

Ecobox25 Service

A more economic option for packages (single package) up to 25 kilos to Europe, Asia and Oceania and with predetermined transit times.



SERVICE ECOBOX25

- Consignment of documents and packages
- Coverage to 35 countries
- Door to door
- Maximum time range for collecting consignment (Saturdays included)
- Proximity to your home address
- Economic price
- Confirmation of delivery
- Reliability and Security
- Destinations, Covers and Transit times
- Tracking of consignments
- How to carry out consignments?

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DESTINATIONS, COVERS AND TRANSIT TIMES

Destination	Covers	Tr. time
Alemania	All the country	3
Australia	All the country	5
Austria	All the country	3
Bélgica	All the country	3
Bulgaria	All the country	5
China	All the country	5
Corea del Sur	All the country	5
Dinamarca	All the country	3
Eslovenia	All the country	4
Estonia	All the country	5
Filipinas	All the country	5
Finlandia	All the country	5

Destination	Covers	Tr. time
Francia	All the country	3
Grecia	All the country	4
Holanda	All the country	3
Hong Kong	All the country	5
Hungría	All the country	3
Irlanda	All the country	4
Italia	All the country	3
Japón	All the country	5
Letonia	All the country	5
Lituania	All the country	5
Luxemburgo	All the country	3
Malasia	All the country	5

Destination	Covers	Tr. time
Nueva Zelanda	All the country	5
Polonia	All the country	4
Reino Unido	All the country	3
República Checa	All the country	3
República Eslovaca	All the country	4
Rumanía	All the country	4
Singapur	All the country	5
Suecia	All the country	3
Suiza	All the country	3
Tailandia	All the country	5
Taiwán	All the country	5

Transit times (working days estimated from the date of the consignment departure from the MRW International Hubs until date of delivery to the recipient) refer to the main cities of each country of destination.

This transit time may be altered because of the destination locality, as well as of customs inspections in countries of transit and/or destination, natural disasters (earthquakes, fog, snow, storms, etc.) that force to cancel or change the air or land routes used, the cancellation of flights by the airlines used or unforeseeable events beyond MRW (strikes, wars or governmental decisions of the destination countries, etc).

Consult your MRW branch or the MRW International Division on 902 300 403 for further information on transit times and cover.

DISPATCH MONITORING

As an MRW customer, you have the option of monitoring your dispatches with the following options:

1. MRW website: at any time of day or night, you can consult the status of your dispatch by simply entering the MRW remittance no. on the web page.
2. SMS, Short Mobile Message: by sending a message to 215039 with the MRW remittance number, you will receive information concerning your dispatch on your mobile phone.
3. E-mail, electronic mail: you will receive the information concerning your dispatch in your E-mail, by simply indicating your mail address and your MRW remittance number.

You do not have to be a subscriber to be able to monitor your dispatches.

HOW TO MAKE YOUR DISPATCH?

Contact your nearest MRW office, where you will be given the International pick-up airway bill, which must show the complete data of the sender and receiver, with their address, telephone number and contact. Equally, the content (declared declaration) of the dispatch must be specified, the number of packs and the weight of the dispatch, and their value for customs effects, in the case of packets.

Which is my office?

- Enter the 'Our offices' section in our web, and find your nearest office by entering your post code.
- You can also contact the Customer Attention Department of the International Division on 902 300 403 and contact the corresponding office.

CONDITIONS OF SERVICE ECOBOX25

MRW General Conditions are found on the back of MRW international pick up airwaybill.

It is essential that the identity and full address of the sender are recorded in the International pick-up airway bill. The sender must sign in the box of "authorised signature", thus accepting the general contracting conditions stipulated overleaf.

All consignments require a correct and detailed statement from the sender concerning the contents and this should be clearly entered on the international International pick-up airway bill and on any other documents required.

The consignment can be inspected, retained or subject to other additional security measures. The Franchise can therefore request the consignment be delivered open in order to permit a manual inspection and to ensure the contents have been correctly described.

WEIGHTS, MEASUREMENTS AND PACKAGING

Ecobox25 consignments may not exceed 25 kg in weight (actual and/or volumetric) and the consignment must be made up of just one package. Minimum billable 5 kg.

TRANSIT TIME

Los tránsitos de los envíos internacionales (días laborables estimados desde la fecha de salida del envío de las Plataformas Internacionales de MRW hasta la fecha de entrega al destinatario) son orientativos y hacen referencia a la llegada de los envíos a las principales ciudades de cada país de destino.

