

**SDA EXPRESS COURIER S.P.A. - Joint stock Company with a single member - A Company of Poste Italiane Group – Registered Office:**  
**General Management: Viale Europa,175 - 00144 Roma** - Registered in the third-party carriers register on n. RM/5818599/U- Tax Code n. 02335990541- VAT n. 05714511002-

### Features of the SDA Express Courier services and their weight and size limitations:

#### NATIONAL SERVICES STANDARD FEATURES

##### **EXTRALARGE (and corresponding Insured and Cash on Delivery):**

With the Extralarge service there are no limitations as for the weight/size/number of parcels of the shipments.

The following weight/size limitations are in force on the single parcels that comprise the shipment:

Maximum Weight (real): up to 70 kg per parcel and up to 500 kg per pallets

Maximum Dimensions:

- Per parcel 450 cm as sum of the three dimensions, of which two of said dimensions do not exceed respectively 280 cm and 170 cm;
- Per pallet cm 120x100x170 (maximum height, including the support).

The Client agrees that in the event of an Extralarge shipment with parcels/pallets that exceed even one of the aforementioned limitations, for each exceeding parcel, the Oversize Surcharge will be applied to the total cost of the shipment, in accordance to what is stated in the Sales Forms undersigned by the Client.

The fees will be applied considering both the real and the volumetric weight of each single shipment, calculating as taxable value the highest between the real and the volumetric weight as per the following formula (in cm): **height x width x length / 3333**.

The fees are applied per taxable weight brackets up to 100 kg; for shipments of taxable weight that is higher than 100 kg an extra fee will be applied for each exceeding quintal until the actual taxable weight of the shipment is met.

##### **ANDATA&RITORNO (sender-recipient-sender):**

With a waybill it is possible to ship up to 15 kg maximum per parcel – 150 cm maximum sum of three sides - longest side 100 cm maximum. The Client is informed that should the courier not receive from the recipient the return shipment at the same time that the outward shipment is delivered, the waybill for the return will not be usable for a new shipment and will not be reimbursed. With a single waybill a multi-parcel shipment may be made, the total shipment cannot exceed 6 parcels; the total weight of the shipment cannot exceed the aforementioned weight and size limitations for the service while understanding that it is not allowed to ship "Carriage Forward" or "Cash on Delivery". With specific regard to the Andata&Ritorno service, in case the Sender is a Bank and/or an Insurance Company, the items that are transportable may be: correspondence of any kind, accounting, administrative, personal checks or negotiated cashier's checks, negotiated money orders of any kind and other negotiated credit instruments for which the law devises, in case they are stolen, destroyed or lost in any manner, an amortization procedure. SDA, in fact, should any of these conditions happen during the shipping, is only and exclusively responsible for the amortization expenses.

##### **CAPI APPESI SMALL (and corresponding Insured and Cash on Delivery):**

With a waybill it is possible to ship up to 50 kg of weight maximum per parcel – 120 cm in height maximum. It is understood that it is not allowed to ship more than one parcel with a single waybill.

**CAPI APPESI LARGE (and corresponding Insured and Cash on Delivery):** With a waybill it is possible to ship up to 50 kg of weight maximum per parcel – 260 cm in height maximum. It is understood that it is not allowed to ship more than one parcel with a single waybill.

##### **URBAN MOTORCYCLE DELIVERY SERVICES (MOTOTAXI) (exclusively in Milan):**

**MOTOTAXI "STANDARD":** with a single waybill it is possible to ship envelopes and small packets up to 5 kg in weight maximum per parcel – 90 cm sum of the three sides (motorcycle service); up to 30 kg maximum per parcel – 150 cm sum of the three sides (Car service). The "Cash on delivery" extra service is not available.

##### **QUICK SERVICES (exclusively in Milan)**

The following services are only available upon verification of availability at SDA's discretion of the service itself according to e.g. the traffic and weather conditions. In this instance, the Client is required to contact the interested branch by phone. SDA commits to deliver to the recipient, on behalf of the clients of the services indicated below, for the destinations included in the service (within the bounds of the Milan Comune, within the definite term of the acceptance of the call for the urban ride, reimbursing, in case of a late delivery of more than 15 minutes, the supplement cost of the shipment. This reimbursement will not be owed, apart from the cases listed in the General Conditions of Transport, should even one of the following conditions apply: erroneous information by the sender and mistaken and/or incomplete address; consistent climatic variations; causes that are not connected to SDA's will; absentee recipient; late delivery by the Sender to the Courier. The reimbursement must be requested by the Client, **upon penalty of forfeiture**, within 60 days from the shipment date.

