of the participants of the Transport Service, who are natural persons, entered by the Customer in the Transport Order for the purpose of performing the Transport Service in accordance with these GT&C and maintains the relevant security and data protection requirements in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation).

- 13.2. The Customer shall ensure that (i) it has lawfully obtained the personal data provided to the Carrier, (ii) it is entitled to transfer personal data to the extent necessary for the performance of the Transport Services.
- 13.3. Information on the personal data processing for all participants of the Transport Services who are natural persons and other complete information on processing is available on the website: <https://ceskarepublika.raben-group.com/ochrana-osobnich-udaju>.
- 13.4. At the Customer's request, the Carrier shall provide the personal data of the drivers (name and ID number) only for the purpose of notification of delivery or receipt of the Goods.

14. Final provisions

- 14.1. GT&C are freely available in the seat of the Carrier and in the seats of Carrier's branches and additionally on the Carrier's Website.
- 14.2. In any matters not regulated by GT&C relevant provisions of the Applicable Law shall apply.
- 14.3. Following appendices form an integral part of GT&C:
 - 14.3.1. **Appendix 1 "Additional Services";**
 - 14.3.2. **Appendix 2 "Excluded Goods";**
 - 14.3.3. **Appendix 3 "Placing Transport Orders"**
 - 14.3.4. **Appendix 4 "Carrier's Fees".**
- 14.4. The Carrier reserves the right to amend GT&C, revoke GT&C and replace GT&C (or any of the appendices to GT&C) with new terms and conditions pertaining to Transport Service - at any time and at its sole discretion. Any amendment, revocation or replacement of GT&C shall be published by the Carrier on the Carrier's Website with appropriate advance notice and / or otherwise communicated to the Customer.

Any such amendment, revocation or replacement of GT&C shall enter into force and become binding after the lapse of 14 days from the moment of making the amendment, revocation or replacement of GT&C available to the Customer (unless the Carrier's notice specifies a later effective date of the amendment, revocation or replacement of GT&C) and shall not require obtaining consent of the Customer and/or execution of any additional agreements or any other documents by the Customer. In case of Contracts of Carriage concluded before the entry into force of the amendment, revocation or replacement of GT&C, previous GT&C shall apply. In the event that the Customer and the Carrier are bound by the framework agreement pertaining to the Transport Services concluded before the entry into force of the amendment, revocation or replacement of GT&C, previous GT&C shall apply pending the entry into force of an amendment, revocation or replacement of GT&C and amended

or replaced GT&C shall apply after the entry into force of an amendment or replacement of GT&C. If case of amendment or replacement of the GT7C

- 14.5. the Customer retains, however, the right to terminate the framework agreement pertaining to the Transport Services with 14 days' notice. Until the expiry of the notice period previous GT&C shall apply. The Customer can terminate the framework agreement until the entry into force of an amendment, revocation or replacement of GT&C.
- 14.6. Unless mandatory provisions of the Applicable Law provide for otherwise, any disputes arising out of or in connection with the Contract of Carriage shall be settled amicably by the Parties through negotiations and if an agreement is not reached, by the competent court having jurisdiction over the Carrier's seat.
- 14.7. These GT&C enter into force and are effective from 1.1.2024.







Annex No. 1

Basic and complementary services

1. The Carrier provides the following basic, complementary and enhanced transportation services for remuneration in accordance with Annex 3 "Carrier's tariffs" :
 - 1.1. **Basic transportation services:**
 - 1.1.1. Cargo Classic
 - 1.1.2. Cargo Premium
 - 1.1.3. Fresh
 - 1.2. **Additional services:**
 - 1.2.1. COD (cash on delivery)
 - 1.2.2. CFT (cash for transport) - transport fee in cash at the point of unloading
 - 1.2.3. ROP (return of pallets) - exchange of standardized EURO pallets
 - 1.2.4. e-ROD (electronic return of documents) - access to digitized documents
 - 1.2.5. SMS (Short Message Service) - notification via SMS
 - 1.2.6. EML (electronic message) - notification via e-mail
 - 1.2.7. SPU (self-pick up) – self pick-up consignment by the consignee from the Raben warehouse.
 - 1.2.8. HUN (handy unloading) – manual unloading
 - 1.2.9. ADV (advice from Raben office) telephone notification of delivery
 - 1.2.10. ADV 3 (advice on the Customer's www platform done by Raben) – delivery reservation on the web platform of the consignee eg. Mercareon)
 - 1.2.11. ADVPU (advice pick up from Raben office) - telephone advice and agreement on the pick up date
 - 1.2.12. CALL (call from Raben driver before delivery) – telephone notice before delivery by a certified driver
 - 1.2.13. ND 08 (delivery by 08.00am according to standard Lead Time) – delivery on time by 8:00 am
 - 1.2.14. ND 10 (delivery by 10.00am according to standard Lead Time) – delivery on time by 10:00 am
 - 1.2.15. ND 12 (delivery by 12.00am according to standard Lead Time) – delivery on time by 12:00 am
 - 1.2.16. ND 16 (delivery by 16.00am according to standard Lead Time) – delivery on time by 16:00 am
 - 1.2.17. FIX 08 (delivery on the fixed day by 08.00am) – delivery on the scheduled day with a guarantee by 08:00am
 - 1.2.18. FIX 10 (delivery on the fixed day by 10.00am) – delivery on the scheduled day with a guarantee by 10:00am

- 1.2.19. FIX 12 (delivery on the fixed day by 12.00am) – delivery on the scheduled day with a guarantee by 12:00am
 - 1.2.20. FIX (delivery on the fixed day) – delivery on the scheduled day with a guarantee
 - 1.2.21. EXACT (delivery on exact day and time) – delivery on the scheduled day and time with a guarantee +/- 30 min
 - 1.2.22. OTS (Customer Time slot) – delivery in the customer time slots
 - 1.2.23. PCD (Picture Confirmation of the Delivery) - confirmation of delivery by photos
2. Basic services referred to in Articles 1.1.1 and 1.1.2 can be ordered only for national transport.
 3. Complementary services listed in Article 1.2 are only available as an extension of the services referred to in Article 1.1, where:
 - 3.1. Cargo Classic can be further extended by the following complementary services: COD, CFT, ROP, e-ROD, SMS, EML, SPU, PCD.
 - 3.2. Cargo Premium can be further extended by the following complementary services: COD, CFT, ROP, e-ROD, SMS, EML, SPU, HUN, ADV, ADV 3, ADVPU, CALL, ND 08, ND10, ND12, ND16, FIX8, FIX10, FIX12, FIX, EXACT, OTS, PCD.
 - 3.3. Fresh can be further extended by the following sub-services: ROP, COD, e-ROD, SMS, EML, SPU, ADV and ADV 3.
 4. Relations between complementary services and their descriptions are listed in **Table 1**.
 5. Complementary services are part of the basic service, and must be included in the transport order. In some cases, the performance of complementary services can be subject to the restrictions as shown in **Table 3**.
 6. The Carrier may refuse an order to perform any additional services without justification and without incurring any liability towards the Customer.
 7. If the Carrier becomes obliged to compensate the Customer for damage arising from loss or damage resulting from non-performance or improper performance of complementary services, such compensation shall not exceed the fee that is payable for a complementary service to which the non-performance or improper performance relates. Without limiting the foregoing, the Carrier is not obliged to pay any loss of profit (lost profits) or any other type of indirect or consequential damages, namely damages arising from any contractual penalties paid by the Customer to any third party.