Este tiempo estimado de tránsito puede verse alterado en función de la localidad final de destino, así como, por inspecciones aduaneras en los países de tránsito y/o destino, por accidentes naturales (terremotos, niebla, nieve, temporales, etc.) que obliguen a suspender o variar las rutas aéreas y terrestres utilizadas, por cancelación de vuelos de las líneas aéreas utilizadas o por acontecimientos imprevisibles y ajenos a MRW (huelgas, situaciones bélicas, decisiones gubernamentales de los países de destino, etc.).

Para tiempos de tránsito más específicos consulte con su oficina MRW o con el Departamento de Atención al Cliente de MRW Internacional 902 300 403.

PO BOXES

MRW makes no deliveries to PO boxes

CUSTOMS CLEARING

In the case of samples (everything whose content cannot be considered documents), the Service includes collection and delivery, and all necessary documentary processing both in the Customs of origin and transit and destination.

There are exceptions, which depend on the Customs Regulations in each country, where clearance is dealt with directly by the Receiver and/or their Customs Agent.

European Union - Samples sent to destinations in the European Union do not require complementary documentation, and it will be enough show their content and value in the sections indicated on the International Collection Slip.

Rest of Destinations – Samples sent to other destinations must be accompanied by the original and four copies of a pro forma invoice (for dispatches of goods without commercial value) or commercial invoice (for dispatches of samples with commercial value) in Spanish and English, as well as any additional documentation specified in the regulations of the destination country.

Both the pro forma invoice and the commercial invoice must show the complete data of the sender and receiver, with the individual and total values of the goods and the currency in which they are expressed (in the case of the pro forma invoice, a value for

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statistical effects), the country of origin and the reason for the dispatch (for example, sample without commercial use, internal use of the company, gift, sale, etc.).

For packets with a commercial value, the commercial invoice must also show the term of the operation or INCOTERM (FOB, CIF, etc.), and the details of the purchaser/importer if other than the consignee.

All expenses generated in the destination Customs always run to the receiver.

The corresponding SAD export declaration must be processed for shipments of a declared value equal to or over 150,00 Euros to non-Community countries, all additional costs for which are payable at source.

INSURANCE

MRW has additional insurance for cargos. The amount will vary in line with the declared value and the type of goods transported.

LIST OF FORBIDDEN ITEMS FOR CARRIAGE BY AIR AND LAND

In compliance with the regulations of the IATA (International Air Transport Association), the security regulations of the ICAO (Civil Aviation Organisation), the National Security Programme for Civil Aviation (PNSAC) and the Contract for the International Carriage of Goods by Road (CMR), the following items cannot be transported by air and land:

- Live or dead animals
- Antiques
- Weapons or parts thereof
- Drugs, narcotics, medicines or psychotropic substances
- Explosives
- Jewellery
- Gold ingots and similar
- Combustible materials
- Obscene or pornographic materials
- Radioactive materials
- Hazardous goods
- Perishable goods
- Metals or gems
- Marketable securities:
 - . Shares
 - . Treasury Bonds
 - . Uncrossed cheques
 - . Cash and/or coins
 - . Bills of exchange
 - . Lottery tickets
 - . Bonds
 - . Postage stamps
- Works of art
- Perfumes (contact the Customer Service Department 902 300 403 for the consignment of perfume or cologne)
- Plants
- Human remains
- Tobacco

IMPORTANT: batteries must not be fitted inside the devices sent (radios, toys, mobile phones, etc.)

In general, any other goods classified as hazardous by national and international laws and that may represent a danger for people or other goods to be transported due to their characteristics or packaging or any other item subject to restrictions by current regulations in the countries of origin, transit or destination.

INTERNATIONAL PICK-UP AIRWAY BILL

The MRW International pick-up airway bill must show the complete data of the sender and receiver, with their addresses, telephones and contact. Equally, the true content of the dispatch must be specified, the number of packs and the weight of the dispatch, and their value for customs effects, in the case of packets.

Insufficient or inaccurate data on the international collection slip may cause delays in delivery.