**MOTOTAXI "RED PEPPER":** With three Waybills or coupons (1 standard service coupon + 2 coupons for the supplement) it is possible to ship envelopes and small packets up to 5kg in weight maximum per parcel – 90cm sum of the three sides. The delivery of the parcel(s) is guaranteed within an hour from the call of the client, apart from the cases listed in the General Conditions of Transport, available, downloadable and printable from the web portal [www.sda.it](http://www.sda.it).

**MOTOTAXI "SUPER RED PEPPER":** With five Waybills or coupons (1 standard service coupon + 4 coupons for the supplement) it is possible to ship envelopes and small packets up to 5kg in weight maximum per parcel – 90cm sum of the three sides. The delivery of the parcel(s) is guaranteed within 30 minutes from the call of the client, apart from the cases listed in the General Conditions of Transport, available, downloadable and printable from the web portal [www.sda.it](http://www.sda.it).

#### INTERNATIONAL SERVICES STANDARD FEATURES

**International Express Air WorldWide** service for the shipment of documents and goods in over 200 countries worldwide: the shipment has no weight/size limitations, the limitations only apply to the single parcel. Parcel Limitations: real weight 70 kg – Girth length+(2xwidth+2xheight) 330 cm – longest side 270 cm.

Multiparcel: limitless. The fees will be applied considering both the real and the volumetric weight of each single shipment, calculating as taxable value the highest between the real and the volumetric weight as per the following formula (in cm): **height x width x length / 5.000**.

Fees, extra services and surcharges as per Price List Attachment of the Express International Service.

**Road Europe** Service to ship parcels and/or pallets in Europe (the available destination countries may be verified in the dedicated section on the website [www.sda.it](http://www.sda.it)). The shipment has no weight/size limitations, the limitations only apply to the single parcel. Parcel Limitations: real weight 70 kg – Girth length+(2xwidth+2xheight) 450 cm – longest side 280 cm. Pallet Limitations: real weight 800 kg (except for Great Britain: real weight of the pallet 750 kg) – maximum size 120x80x170 cm (longest side) (except for Denmark, Estonia, Latvia, Lithuania, Sweden, Finland, Norway: maximum size 120x60x60 cm). Multiparcel: limitless. Multipallet: with a single waybill it is possible to ship up to 4 pallets. **Combined Shipment:** with a single waybill it is possible to ship both parcels and pallets with the aforementioned limitations. The fees will be applied considering both the real and the volumetric weight of each single shipment, calculating as taxable value the highest between the real and the volumetric weight as per the following formula (in cm): **height x width x length / 5.000**. In case of **standard single-parcel shipments** the fees will be applied considering only the real weight if the parcel does not exceed the following limitations: real weight 31,5 kg - Girth length+(2xwidth+2xheight) 330 cm – Longest Side 200 cm. Should the parcel exceed even one of the aforementioned limitations the taxable weight invoicing will be applied. Fees, extra services and surcharges as per Fees Attachment.

Road Europe does not provide delivery service to residential addresses (private addressee) and fairs / events /expo; **Road Europe** does not also accept personal effects and goods on pallets for which the recipient does not have proper equipment to the drain. Shipments do not comply with the above will not be accepted and, if taken over, will be returned to the sender at his expense, using the same service used to send the shipment. In any case, the cost of shipping will still be billed to the customer (both ways).

#### EXTRA SERVICES AND SURCHARGES

**Cash on Delivery:**

The Cash on Delivery is available for Capi Appesi, Extra Large services and corresponding Insured. The minimum fee for cash on delivery apply to amounts up to € 516,46. For amounts exceeding € 516,46 a percent-based fee will be applied on the exceeding part itself. Maximum Cash on Delivery amount: € 2.999,99 per shipment, if paid in cash; € 12.499,99 per shipment, if paid with non-transferrable cashier's check made out to the client or to SDA Express Courier S.p.A. or with non-transferrable personal check made out to the client; € 5.000,00 per shipment if paid with non-transferrable personal check made out to SDA Express Courier S.p.A.

The cash on delivery service is not available for occasional shipments.