Table 1

AVAILABLE COMPLEMENTARY SERVICES	SERVICES		
	Cargo Classic	Cargo Premium	Fresh
COD (cash on delivery)			
CFT (cash for transport)			

ROP (return of pallets)			
e-ROD (electronic return of documents)			
SMS (notification via SMS)			
EML (notification via e-mail)			
SPU (self-pick up)			
HUN (hand unloading)			
ADV (notification by telephone)			
ADV 3 (advice on the Customer's www platform done by Raben)			
ADVPU (advice pick up from Raben office)			
CALL (call from Raben driver before delivery)			
ND 8 (delivery by 08.00am according to standard Lead Time)			
ND 10 (delivery by 10.00am according to standard Lead Time)			
ND 12 (delivery by 12.00am according to standard Lead Time)			
ND 16 (delivery by 16.00am according to standard Lead Time)			
FIX 8 (delivery on the fixed day by 08.00am)			
FIX 10 (delivery on the fixed day by 10.00am)			
FIX 12 (delivery on the fixed day by 12.00am)			
FIX (delivery on the fixed day)			










EXACT (delivery on exact day and time)			
OTS (Customer Time slot)			
PCD (Picture Confirmation of the Delivery)			

Table 2

SERVICE	DESCRIPTION
Cargo Classic	<p>Definition:</p> <p>The Carrier completes the national transport service within 2 working days of receipt of the shipment from the consignor.</p> <p>Conditions:</p> <p>Cargo Classic can only be used for common goods, i.e. goods that do not require any special temperature regime during transportation.</p>
Cargo Premium	<p>Definition:</p> <p>The Carrier completes the national transport service:</p> <ul style="list-style-type: none"> (a) During one working day from the date of receipt of consignment from the consignor. (b) on the business day specified by the Customer that falls within the period of four working days from the scheduled day of receipt of goods from the consignor. <p>Additional conditions:</p> <p>They do not apply to a consignment of goods under the ADR procedure, including alcohol or goods requiring a controlled temperature.</p>
Fresh	<p>Definition:</p> <p>The Carrier will perform transport service suitable for the cold goods chain at a controlled temperature in a range between about +2 to +7 °C.</p>

Table 3

Complementary service	Description
COD (cash on delivery)	<p>Definition:</p> <p>The Carrier accepts specified amount for the consignment from the consignee and shall transfer the same to the Customer's account.</p> <p>Conditions:</p> <ul style="list-style-type: none"> (a) The total amount that the Carrier has to collect from the consignee for the consignment shall not exceed 100 000 CZK. (b) The order of transport must include the amount of cash to be collected from the consignee. (c) The Customer has registered an account with the Carrier for the transfer of cash collected.

	<ul style="list-style-type: none"> (d) The Customer is solely responsible for providing the correct amount of cash and registering of correct bank account. (e) The Customer shall ensure that the consignee has the exact amount of money to be collected by the Carrier. (f) The amount of cash withdrawn from the consignee will be transferred to the bank account within 10 working days from the date of collecting of cash from the consignee. (g) In the event that the Carrier gives the goods to the consignee without having collected the cash on delivery in the terms of the contract, the Customer can claim damages from the Carrier up to the amount of cash, all that however only provided that the Customer proves that the relevant amount cannot be recovered and that all the legal and procedural steps have been exhausted.
CFT (cash for transport)	<p>Definition:</p> <p>The Carrier collects the Carrier's payment from the consignee for transport services, including the fee for CFT and other amounts for additional services ordered.</p> <p>Conditions:</p> <ul style="list-style-type: none"> (a) CFT requirement must be included in the transport order submitted by the Customer. (b) The Customer shall ensure that the consignee knows the exact amount of cash to be collected by the Carrier. (c) Handing over of the goods to the consignee is subject to payment of remuneration of the Carrier for services ordered. If the consignee refuses to pay, the Carrier may refuse to hand over the goods to the consignee and to exercise other rights under the legislation or the general conditions, without getting into default with performance of its duties. (d) CFT does not relieve the Customer from the obligation to pay remuneration for services ordered to the Carrier. The Customer is obliged to pay Carrier's remuneration if the consignee refuses to accept the goods or reimburse that sum to the Carrier.
ROP (return of pallets)	<p>Definition:</p> <p>The Carrier will exchange with the consignee and will return to the Customer the EUR pallets that were delivered to the consignee together with the consignment.</p> <p>Conditions:</p> <ul style="list-style-type: none"> (a) Only Euro standard pallets, i.e. wooden pallets measuring 1200 x 800 x 144 mm complying with the requirements of CSN 26 9110 (UIC 435) legally marked with EUR trade mark. (b) The requirement for ROP must be present in the order of transport. (c) At the withdrawal of the consignment from the consignor the Carrier (the driver) does not check the number or quality of pallets ordered for exchange. The driver does not verify whether the pallets are EUR pallets and whether they meet the requirements for exchange. Verification of pallets to be exchanged is performed by the consignee that evaluates pallets as pallets EUR (suitable for exchange). However, the Carrier may refuse to effect ROP service, if it is obvious that the pallets declared by the consignee are not suitable for exchanging and returning to (specifically, if they are fakes or are otherwise non-compliant).

	<ul style="list-style-type: none"> (d) The exchange of EUR pallets will occur immediately upon delivery to the consignee. EUR pallet exchange (i.e. the number of EUR pallets supplied to the consignee and the number of EUR pallets exchanged by the consignee) is recorded in the transport documents confirming the delivery. (e) The Carrier is obliged to return to the Customer only the number of EUR pallets that were exchanged by the consignee during delivery and confirmed in the transport documents. (f) The Carrier is not obliged to return to the Customer pallets, which the consignee refused to replace (regardless of the reason for such rejection) during delivery. (g) The Carrier is not liable for EUR pallets that were not exchanged or released by the consignee for any reason. (h) The Customer shall ensure that the consignee has the exact number of EUR pallets for exchange with EUR pallets delivered with the goods. The Carrier may refuse to accept the pallets from the consignee, where it is clear that the pallets exchanged by the consignee do not meet the conditions for exchange (specifically, if they are fakes or are otherwise non-compliant). (i) The costs of the pallet transport from the consolidation point (Raben depot) to the place specified by the customer are paid by the customer.
e-ROD (Digital documents)	<p>Definition:</p> <p>The Carrier will pick up the shipment from the consignor provided with envelope or package with documents attached firmly and thoroughly to consignment and ask the consignee to confirm these documents during delivery. The documents are subsequently digitized and made available online to the Customer for inspection or copying.</p> <p>Conditions:</p> <ul style="list-style-type: none"> (a) The requirement for e-ROD must be specified in the order of transport. (b) All the documents covered by the e-ROD, must be listed in the transport documents (name and number). (c) All documents referred to in the e-ROD must be placed in the package or envelope labelled "e-ROD" and glued from outside to the consignment packaging. In the event that a consignment consists of multiple pallets or other load units, the package or envelope will be attached to the first pallet / transport unit. (d) When collecting goods from the consignor the Carrier (driver) does not check the content of the package / envelope. Specifically, the Carrier does not examine whether the content of the package / envelope is in accordance with the list of documents in the transport dossier or if it contains a sufficient number of copies. (e) The Carrier assumes no responsibility for any loss or damage to documentation to which e-ROD relates, if the package or envelope are intact upon delivery. (f) The Carrier assumes no responsibility for the contents of the documents, to which e-ROD relates. (g) After confirming the documents related to e-ROD by the consignee the documents will be scanned and then archived and stored by the Carrier (or an external provider of archive services). The documents will be stored for a period of 5 years after the execution of an e-ROD type service. After that period, the Carrier will shred the documents.