The image shows a form titled "MRW INTERNACIONAL" and "JUSTIFICANTE DE RECOGIDA INTERNACIONAL". It contains various fields for sender and receiver information, delivery details, and financial data. Fields are labeled with letters A through M:

- A:** Remittent/From (Company, Address, City, Country, Phone, Email)
- B:** Recipient/To (Company, Address, City, Country, Phone, Email)
- E:** Number of packs
- F:** Gross weight
- G:** Dimensions of each pack
- H:** Volumetric weight
- I:** Complete description of the goods
- J:** Value of the goods
- K:** Service requested
- L:** Subscriber number
- M:** Customer's signature

- A. Name of sender, address, postal code, telephone no., mobile phone no., person to contact, e-mail and ID number.
- B. Name of the company and/or contact of the receiver, address, post code, telephone, contact and ID number.
- C. Delivery date.
- D. Note on clause 4 of General Conditions.
- E. Number of packs.
- F. Gross weight.
- G. Dimensions of each pack.
- H. Volumetric weight (if any).
- I. Complete description of the goods.
- J. Value of the goods (put the same value reflected on the invoice).
- K. Field for the service requested.
- L. Subscriber number.
- M. Customer's signature.

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The General Conditions of Service contracting are on the rear.

They are as follow:

GENERAL CONDITIONS

As laid down in this document, which is a NON-NEGOTIABLE paper, the franchisee MRW, whose corporate name and other information appear on the front of this document -(hereinafter THE COMPANY) and THE SENDER agree to sign a contract under the following terms:

1. THE PARTIES

THE SENDER is the person or entity that, subject to the present conditions, delivers to THE COMPANY a consignment for transport, and acknowledges that he or she is the owner of the same, or, if not, acknowledges that he or she acts as an authorised representative of the owner or person who holds the rights thereto and, in all cases, accepts the terms and conditions of this contract in his own name.

THE COMPANY is the franchisee MRW whose corporate name appears on the front of this document, which, subject to the terms and conditions, accepts the consignment in order to forward it to its destination, and may subcontract the enforcement of all or any part of this contract and, therefore, may use its subsidiaries, agents or collaborators for the aforesaid implementation, who, in turn, may also subcontract other entities to ensure the fulfilment of the objectives of this agreement.

2. THE CONSIGNMENT

For the purpose of this agreement, "consignment" is understood to be the object or objects to be transported, sent under one international pick-up receipt, that are not unacceptable or prohibited in accordance with this clause, submitted by THE SENDER to THE COMPANY for transport and, if relevant, delivery to the address indicated as the destination on the front of this document.

2.1 GENERAL GUARANTEES

In relation to the consignment THE SENDER accepts the following core obligations: a) to provide a complete and accurate description of the details of the consignment b) to pack and prepare the consignment in accordance with its nature and circumstances to allow its secure transport and handling, and c) to state, if applicable, the correct declared value. He/She hereby declares under his/her responsibility that: a) the consignment

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is not an object declared unacceptable or prohibited under section 2.3 of this clause, and b) the dispatch of the consignment complies with all applicable laws, rules or regulations and, therefore, is not illegal for THE COMPANY to proceed to its shipment.

2.2 SAFETY MEASURES FOR THE TRANSPORT OF CONSIGNMENTS BY AIR

THE SENDER, regarding the safety rules for transporting consignments by air: a) declares and guarantees that the consignment does not contain prohibited objects included in the current version of standard 4.1 of Appendix 17 of the ICAO (International Civil Aviation Organisation - Convention on International Civil Aviation signed in Chicago on 7 December 1944) and in Appendix 1 of Chapter 6 of the current National Security Program for Civil Aviation -regarding Regulation (EC) 300/2008- (explosives, weapons, flammable liquids, corrosive products and items for neutralising or paralysing or other hazardous artefacts that can be used to commit acts of illicit interference and whose transport or possession is not authorised); and b) accepts that the consignment may be retained, subjected to controls and have the content examined for security reasons, which may include inspections by X-ray, simulation cameras, manual checks and other technical or biosensory measures.

2.3 UNACCEPTABLE OR PROHIBITED OBJECTS

The following are unacceptable or prohibited objects: Cash, jewellery, antiques, works of art, stamps, precious metals, ingots and similar, precious stones, diamonds and industrial carbon, bearer certificates, travellers cheques, obscene or pornographic material, firearms, explosives, radioactive material, plants, perishable products, live or dead animals, medicinal products, drugs, narcotics or psychotropic substances, products subject to a reserve system, dangerous goods, fuels and, in general, any other objects subject to restriction by the current standards in the countries of origin, transit or destination of the consignment. In particular, prohibited objects are those stated as such in the standards of the IATA (International Air Transport Association) and in the standards indicated in the previous subsections.

In the event that THE SENDER forwarded THE COMPANY an unacceptable or prohibited consignment, THE SENDER undertakes to compensate THE COMPANY for any damages suffered, and to be held accountable to THE COMPANY for penalties and expenses that the latter should have to pay, for which THE SENDER shall pay or reimburse, as appropriate, the amounts of fines and other monetary penalties imposed upon THE COMPANY, as well as lawyers and attorneys fees incurred by said party and all court costs.

