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| <b>Geographic coverage</b>   | Europe  |   |  |
| <b>Weight / Size</b><br><b>Weight limitations</b><br><b>Size limitations</b> | <b>ITEM</b><br>70Kg (actual weight)<br>Length+Perimeter<br>(2xwidth+2xheight):<br>450 cm; longest side<br>280cm                                 | <b>SHIPMENT</b><br>No limitations<br>No limitations | <b>PALLET*</b><br>800 kg (actual weight)<br>120cmx80cmx170cm<br>(tallest side) |
| <b>Max number of items</b>   | No limitations  |   |  |
| <b>Max number of pallets:</b>  | 4 pallets (for single shipment)   |   |  |
| <b>Pickup</b>  | Included in price; on request at the customer's premises, via MySDA, website (www.sda.it) single toll number (199-113366 <sup>1</sup> )         |   |  |
| <b>Delivery times</b>  | 2/4 days. Delivery times vary depending on the places of origin and destination: for further details check the complete list of Delivery Times. |   |  |
| <b>Delivery attempts</b>   | Free of charge. 2 Delivery attempts   |   |  |
| <b>In storage</b>  | Free of charge: 10 working days starting from day after first delivery attempt  |   |  |
| <b>Clearance</b>   | Free of charge  |   |  |
| <b>Return to sender</b>  | Available   |   |  |
| <b>Digital tracking of shipment</b>  | Tracking of shipment with details of delivery by directly consulting MySDA, website (www.sda.it) single toll number (199-113366 <sup>1</sup> )  |   |  |
| <b>Volume ratios</b><br><i>(height x width x length divided by 5,000)</i>    | <b>1 m<sup>3</sup></b> (one cubic metre) = 200 Kg<br>Billing by actual weight for single-item shipments up to 31.5kg (actual weight)**          |   |  |
| <b>Access</b>  | The service can be accessed via all Technological Solutions SDA or paperWaybill. The Road Europe service is reserved for SDA subscribers.       |   |  |

\* For Great Britain: actual weight limit 750 kg.

For the following countries, Denmark, Estonia, Latvia, Lithuania, Sweden, Finland, Norway: size limit 120cmX60cmX60cm.

\*\* Size Limitations: length + perimeter (2xwidth+ 2xheight) 330cm and 200cm longest side; if the item exceeds any one of the limits (weight/size) billing will be by taxable weight

<sup>1</sup> The telephone call does not include connection charge, call costs will be given via a voice message before charging.



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| <b>Assicurazione (Insurance)</b>                   | On request, for an insured sum ceiling up to €50,000  |
| <b>Import*</b>                                     | Pickup overseas via toll number (99.11.33.66 <sup>1</sup> ).  |
| <b>Fermo Deposito (Hold for Collection)</b>        | Available (free of charge)  |
| <b>Digipod</b>                                     | Available on MySDA (free of charge)**   |
| <b>Prova di Consegna (Proof of delivery)</b>       | Paper-based copy available: on request, toll number SDA 199-113366 <sup>1</sup>                                     |
| <b>Delivery notification (Re-call and Re-mail)</b> | Free Re-calls via SMS/Re-mails via email from site <a href="http://www.sda.it">www.sda.it</a> via tracking function |

<sup>1</sup> The telephone call does not include connection charge, costs will be given via a voice message before charging.

\* The Import additional service is not available for the following countries: Norway, Switzerland, Lichtenstein, Andorra, Azores, Ceuta, Canary Islands, Channel Islands, Melilla, Madeira, Bosnia, Croatia, Herzegovina, Serbia, Montenegro, Poland, Estonia, Latvia, Lithuania, Czech Republic.

\* The additional DigiPod service is not available for the following countries: Denmark, Estonia, Latvia, Lithuania, Sweden, Finland and Norway.