	(h) Scanned documents (electronic files) confirmed by the consignee will be made available to the Customer within 7 working days of delivery of the goods through the myRaben.com website.
SMS (notification via SMS)	<p>Definition:</p> <p>The Carrier will send to the consignee two SMS notifications with information about the status of consignment.</p> <p>(a) The first notification - is created and sent to the consignee after the consignment has been registered in the information system of the Carrier.</p> <p>(b) The second notification - is created and sent to the consignee after the consignment has been loaded onto the delivery vehicle.</p> <p>Conditions:</p> <p>The consignor must state in the order of transport a valid mobile phone number to which the information about the status of the consignment is to be sent.</p>
EML (notification by e-mail)	<p>Definition:</p> <p>The Carrier will send to the consignee two e-mail notifications with information about the status of consignment.</p> <p>(a) The first notification - is created and sent to the consignee after the consignment has been registered in the information system of the Carrier.</p> <p>(b) The second notification - is created and sent to the consignee after the consignment has been loaded onto the delivery vehicle.</p> <p>Conditions:</p> <p>In the order of transport the Customer must state a valid e-mail address, to which information about the status of the consignment is to be sent.</p>
SPU (self-pick up)	<p>Definition:</p> <p>The consignee will pick up the consignment at a place specified by the carrier at the times defined by each operating unit (unless otherwise specified, the interval is 10.00–15.00).</p>
HUN (hand unloading)	<p>Definition:</p> <p>The Carrier unloads goods from the vehicle and delivers them to the premises of the consignee. If the use of another device (e.g. hand pallet truck, trolley, platform with wheels etc.) is impossible, the goods will be unloaded and delivered by the driver manually.</p> <p>If the goods are placed on pallets, the consignee shall first examine the apparent condition of the goods and packaging in the presence of the driver, confirms receipt of consignment, unpacks the goods to allow the drivers to take away individual items of goods to the consignee's premises.</p> <p>Conditions:</p> <p>(a) Total gross weight of the consignment shall not exceed 300 kg.</p> <p>(b) Actual gross weight of one manipulated item of goods (e.g. cardboard box or package) shall not exceed 30 kg.</p> <p>(c) The total number of items handled shall not exceed 10.</p>

	<p>(d) The sum of the dimensions (height / width / length) of one piece shall not exceed 3 m.</p> <p>(e) The distance between the place of storage and the vehicle shall not be more than 25 m.</p> <p>HUN complementary service cannot be used to transport consignments subject to the ADR.</p>
ADV (notification by telephone)	<p>Definition:</p> <p>The Carrier contacts the consignee via telephone and notifies him of the estimated time of delivery of consignment. Upon arrival at the Raben delivery depot, the consignment will be stopped until the delivery date is agreed with the recipient.</p> <p>Conditions:</p> <p>(a) The Customer is obliged to indicate a valid phone number and the name of the consignee's representative in the order.</p> <p>(b) The consignee must accept the shipment within 3 days of receiving the shipment from the sender. If he does not accept it, the carrier has the right to return the shipment to the sender at his expense.</p>
ADV 3 (advice on the Customer's www platform done by Raben)	<p>Definition:</p> <p>Before the shipment is delivered, the carrier reserves the delivery on the web platform, eg. in the Mercareon system.</p> <p>Additional conditions:</p> <p>(a) The availability of the ADV 3 service is limited to certain destinations (delivery points) only.</p> <p>(b) The sender will transmit information on shipments on the delivery platform no later than 10:00 am on the day preceding the expected date of delivery.</p> <p>(c) The carrier is not responsible for the availability of delivery slots on required days in third party systems.</p>
ADVPU (advice pick up from Raben office)	<p>Definition:</p> <p>The carrier will call the sender and agree on the first possible pick-up date of the shipment.</p> <p>Additional conditions:</p> <p>The customer must include a valid telephone number in the shipment order for purpose to contact the sender and the name of the sender's deputy.</p>
CALL (call from Raben driver before delivery)	<p>Definition:</p> <p>The carrier (driver) will contact the consignee by telephone at least 1 hour before delivery on the day of delivery and inform him about the estimated delivery time of the consignment.</p> <p>Additional conditions:</p> <p>The customer must include a valid telephone number in the shipment order for purpose to contact the sender and the name of the sender's deputy.</p>
ND 8	<p>Definition:</p> <p>The carrier delivers the shipment between 6:00 and 08:00 on the ordered day of delivery specified by the customer in the transport order.</p>

<p>(delivery by 08.00am according to standard Lead Time)</p>	<p>Conditions:</p> <ul style="list-style-type: none"> (a) The availability of the ND 8 depends on the postal code of the place of delivery. (b) ND 8 is not intended for recipients who receive consignments at predetermined time intervals (e.g., retail chains). (c) The customer will refund the ND 8 fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient. (d) Any claims regarding ND 08 must be submitted to the local customer service department within 5 working days of delivery.
<p>ND 10 (delivery by 10:00am according to standard Lead Time)</p>	<p>Definition:</p> <p>The carrier delivers the shipment between 6:00 and 10:00 on the ordered day of delivery specified by the customer in the transport order.</p> <p>Conditions:</p> <ul style="list-style-type: none"> (a) The availability of the ND 10 depends on the postal code of the place of delivery. (b) ND 10 is not intended for recipients who receive consignments at predetermined time intervals (e.g., retail chains). (c) The customer will refund the ND 10 fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient. (d) Any claims regarding ND 10 must be submitted to the local customer service department within 5 working days of delivery.
<p>ND 12 (delivery by 12:00am according to standard Lead Time)</p>	<p>Definition:</p> <p>The carrier delivers the shipment between 6:00 and 12:00 on the ordered day of delivery specified by the customer in the transport order.</p> <p>Conditions:</p> <ul style="list-style-type: none"> (a) The availability of the ND 12 depends on the postal code of the place of delivery. (b) ND 12 is not intended for recipients who receive consignments at predetermined time intervals (e.g., retail chains). (c) The customer will refund the ND 12 fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient. (d) Any claims regarding ND 12 must be submitted to the local customer service department within 5 working days of delivery.
<p>ND 16 (delivery by 16:00am according to standard Lead Time)</p>	<p>Definition:</p> <p>The carrier delivers the shipment between 6:00 and 16:00 on the ordered day of delivery specified by the customer in the transport order.</p> <p>Conditions:</p> <ul style="list-style-type: none"> (a) The availability of the ND 16 depends on the postal code of the place of delivery. (b) ND 16 is not intended for recipients who receive consignments at predetermined time intervals (e.g., retail chains).