3. PROVISION OF THE SERVICE

With the single purpose of THE COMPANY being able to provide its services correctly and safely and, if relevant, guarantee the deferred collection of the due provision, THE COMPANY has the right to:

A) Inspect the consignment at any moment, which includes the opening and examination of its content, except when due to the nature or type of consignment the applicable law prohibits this. For this purpose THE SENDER must package the consignment so that it is possible to open and close it safely.

B) Refuse any consignment that does not adequately respond to that guaranteed by THE SENDER in clause 2 above and, especially, objects declared unacceptable or prohibited and objects that have been undervalued for customs purposes.

C) Transport the consignment by any route, itinerary, procedure or means of transport that, at the judgement of the COMPANY, is the most suitable for the transport and/or delivery of the consignment.

D) Not make the delivery of the consignment when the provision of the service must be paid for at the destination (cash on delivery) until THE COMPANY is satisfied that all amounts due for transport, customs fees, storage, taxes and any other charge or duty deriving from the dispatch of the consignment according to this contract. THE SENDER shall be responsible for the payment of all amounts due, including the expenses of returning the consignment, if payment is refused at the destination.

4. LIMITS OF LIABILITY

Should the consignment suffer any damage or loss attributable to THE COMPANY, its subsidiaries, representatives or other collaborators, the liability of THE COMPANY shall be regulated, as appropriate, by the following provisions and limits of liability:

A) Regarding INTERNATIONAL AIR TRANSPORT: if the transport of the consignment includes a country other than that of origin as a final destination point or a stop-over, it shall be regulated by the Montreal Convention of 28 May 1999 or by the Warsaw Convention of 12 December 1929 (modified in The Hague in 1955 and by protocol No. 4 of Montreal 1975), which in most cases limits the liability of THE COMPANY for the damage, loss or delay of the consignment to a maximum of 17 Special Drawing Rights per kilogram (approximately, 21 Euros, subject to the exchange rate variations).

B) Regarding INTERNATIONAL ROAD TRANSPORT: if the consignment is transported by road to or from a country which is part of the Convention on the Contract for the International Carriage of Goods by Road (CMR) of 19 May 1956 (modified by the Geneva Protocol of 1978), said transport shall be regulated by this convention,

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which in most cases limits the liability of THE COMPANY for the damage, loss or delay of the consignment to a maximum of 8.33 Special Drawing Rights per kilogramme (approximately 10 Euros, subject to the exchange rate variations).

C) If none of the aforementioned conventions apply, the liability of THE COMPANY shall be limited to the amount that, at the moment the damage or loss occurs, is established by the Spanish standards regarding the contracting of the carriage of goods.

THE SENDER may make a special declaration of the value of the consignment, indicating a higher value than the aforementioned maximum limits of liability, provided he or she pays the price of the corresponding additional insurance, in which case THE COMPANY's liability will be limited to the payment of the amount stated, unless it is demonstrated that this exceeds the actual value. THE VALUE STATED FOR CUSTOMS IN NO CASE MEANS THAT THE AFOREMENTIONED SPECIAL DECLARATION OF THE VALUE HAS BEEN MADE.

Where the consignment's actual value is less than the quantity resulting from the application of the liability limits of the previous sections, the indemnity shall be adjusted to that actual value, which does not include the commercial utility or the consignment's special value for THE SENDER or for a third party.

Nevertheless, THE SENDER may opt, at his discretion, either to receive the compensation or send a new consignment of the same characteristics – in terms of its nature, dimensions and weight- free of charge.

THE COMPANY shall not be liable for consequential damages, this being understood to be any indirect damage that may occur or any loss of profit that THE SENDER, the consignee or any third party may incur. The concept of consequential damages includes, but is not limited to, loss of revenue, image, benefits, interest, clients, contracts, business opportunities and markets.

In addition, THE COMPANY shall not be liable in the following cases:

A) Force majeure, unforeseeable circumstances and any action or omission that is beyond its control (such as strikes, labour conflicts, civil unrest, acts of war, acts of terrorism and other similar circumstances), especially due to actions or omissions caused by customs or airport authorities or other civil servants or public employees, in the exit, entry or transit of the consignment.

B) Incompliance by THE SENDER of these general conditions, in particular clause 2 above. Specifically, THE COMPANY shall not be held liable for damage or losses suffered by the consignment as a consequence of inadequate packaging thereof, which is the responsibility of THE SENDER according to section b) of clause 2.1 of this document.