For the cash on delivery, the subscribing client may only use specific waybills that allow the filling out of dedicated spaces with the cashing procedure of choice.

Any eventual notes or integration, written by the client on some other kind of waybill or on any document regarding the shipment will have no binding legal value for SDA.

**A. Cashing Terms:** The client authorizes SDA to collect the Cash on Delivery amounts. The methods of collection will have to be indicated by the client on the waybill and could be one of the following: a) non-transferrable cashier's check made out to the client; b) non-transferrable personal or cashier's check made out to SDA Express Courier S.p.A.; c) cash within the aforementioned limitations.

**B. Payments Remittance:** The remittance of the sums collected by SDA Express Courier will vary for each method of payment: if the chosen method for the payment is a) the check will be returned within 5 work days after delivery; if the Cash on Delivery option selected was b) or c) the return of the sums will be cumulative and will be made by bank account money transfer with orders to be made each 10<sup>th</sup>, 20<sup>th</sup> and 30<sup>th</sup> day of the month under reserve of successful collection. If those dates occur on a Saturday, Sunday or on a Public Holiday (even a local one), the remittance will be made the following work day. In case of theft or robbery, SDA's responsibility is limited to the simple transmission of the report to both the sender and the recipient to allow the annulment of the check itself.

Although the customer has selected, as mode of collection, the restitution by check payable to the sender, SDA shall have the right (but not the obligation) to accept, however, cash for the same amount, within the limits required by law, and return the sums collected to the sender by bank account money transfer within the agreed date of remittance.

According, also, to the banking regulation in force, the Client will have to indicate exactly its IBAN code in the appropriate field of this Sales Form or in the appropriate field for the Technological Solution of choice or, in case of any variation on the appropriate SDA forms. The Client will be the sole responsible of any mistakes made in the communication of said code. SDA will not be able in any way of matching the Client's data with the IBAN code to check for mistakes. If payments are made by mistake to other parties as a result of an erroneous IBAN code, SDA will not be considered liable for said payment that will be, in fact, considered releasing for SDA. SDA will only be responsible, after written request by the Client, to provide the data for the payment made, and every attempt and expense for the recovery of the sums will be the Client's responsibility. In said way, the Client agrees to a large and adequate indemnity towards SDA for any payment errors caused by the IBAN code that was given to them.

**C. Liability Limitations:** SDA Express Courier is not responsible for the failed collection of the Cash on Delivery sums if the Client has used different waybills than those prescribed by SDA for the specific service.

SDA Express Courier may not be held responsible of irregularities, forgery and/or for dishonored checks accepted on behalf of the sender. When accepting a check, as ordered, on name and behalf of the Client, made out to SDA Express Courier S.p.A., SDA itself is not responsible for the unavailability of funds for said check and it is not responsible for its coverage and/or for the solvency of the recipient/debtor. SDA is only responsible in case of failed collection of the cash on delivery sums, according to the terms chosen by the Client, within the limitations, anyway, of the cash on delivery amounts. SDA is not responsible in case of theft or robbery of the shipments or in cases or mistakes and/or omissions on shipments caused by papers derived from the magnetic and non-magnetic archives of the Client.

**D. Authorizations:** The Client authorizes SDA to elect mandatory substitutes to complete the collection of the sums. In case of failed payment by the recipient, for any reason that causes dissimilarity with what was decided with the Client, the Client itself authorizes SDA to put the parcel on hold and to return it to the Client him/herself.

**E. Fees:** The fees relative to the cash on delivery sums will be owed even if the recipient should refuse the delivery of the shipment and in all cases in which the failed collection could not be attributed to SDA's fault.

**Insurance:**

It is possible to insure the transported goods using Capi Appesi, Extra Large services and the corresponding cash on delivery services. Capi Appesi, Extra Large and the corresponding cash on delivery services may be insured upon request of the client by specific forms with the following conditions as chosen by the client:

1) By paying a supplement of € 3,50 for shipments of insured value up to € 500,00. For shipments of insured value over € 500,00, in addition to the basic € 3,50 fee, the percentage indicated on the sales form calculated on the exceeding part of the insured value is applied.

(this choice is only available through the "technological solutions" that employ an internet connection to the SDA systems).

2) By paying an extra fee that is calculated according to the following coverage caps: 258,23 euro; 516,46 euro; 1.549,37 euro; 2.582,28 euro. For coverage caps over € 2.582,28 and up to € 50.000, it is calculated upon request of the client and using a specific form.