	<p>(c) The customer will refund the ND fee 16 if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient.</p> <p>(d) Any claims regarding ND 16 must be submitted to the local customer service department within 5 working days of delivery.</p>
FIX 08 (delivery on the fixed day by 08.00am)	<p>Definition:</p> <p>The carrier will deliver the consignment to the recipient between 6:00 and 8:00 on the working day specified by the customer in the transport order.</p> <p>The customer can determine as the shipment's day of delivery the following:</p> <p>(a) the first available working day of the standard delivery time; or</p> <p>(b) the working day that falls within the time no later than 3 working days after the first available working day of the standard delivery time.</p> <p>Additional conditions:</p> <p>(a) The availability of the FIX 08 depends on the postal code of the place of delivery.</p> <p>(b) FIX 08 is not available for recipients who receive consignments at predetermined time intervals (e.g., retail chains).</p> <p>(c) The customer will refund the FIX 08 fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient.</p> <p>(d) Any claims regarding FIX 08 must be submitted to the local customer service department within 5 working days of delivery.</p>
FIX 10 (delivery on the fixed day by 10.00am)	<p>Definition:</p> <p>The carrier will deliver the consignment to the recipient between 6:00 and 10:00 on the working day specified by the customer in the transport order.</p> <p>The customer can determine as the shipment's day of delivery the following:</p> <p>(a) the first available working day of the standard delivery time; or</p> <p>(b) the working day that falls within the time no later than 3 working days after the first available working day of the standard delivery time.</p> <p>Additional conditions:</p> <p>(a) The availability of the FIX 10 depends on the postal code of the place of delivery.</p> <p>(b) FIX 10 is not available for recipients who receive consignments at predetermined time intervals (e.g., retail chains).</p> <p>(c) The customer will refund the FIX 10 fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient.</p> <p>(d) Any claims regarding FIX 10 must be submitted to the local customer service department within 5 working days of delivery.</p>
FIX 12 (delivery on the fixed day by 12.00am)	<p>Definition:</p>

	<p>The carrier will deliver the consignment to the recipient between 6:00 and 12:00 on the working day specified by the customer in the transport order.</p> <p>The customer can determine as the shipment's day of delivery the following:</p> <ul style="list-style-type: none"> (a) the first available working day of the standard delivery time; or (b) the working day that falls within the time no later than 3 working days after the first available working day of the standard delivery time. <p>Additional conditions:</p> <ul style="list-style-type: none"> (a) The availability of the FIX 12 depends on the postal code of the place of delivery. (b) FIX 12 is not available for recipients who receive consignments at predetermined time intervals (e.g., retail chains). (c) The customer will refund the FIX 12 fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient. (d) Any claims regarding FIX 12 must be submitted to the local customer service department within 5 working days of delivery.
FIX (delivery on the fixed day)	<p>Definition:</p> <p>The carrier will deliver the consignment to the recipient on the working day specified by the customer in the transport order.</p> <p>The customer can determine as the shipment's day of delivery the following:</p> <ul style="list-style-type: none"> (a) the first available working day of the standard delivery time; or (b) the working day that falls within the time no later than 3 working days after the first available working day of the standard delivery time. <p>Additional conditions:</p> <ul style="list-style-type: none"> (a) FIX is not available for recipients who receive consignments at predetermined time intervals (e.g., retail chains). (b) The customer will refund the FIX fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient. (c) Any claims regarding FIX must be submitted to the local customer service department within 5 working days of delivery.
EXACT (delivery on exact day and time)	<p>Definition:</p> <p>The carrier will ensure the delivery of the consignment on the exact working day and time specified by the customer in the transport order.</p> <p>The customer can determine as the shipment's day of delivery the following:</p> <ul style="list-style-type: none"> a) the first available working day of the standard delivery time; or b) the working day that falls within the time no later than 3 working days after the first available working day of the standard delivery time. <p>Additional conditions:</p>

	<ul style="list-style-type: none"> a) Real delivery time may vary +/- 30 minutes from time determined by the customer. b) The availability of the EXACT depends on the postal code of the place of delivery. c) EXACT is not available for recipients who receive consignments at predetermined time intervals (e.g., retail chains). d) The customer will refund the EXACT fee if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient. e) Any claims regarding EXACT must be submitted to the local customer service department within 5 working days of delivery.
OTS (Customer Time slot)	<p>Definition:</p> <p>The carrier delivers consignments on working days in the client's time slot specified by the customer in the transport order.</p> <p>Additional conditions:</p> <ul style="list-style-type: none"> a) The availability of the OTS depends on the postal code of the place of delivery. b) The fee for OTS will be refunded by the customer if the carrier does not ensure the delivery of the consignment on time for reasons other than force majeure or for reasons on the part of the customer, sender or recipient. c) Any claims regarding OTS must be submitted to the local customer service department within 5 working days of delivery.
PCD (Picture Confirmation of the Delivery)	<p>Definition:</p> <p>The carrier confirms the fact that the consignment was delivered via three photographs of the consignment from the place of delivery without the participation of the consignee.</p> <p>Additional conditions:</p> <ul style="list-style-type: none"> a) PCD is only available for customers who use the myRaben (myOrder) platform for order shipments. b) The availability of the PCD depends on the postal code of the place of delivery. c) The PCD service is not available in combination with the following additional services: COD, CFT, ROP, e-ROD, HUN, SPU. d) Part of the PCD service is that the driver delivers the consignment to two recipients or to another designated place of delivery. Three photos of the consignment taken by the driver represent a delivery receipt. These three photos will include: a label, a shipment, and a label shipment. Photos will be marked with the date, time and coordinates of the place where they were taken. e) A consignment which has a confirmed delivery in the manner described above shall be deemed to have been delivered and handed over to the consignee in the condition in which it is captured in the photographs taken by the driver. f) Photographs confirming the delivery of the shipment are available free of charge for the customer in the myTruck & Trace module on the myRaben platform.