C) Damage or loss arising from the nature of the consignment or its defects, or magnetic, electric or similar alterations to any type of recording.

If the damage or loss of the consignment is attributable to the subsidiaries, representatives or other collaborators of THE COMPANY, the latter shall assume liability according to that established in this contract, without detriment to the right to claim against the subsidiary, representative or collaborator effectively responsible for the damage or loss. Consequently, this effectively responsible party shall be protected with respect to THE SENDER in the same way and with the same limits of liability as established in this contract.

5. COMPLAINTS

All complaints must be made by THE SENDER to THE COMPANY, in writing, within the 28 days following the acceptance of the consignment for it to be processed. Nevertheless, if the international convention or the applicable national law establishes a shorter period, the latter shall prevail. No complaint shall be accepted outside of the stated time period or if THE SENDER has not complied with the obligations imposed by this agreement.

6. DELIVERY OF THE CONSIGNMENT AT THE DESTINATION OR COLLECTION BY THE CONSIGNEE

Except if the standards or the authorities of the destination country require customs clearance of the consignment by the consignee thereof or by a representative designated expressly thereby, the delivery of the consignment shall be made to the address indicated as the destination on the front of this document.

This shall be understood as completed when the person at this address accepts the consignment, whether or not this person is the consignee recorded on the front of this document. Whenever THE SENDER requests it, THE COMPANY shall provide the delivery information to the address indicated as the destination by communicating the name of the recipient of the consignment and the data of the date delivery and time.

7. IMPOSSIBLE TO DELIVER THE CONSIGNMENT AT DESTINATION

If the consignment is refused at the destination or, for any other reason that is beyond the control of the COMPANY, its subsidiaries, representatives or collaborators, the consignment cannot be delivered, THE COMPANY shall report the circumstances preventing delivery to THE SENDER. In this case, THE SENDER must respond in writing to this, within a maximum of fifteen days, starting from the reception of the aforementioned communication, if he or she wishes to recover the consignment or prefers it to be sent to another destination. After the stated time period, if THE SENDER has not exercised his

right, the consignment shall be dealt with according to that established in the applicable legal standard depending on the nature and type of consignment. In any case, THE SENDER shall be accountable for the payment of, in addition to the corresponding additional fee, the expenses and costs incurred.

8. CUSTOMS CLEARANCE AND PARA-CUSTOMS AND SECURITY FORMALITIES

The acceptance of the consignment by THE COMPANY means THE SENDER designates the former as a fully authorised representative for managing the customs clearance when necessary, and to be able to designate a customs agent or an authorised representative for this purpose. THE SENDER is obliged to supply all the documentation and information necessary for compliance with customs, para-customs and security formalities before the acceptance of the consignment. THE COMPANY is not obliged to examine or check if the said documentation and information is correct or sufficient. THE SENDER shall compensate THE COMPANY for any sanction, expense or cost it may incur in the customs, para-customs or security clearance for any reason attributable to THE SENDER.

9. REIMBURSEMENTS AND SUPPLEMENTARY EXPENSES

THE COMPANY is not is obliged to pay any expense or cost corresponding to THE SENDER or CONSIGNEE in advance as a consequence of the execution of this contract, such as customs duties, storage, taxes, or any other charge or duty. Nevertheless, THE COMPANY may voluntarily pay these expenses or costs in advance, in which case these must be refunded to THE COMPANY by THE SENDER, without delay, once the outlay has been reported.

10. APPLICABLE LAW AND JURISDICTION

This contract is governed by Spanish law.

To deal with any dispute that may arise regarding this contract, the parties expressly waive any other dispute resolution procedure that may be applicable and agree to be subject to the competent courts and tribunals according to that stated in the current applicable law.

11. PROTECTION OF PERSONAL DATA

According to the provisions of article 5 of the Spanish Organic Law 15/1999 on the Personal Data Protection the Company MRW hereby informs THE SENDER that his/her personal data will be included in a file held under the responsibility of THIS COMPANY, to provide services regarding to this contract and/or perform commercial activities. We also inform and are in turn authorized by THE SENDER, to pass on this information entirely or in part, for such purposes, to other companies of the MRW group (including its franchised offices) whose activities are linked to the transport of goods. You may at any time revoke your consent, as well as exercise your right to access, rectify, cancel and oppose, under the terms of existing legislation, by writing to: MRW, Centro de Carga Aérea del Aeropuerto Madrid-Barajas, 28042 Madrid.