Annex No. 2

Goods excluded from transport:

Good excluded from transport:

- a) Armament, i.e. weapons, ammunition, explosives;
- b) Dangerous good under the ADR:
 - Class 1 Explosive substances and articles
 - Class 2 Goods requiring open or ventilated vehicle during transportation
 - Class 4.1 Self-regulating substances that require a controlled temperature (classification code SR2) self-regulating substances not requiring a controlled temperature of type A and B
 - Class 4.2 Substances of package group (self-igniting products)
 - Class 5.2 Organic oxides requiring controlled temperature (classification code P2), Organic oxides not requiring controlled temperature (classification code P1) of type A and B
 - Class 6.2 Infectious substances
 - Class 7 Radioactive Materials
 - Class 8 – Un1790 PG I
 - Class 9 Materials with increasing temperature (classification codes M9 and M10)
- c) Bulk substrates;
- d) Alcoholic beverages;
- e) Tobacco products;
- f) Works of art;
- g) Precious stones and jewellery;
- h) Precious metals;
- i) Carbon black;
- j) Plants and animals;
- k) Securities
- l) Human bodies and mortal remains;
- m) Waste;
- n) Moving of assets;
- o) Data stored on the storage media;
- p) Goods, whose pieces exceed the following:
 - Weight 1200 kg
 - Length of 2.4 m
 - Width of 1.9 m
 - Height of 2.2 m (height above 2 m must be notified in advance)
- q) Goods particularly prone to damage during road transport;

- r) Perishable goods, frozen goods and other goods requiring controlled temperature maintained in the collection network
(i.e. during transport and transshipment);
- s) Pharmaceutical products;
- t) Goods requiring special equipment for transshipment;
- u) Goods requiring that the carrier has special legal status or holds a special permit, certificate, approval or other administrative action;
- v) Goods excluded from road transport under applicable law.

Excluded may be the transportations that are contractually stipulated under special insurance, safety and transport conditions.

Annex No. 3

Transport order assignment

1. Order of transport is assigned to the Carrier:
 - 1.1. Using the "**Web Order Entry**" (order assignment through the website) available on the Carrier's website after previous registration and account setting. Detailed instructions regarding the registration are available on the Carrier's website or at the Customer Service Department of the Carrier.
 - 1.2. In the form of electronic data interchange (EDI).
2. In case it is not possible to specify a transport order, as stipulated in Article 1.1 or 1.2, it is possible to place an order of transport by using electronic mail form available at each branch of the Carrier or the Carrier's website, namely <http://ceskarepublika.raben-group.com/zakaznicka-zona/obchodni-podminky/>. List of branches of the Carrier including their e-mail addresses is available on the Carrier's website. In the case of transport, ordering by e-mail the confirmation of receipt of such order is required from the Carrier. The Carrier will send an e-mail confirmation of receipt of the order to the consignor's address. The Carrier's failure to confirm the acceptance of the order of transport placed by e-mail shall mean that transport order has not been accepted and the contract of carriage was not concluded.
3. Order of transport for national transportation service:
 - 3.1.1. By **10:00** am on a business day, when the goods from the sender are to be received - in cases when the Carrier confirms the collection.
 - 3.1.2. By **4:00** pm on the business day preceding the business day in which the goods are to be received from the consignor - in all other cases.
 - 3.2. Order of transport for international transportation service:
 - 3.2.1. Imports (order of transport for the shipment of goods from abroad to the Czech or Slovak Republic): by **3:00** pm on the business day preceding the business day, in which the takeover of the goods from the consignor is to take place.
 - 3.2.2. Exports (order of transport for the shipment of goods from the Czech or Slovak Republic abroad).
 - 3.2.3. By **10:00** am on the business day, when the goods from the sender are to be received - in cases when the Carrier confirms the pickup.
 - 3.2.4. By **4:00** am on the business day preceding the business day in which the goods are to be received from the consignor - in all other cases.
 - 3.2.5. Transit (order of transport for the shipment of goods outside the territory of the Czech or Slovak Republic): By **3:00** pm on the business day preceding the business day in which the goods are to be received from the consignor.
4. Order of transport that will be assigned after the closing times specified in Article 3 shall be deemed to be assigned in the next business day.

Annex No. 4

Carrier's tariff

I. General provisions

- 1.1. Step 1 - determining of the "Consignment Weight" and "Transport Distance" as the values constituting the assessment basis of the "Initial Price" - according to the provisions of clause II;
 - 1.2. Step 2 - establishment of "Initial Price" - according to clause III;
 - 1.3. Step 3 - establishment of "Final Price" - according to clause IV.
2. In cases justified by the specific nature of the consignment or by special circumstances, requirements or conditions in which the transport or complementary service is to be performed the Carrier may ask for specifically priced execution of such transport or complementary services according to principles other than those listed in this document. In such cases, the Carrier shall notify the Customer of the amount of the required remuneration before takeover of the order of transport. Acceptance and implementation of the order of transport will depend on the prior agreement of the parties concerning the amount of remuneration payable to the Carrier.
3. The amounts and prices mentioned in this document are set out in CZK and do not include VAT.

II. 1. Step 1 - determining of the "Consignment Weight" and "Transport Distance"

4. The "Consignment Weight" is set in kilograms, based on the higher of the two following parameters:
- 4.1. Actual weight - means the weight of the consignment including its transport package (pallet, bin, etc.).
 - 4.2. Tariff weights - meaning the maximum value, evaluated based on the following recalculations:
 - 4.2.1. 1 cubic meter = 180 kg;
 - 4.2.2. 1 loading meter = 1,000 kg; loading meter is calculated according to the following formula:
1 loading meter = area of shipment base in square meters divided by 2.4, and the result multiplied by 1,000

Example: for Euro pallets with field dimensions of 1.2 m x 0.8 m the base area equals 0.96; 1 loading meter = $(0.96 / 2.4) \times 1000 = 400$.
5. "Transport Distance" is set in kilometres from the loading point to the unloading point, based on calculations of the E-map system (Carrier's information system map data).

III. 2. Step 2 - Determining of the "Haulage"

6. The "Haulage" will be determined according to the table below under "Consignment Tariff Weight" and "Transport Distance", whose values will be determined for each consignment in accordance with Clause II.

Cargo Classic

kg pásma	cbm pásma	zóna 1 do 50 km	zóna 2 do 100 km	zóna 3 do 150 km	zóna 4 do 200 km	zóna 5 do 250 km	zóna 6 do 300 km	zóna 7 do 400 km	zóna 8 do 500 km	zóna 9 nad 500 km
30	0,16	305 Kč	356 Kč	375 Kč	408 Kč	433 Kč	439 Kč	465 Kč	532 Kč	589 Kč
50	0,27	370 Kč	433 Kč	455 Kč	485 Kč	532 Kč	549 Kč	576 Kč	636 Kč	704 Kč
100	0,55	596 Kč	693 Kč	726 Kč	764 Kč	860 Kč	867 Kč	946 Kč	1 048 Kč	1 161 Kč
200	1,11	892 Kč	1 009 Kč	1 139 Kč	1 203 Kč	1 362 Kč	1 371 Kč	1 412 Kč	1 618 Kč	1 792 Kč
300	1,66	1 134 Kč	1 275 Kč	1 495 Kč	1 559 Kč	1 677 Kč	1 696 Kč	1 792 Kč	2 071 Kč	2 294 Kč
400	2,22	1 404 Kč	1 541 Kč	1 747 Kč	1 837 Kč	1 975 Kč	1 992 Kč	2 156 Kč	2 459 Kč	2 723 Kč
500	2,77	1 541 Kč	1 897 Kč	2 051 Kč	2 201 Kč	2 323 Kč	2 363 Kč	2 531 Kč	2 835 Kč	3 140 Kč
600	3,33	1 801 Kč	2 124 Kč	2 303 Kč	2 447 Kč	2 660 Kč	2 668 Kč	2 880 Kč	3 139 Kč	3 476 Kč
700	3,88	1 942 Kč	2 323 Kč	2 447 Kč	2 616 Kč	2 842 Kč	2 898 Kč	3 096 Kč	3 432 Kč	3 801 Kč
800	4,44	2 060 Kč	2 397 Kč	2 525 Kč	2 835 Kč	3 301 Kč	3 432 Kč	3 690 Kč	4 208 Kč	4 660 Kč
900	5	2 135 Kč	2 459 Kč	2 718 Kč	2 913 Kč	3 432 Kč	3 561 Kč	3 819 Kč	4 337 Kč	4 803 Kč
1 000	5,55	2 319 Kč	2 525 Kč	2 965 Kč	3 045 Kč	3 561 Kč	3 702 Kč	3 870 Kč	4 402 Kč	4 875 Kč
1 100	6,11	2 525 Kč	2 784 Kč	3 354 Kč	3 613 Kč	3 819 Kč	4 337 Kč	4 402 Kč	5 115 Kč	5 664 Kč
1 200	6,66	2 656 Kč	3 045 Kč	3 432 Kč	3 690 Kč	4 013 Kč	4 395 Kč	4 428 Kč	5 243 Kč	5 806 Kč
1 300	7,22	2 707 Kč	3 106 Kč	3 561 Kč	3 870 Kč	4 337 Kč	4 527 Kč	4 544 Kč	5 374 Kč	5 952 Kč
1 400	7,77	2 784 Kč	3 173 Kč	3 690 Kč	3 948 Kč	4 402 Kč	4 655 Kč	4 854 Kč	5 425 Kč	6 008 Kč
1 500	8,33	2 835 Kč	3 224 Kč	3 753 Kč	4 039 Kč	4 519 Kč	4 763 Kč	4 913 Kč	5 503 Kč	6 095 Kč
1 600	8,88	3 173 Kč	4 013 Kč	4 143 Kč	4 726 Kč	5 115 Kč	5 425 Kč	5 573 Kč	6 860 Kč	7 598 Kč
1 700	9,44	3 224 Kč	4 208 Kč	4 337 Kč	4 789 Kč	5 301 Kč	5 503 Kč	5 826 Kč	6 992 Kč	7 743 Kč
1 800	10	3 276 Kč	4 273 Kč	4 468 Kč	4 854 Kč	5 429 Kč	5 554 Kč	6 215 Kč	7 108 Kč	7 872 Kč
1 900	10,55	3 314 Kč	4 337 Kč	4 519 Kč	4 919 Kč	5 562 Kč	5 594 Kč	6 289 Kč	7 239 Kč	8 017 Kč
2 000	11,11	3 365 Kč	4 376 Kč	4 597 Kč	4 987 Kč	5 625 Kč	5 696 Kč	6 343 Kč	7 328 Kč	8 116 Kč
2 500	13,88	3 753 Kč	4 789 Kč	5 115 Kč	5 632 Kč	5 883 Kč	5 918 Kč	6 603 Kč	7 560 Kč	8 373 Kč
3 000	16,66	4 013 Kč	5 088 Kč	5 484 Kč	6 085 Kč	6 992 Kč	7 081 Kč	8 092 Kč	9 258 Kč	10 253 Kč

Cargo Premium

kg pásma	cbm pásma	zóna 1 do 50 km	zóna 2 do 100 km	zóna 3 do 150 km	zóna 4 do 200 km	zóna 5 do 250 km	zóna 6 do 300 km	zóna 7 do 400 km	zóna 8 do 500 km	zóna 9 nad 500 km
30	0,16	357 Kč	420 Kč	442 Kč	481 Kč	510 Kč	518 Kč	548 Kč	625 Kč	692 Kč
50	0,27	433 Kč	510 Kč	534 Kč	571 Kč	625 Kč	647 Kč	678 Kč	748 Kč	828 Kč
100	0,55	701 Kč	814 Kč	853 Kč	899 Kč	1 013 Kč	1 022 Kč	1 112 Kč	1 234 Kč	1 366 Kč
200	1,11	1 052 Kč	1 187 Kč	1 340 Kč	1 416 Kč	1 600 Kč	1 614 Kč	1 661 Kč	1 904 Kč	2 109 Kč
300	1,66	1 332 Kč	1 498 Kč	1 760 Kč	1 835 Kč	1 974 Kč	1 995 Kč	2 109 Kč	2 438 Kč	2 700 Kč
400	2,22	1 651 Kč	1 814 Kč	2 057 Kč	2 162 Kč	2 322 Kč	2 345 Kč	2 535 Kč	2 894 Kč	3 205 Kč
500	2,77	1 814 Kč	2 230 Kč	2 413 Kč	2 590 Kč	2 735 Kč	2 780 Kč	2 977 Kč	3 336 Kč	3 695 Kč
600	3,33	2 117 Kč	2 498 Kč	2 710 Kč	2 879 Kč	3 130 Kč	3 138 Kč	3 388 Kč	3 693 Kč	4 090 Kč
700	3,88	2 285 Kč	2 735 Kč	2 879 Kč	3 078 Kč	3 344 Kč	3 411 Kč	3 640 Kč	4 037 Kč	4 471 Kč
800	4,44	2 422 Kč	2 819 Kč	2 971 Kč	3 336 Kč	3 885 Kč	4 037 Kč	4 342 Kč	4 951 Kč	5 483 Kč
900	5	2 514 Kč	2 894 Kč	3 200 Kč	3 428 Kč	4 037 Kč	4 189 Kč	4 494 Kč	5 104 Kč	5 652 Kč
1 000	5,55	2 726 Kč	2 971 Kč	3 487 Kč	3 581 Kč	4 189 Kč	4 356 Kč	4 555 Kč	5 179 Kč	5 735 Kč
1 100	6,11	2 971 Kč	3 276 Kč	3 945 Kč	4 249 Kč	4 494 Kč	5 104 Kč	5 179 Kč	6 017 Kč	6 664 Kč
1 200	6,66	3 124 Kč	3 581 Kč	4 037 Kč	4 342 Kč	4 723 Kč	5 171 Kč	5 208 Kč	6 170 Kč	6 834 Kč
1 300	7,22	3 183 Kč	3 655 Kč	4 189 Kč	4 555 Kč	5 104 Kč	5 323 Kč	5 347 Kč	6 322 Kč	7 002 Kč
1 400	7,77	3 276 Kč	3 732 Kč	4 342 Kč	4 647 Kč	5 179 Kč	5 475 Kč	5 713 Kč	6 382 Kč	7 068 Kč
1 500	8,33	3 336 Kč	3 793 Kč	4 417 Kč	4 751 Kč	5 317 Kč	5 604 Kč	5 780 Kč	6 474 Kč	7 170 Kč
1 600	8,88	3 732 Kč	4 723 Kč	4 874 Kč	5 561 Kč	6 017 Kč	6 382 Kč	6 558 Kč	8 071 Kč	8 939 Kč
1 700	9,44	3 793 Kč	4 951 Kč	5 104 Kč	5 635 Kč	6 237 Kč	6 474 Kč	6 855 Kč	8 223 Kč	9 107 Kč
1 800	10	3 854 Kč	5 027 Kč	5 256 Kč	5 713 Kč	6 390 Kč	6 534 Kč	7 312 Kč	8 362 Kč	9 261 Kč
1 900	10,55	3 899 Kč	5 104 Kč	5 317 Kč	5 788 Kč	6 541 Kč	6 578 Kč	7 399 Kč	8 515 Kč	9 430 Kč
2 000	11,11	3 961 Kč	5 148 Kč	5 409 Kč	5 866 Kč	6 617 Kč	6 702 Kč	7 464 Kč	8 620 Kč	9 547 Kč
2 500	13,88	4 417 Kč	5 635 Kč	6 017 Kč	6 626 Kč	6 920 Kč	6 960 Kč	7 765 Kč	8 895 Kč	9 851 Kč
3 000	16,66	4 723 Kč	5 986 Kč	6 450 Kč	7 159 Kč	8 223 Kč	8 332 Kč	9 519 Kč	10 889 Kč	12 059 Kč

7. "Haulage" indicated in the tables referred to in paragraph 6 is specified for transport in normal conditions, it means that the transportation is performed by trucks with standard equipment, unmodified for special transportation modes, such as controlled temperature, etc.

IV. 3. Step 3 - determining of the "Final Price"

8. The "Final Price" for the provided transport services is constituted by Haulage plus the following:
- 8.1. Remuneration for other complementary services;
 - 8.2. Toll surcharge;
 - 8.3. Fuel surcharge;
 - 8.4. Additional fees.

9. Toll surcharge

kg pásma	cbm pásma	zóna 1 do 50 km	zóna 2 do 100 km	zóna 3 do 150 km	zóna 4 do 200 km	zóna 5 do 250 km	zóna 6 do 300 km	zóna 7 do 400 km	zóna 8 do 500 km	zóna 9 nad 500 km
30	0,16	5 Kč	7 Kč	15 Kč	15 Kč	20 Kč	20 Kč	27 Kč	32 Kč	35 Kč
50	0,27	7 Kč	12 Kč	22 Kč	22 Kč	32 Kč	32 Kč	42 Kč	51 Kč	57 Kč
100	0,55	12 Kč	22 Kč	42 Kč	42 Kč	64 Kč	64 Kč	83 Kč	103 Kč	113 Kč
200	1,11	22 Kč	42 Kč	83 Kč	83 Kč	125 Kč	125 Kč	164 Kč	206 Kč	226 Kč
300	1,66	32 Kč	64 Kč	125 Kč	125 Kč	186 Kč	186 Kč	247 Kč	308 Kč	339 Kč
400	2,22	42 Kč	83 Kč	164 Kč	164 Kč	247 Kč	247 Kč	328 Kč	411 Kč	452 Kč
500	2,77	51 Kč	103 Kč	206 Kč	206 Kč	308 Kč	308 Kč	411 Kč	514 Kč	566 Kč
600	3,33	64 Kč	125 Kč	247 Kč	247 Kč	370 Kč	370 Kč	492 Kč	617 Kč	679 Kč
700	3,88	73 Kč	144 Kč	289 Kč	289 Kč	431 Kč	431 Kč	575 Kč	717 Kč	789 Kč
800	4,44	83 Kč	164 Kč	328 Kč	328 Kč	492 Kč	492 Kč	656 Kč	820 Kč	902 Kč
900	5	93 Kč	186 Kč	370 Kč	370 Kč	553 Kč	553 Kč	739 Kč	923 Kč	1 015 Kč
1 000	5,55	103 Kč	206 Kč	411 Kč	411 Kč	617 Kč	617 Kč	820 Kč	1 026 Kč	1 128 Kč
1 100	6,11	130 Kč	257 Kč	514 Kč	514 Kč	769 Kč	769 Kč	1 026 Kč	1 283 Kč	1 411 Kč
1 200	6,66	130 Kč	257 Kč	514 Kč	514 Kč	769 Kč	769 Kč	1 026 Kč	1 283 Kč	1 411 Kč
1 300	7,22	154 Kč	308 Kč	617 Kč	617 Kč	923 Kč	923 Kč	1 231 Kč	1 537 Kč	1 691 Kč
1 400	7,77	154 Kč	308 Kč	617 Kč	617 Kč	923 Kč	923 Kč	1 231 Kč	1 537 Kč	1 691 Kč
1 500	8,33	154 Kč	308 Kč	617 Kč	617 Kč	923 Kč	923 Kč	1 231 Kč	1 537 Kč	1 691 Kč
1 600	8,88	181 Kč	360 Kč	717 Kč	717 Kč	1 077 Kč	1 077 Kč	1 435 Kč	1 794 Kč	1 974 Kč
1 700	9,44	181 Kč	360 Kč	717 Kč	717 Kč	1 077 Kč	1 077 Kč	1 435 Kč	1 794 Kč	1 974 Kč
1 800	10	206 Kč	411 Kč	820 Kč	820 Kč	1 231 Kč	1 231 Kč	1 640 Kč	2 049 Kč	2 254 Kč
1 900	10,55	206 Kč	411 Kč	820 Kč	820 Kč	1 231 Kč	1 231 Kč	1 640 Kč	2 049 Kč	2 254 Kč
2 000	11,11	206 Kč	411 Kč	820 Kč	820 Kč	1 231 Kč	1 231 Kč	1 640 Kč	2 049 Kč	2 254 Kč
2 500	13,88	242 Kč	514 Kč	1 026 Kč	1 026 Kč	1 537 Kč	1 537 Kč	2 049 Kč	2 563 Kč	2 819 Kč
3 000	16,66	279 Kč	617 Kč	1 231 Kč	1 231 Kč	1 846 Kč	1 846 Kč	2 460 Kč	3 075 Kč	3 382 Kč

10. Fuel surcharge

The fuel surcharge rate for road transports is directly related to the average price of diesel* reported by the Czech Statistical Office and published every Friday on the website of the CSO:

<http://www.czso.cz/csu/csu.nsf/kalendar/aktual-tdb>

* Average price of diesel in CZ (CZK/1 litre)	Fuel surcharge
Less than 30,00	0%
30,00 – 30,99	1%
31,00 – 31,99	2%
32,00 – 32,99	3%
33,00 – 33,99	4%
34,00 – 34,99	5%
35,00 – 35,99	6%
36,00 – 36,99	7%
37,00 – 37,99	8%
38,00 – 38,99	9%
39,00 – 39,99	10%
40,00 - 40,99	11%
41,00 - 41,99	12%
42,00 - 42,99	13%
43,00 - 43,99	14%
44,00 - 44,99	15%
45,00 - 45,99	16%
46,00 - 46,99	17%
47,00 - 47,99	18%
48,00 - 48,99	19%
49,00 - 49,99	20%
each next 1 CZK	+1%

The fuel surcharge is calculated from the net price of transport according to the applicable tariff of Raben Logistics Czech s.r.o. excluding additional charges such as toll and the like. The fuel surcharge is determined based on the average price of diesel* reported by CSO over the last whole week in calendar month and is valid for the entire following calendar month. The fuel surcharge is stated on the invoice for the transport always separately. More information about current development of fuel surcharge can be found at www.raben-group.com, Customer service, tel.: +420 222 802 115.

11. Remuneration for other complementary services

Doplňková služba (dílčí služby)	CZ	SK	PL	DE	LT	LV	EE	HU	NL	RO	BG	IT
COD (zásilka na dobírku)	98 Kč	98 Kč	na vyžádání	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	na vyžádání
CFT (hotovost za dopravu při předání zásilky)	64 Kč	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ROP (výměna palet)	43 Kč	43 Kč	55Kč	82 Kč	55 Kč	110 Kč	110 Kč	55 Kč	55 Kč	55 Kč	110 Kč	99 Kč
e-ROD (elektronické vrácení dokumentů)	43 Kč	95 Kč	95 Kč	191 Kč	95 Kč	95 Kč	95 Kč	95 Kč	239 Kč	95 Kč	95 Kč	239 Kč
SMS (avízo pomocí SMS)	7 Kč	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
EML (avízo pomocí e-mailu)	- Kč	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SPU (vlastní odběr)	227 Kč	227 Kč	39Kč za 100 kg	48 Kč za 100 kg	39Kč za 100 kg	39Kč za 100 kg	39Kč za 100 kg	39Kč za 100 kg	48 Kč za 100 kg	39Kč za 100 kg	39Kč za 100 kg	48 Kč za 100 kg
HUN (ruční vykládka)	324 Kč	295 Kč	95Kč za 100 kg	719 Kč	95Kč za 100 kg	95Kč za 100 kg	95Kč za 100 kg	95Kč za 100 kg	n/a	95Kč za 100 kg	95Kč za 100 kg	95Kč za 100 kg
ADV (doručení po avizaci)	174 Kč	199 Kč	240 Kč	482 Kč	239 Kč	239 Kč	239 Kč	239 Kč	482 Kč	239 Kč	199 Kč	396 Kč
ADV 3 (avízo na web platformě příjemce)	33 Kč	143 Kč	143 Kč	143 Kč	143 Kč	143 Kč	143 Kč	143 Kč	143 Kč	143 Kč	143 Kč	143 Kč
ADVPU (avízo telefonické vyzvednutí)	87 Kč	80 Kč	97 Kč	286 Kč	n/a	99 Kč	n/a	99 Kč	286 Kč	99 Kč	88 Kč	286 Kč
CALL (avízo řidičem před doručením)	22 Kč	40 Kč	50 Kč	151 Kč	50 Kč	50 Kč	50 Kč	50 Kč	143 Kč	50 Kč	39 Kč	n/a
ND 8 (doručení do 08:00)	727 Kč	688 Kč	682 Kč	n/a	962 Kč	2 389 Kč	n/a	2 389 Kč	3 584 Kč	na vyžádání	n/a	na vyžádání
ND 10 (doručení do 10:00)	623 Kč	536 Kč	450 Kč	1 209 Kč	822 Kč	1 098 Kč	1 443 Kč	863 Kč	1 433 Kč	na vyžádání	990 Kč	990 Kč
ND 12 (doručení do 12:00)	506 Kč	480 Kč	279 Kč	717 Kč	716 Kč	716 Kč	717 Kč	621 Kč	859 Kč	837 Kč	990 Kč	594 Kč
ND 16 (doručení do 16:00)	85 Kč	80 Kč	112 Kč	433 Kč	482 Kč	482 Kč	482 Kč	73 Kč	241 Kč	191 Kč	990 Kč	199 Kč
FIX 8 (doručení v určený den do 08:00)	778 Kč	738 Kč	807 Kč	n/a	1 210 Kč	2 389 Kč	n/a	2 638 Kč	3 584 Kč	na vyžádání	n/a	na vyžádání
FIX 10 (doručení v určený den do 10:00)	675 Kč	639 Kč	559 Kč	1 209 Kč	822 Kč	1 098 Kč	1 443 Kč	1 005 Kč	1 671 Kč	na vyžádání	1 188 Kč	1 188 Kč
FIX 12 (doručení v určený den do 12:00)	558 Kč	528 Kč	388 Kč	717 Kč	527 Kč	574 Kč	958 Kč	776 Kč	1 101 Kč	1 055 Kč	1 188 Kč	791 Kč
FIX (doručení v určený den)	207 Kč	197 Kč	170 Kč	456 Kč	482 Kč	482 Kč	482 Kč	239 Kč	477 Kč	477 Kč	1 188 Kč	396 Kč
EXACT (doručení v určený den a čas)	869 Kč	824 Kč	931 Kč	3 600 Kč	1 906 Kč	2 389 Kč	2 389 Kč	3 584 Kč	3 584 Kč	2 391 Kč	n/a	3 364 Kč
OTS (časové okno)	866 Kč	866 Kč	342 Kč	990 Kč	481 Kč	481 Kč	719 Kč	1 671 Kč	n/a	956 Kč	594 Kč	1 188 Kč
RTS (Raben timeslot)	- Kč	- Kč	- Kč	n/a	- Kč	n/a	n/a	- Kč	n/a	- Kč	n/a	n/a

12. Fees for transport in special conditions or for transport of specific type of goods

ADR

Fee for transport of dangerous goods. For ADR goods that are not excluded from transport, the Customer is obliged to pay an additional +15% to the current tariff rate or the rate specified in the contract of carriage or the price agreement.

13. Additional fees

13.1. Return of undelivered consignment back to the Customer

The Parties have further agreed that because of poorly specified recipient's address, absence of the recipient in the standard delivery time (8 am to 5 pm) or absence of the recipient at the announced time, 75% of the originally agreed haulage is charged in addition to the agreed amount of haulage for the return of an undelivered consignment back to Customer.

13.2. Time of loading and unloading

The maximum idle time for one vehicle unloading/loading is 0.5 hours. Each further additional, even started hour is charged at a rate of CZK 300, unless agreed otherwise.

13.3. Customs clearance of consignment

The Customer acknowledges and agrees that waiting at the customs office due to customs clearance of consignment will be subject to a lump sum compensation of CZK 300 to be paid to the Carrier. This payment includes waiting up to 1 hour. Each additional hour of waiting caused by the Customer or the customs office is charged at a rate of CZK 300/hour.

13.4. Non-standard number of pieces in one consignment

Standard number of pieces in one consignment is specified		up to 10 pieces
The surcharge to the basic haulage	11 –25 pc/s	300 CZK
The surcharge to the basic haulage	26 and more pieces	500 CZK

13.5. Storage charge

The following shall be charged for customer-requested or recipient-caused storage of consignment in the storage area of the terminal (when the goods cannot be delivered due to the recipient or any other person other than the Customer) from the third day of expected delivery per 100 kg (0.56 m3) of storage space for each, even initiated day:

-	for the third and each subsequent day	10	CZ
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13.6. Change of transport indications

The Customer shall be charged the actual additional costs, plus a commission of 10%, not less than 50 CZK.

13.7. Second delivery of consignment

The Parties have further agreed that because of poorly specified recipient's address, absence of the recipient in the standard delivery time (8 am to 5 pm) or absence of the recipient at the announced time, 50% of the originally agreed haulage is charged in addition to the agreed amount of haulage for the second delivery of consignment.