The Client is given the faculty of subscribing to both the insurance conditions choosing each time the condition for the corresponding shipment. However he/she may insure each shipment using only one of the two available conditions. Specifically for the "% on the value" condition, through his/her technological solution for the printing of the WB, the client must activate the required field on the transport documents window and indicate the value of the goods. In case the value is not given the highest insurance bracket will be applied, save for verification of reimbursability of the shipment by the Insurance Company

It is expressly stated that the insurance cover is only limited to direct and material damages to the transported goods, that the damages derived from the failed cashing of cash on delivery is not included and that on the eventual reimbursement of any damages a 10% percentage excess will be applied, with a minimum of € 25,82. 10% will be deducted from the resulting compensation at the end of the settlement procedure. The aforementioned insured capitals pertain to each Waybill.

Any eventual insurance coverage integrations may be requested by the client only through the means set up by SDA. Therefore, any note or insurance coverage integration request on waybills that are different from those prescribed by SDA or written upon other documents, that pertain to the shipment, will hold no binding legal value for SDA itself.

**F. Basic Coverage** (extension of the Carrier Reimbursement Limitations only for national services excluding Insured, Mototaxi):

Fee supplement applied over the basic fee of each single shipment, allows the extension of the maximum carriage reimbursement limitation to € 6,20 per Kilo, in case of loss, damage, theft and robbery of the transported goods, except for malice or gross misconduct, notwithstanding what is stated in the "Exemption and Limitations of Liability" article of the General Conditions of Transport.

**Insurance for the "Express" and "Road Europe" International Services:**

Within the international services it is possible to insure the transported goods for capitals of: € 1.500, by checking the appropriate box in the insurance field on the international waybills; above € 1.500 and up to € 50.000, upon request of the client and with a specific form, according to the premiums details as presented in the relative Fees Addendum of the "Express" and "Road Europe" International Services. It is expressly agreed that the insurance coverage is limited to direct and material damages on the transported goods and that the aforementioned insured capitals are meant for each single waybill. The Client declares to have read and understood the extras that are owed and the zones included in the services.

**Storage:** in the event that a shipment could not be delivered to the recipient, SDA will put it in a storage for 15 workdays maximum, counting from the day after the first valid delivery attempt.

**Hold for collection:** optional service, included in the price, that allows the recipient to collect his/her shipments directly at an SDA branch. To activate the service, the sender simply has to check the Hold for collection in the waybill, writing, instead of the delivery address, the address of the SDA branch. The shipment will stay available (for a day) to be collected by the recipient. Should the recipient not collect it, the shipment will go into Storage and the sender will be charged all the pertaining Storage costs.

**Proactive Release:** in the event of an impossible delivery due to missing or wrong address data, SDA will try, with no guarantee of success, to discover the correct address and to deliver the shipment to the addressee. For this service an extra fee will be charged to the Client/Sender, only in case of performed delivery, according to the contract. If the activity of correction address is failed, the shipment will follow the standard iter of management with the opening of the storage practice.

**Storage Dossier:** the paid service entails the beginning of a Storage Procedure, in the event that it had not been possible to deliver a shipment to the recipient, by communicating to the client/sender the impossibility to deliver the shipment, stating the reason why and asking for further instructions at the same time. The client/sender may give SDA the instructions to clear the shipment in the following manner:

- By calling the toll-free number 800.22.33.99, and using the "customer code".
  - On our website [www.sda.it](http://www.sda.it) through the parcel release function or, after registration, directly through our mySDA web portal;
  - Through his/her own SDA web portal for the Clients of our "Technological Solutions";
- If the client/sender has asked for a release of the shipment through the following SDA procedures: further delivery attempt towards the same recipient or other recipient/address/SDA branch, the **redelivery fees** are owed by the client as per contract.

At the time of the release of the storage, the Client may ask, upon payment as per contract, for an extra services of choice between Al Piano, Su Appuntamento, Di Sabato, Di Sera or one of the possible combinations (the list of possible combinations is available on the website [www.sda.it](http://www.sda.it))

If the client releases the shipment in Storage asking for the Hold for Collection, he/she will be charged the Storage costs.

In case of return to sender request (or abandonment of the shipment) the **Return to Sender** fee will be invoiced as per contract. Once the Storage days that were agreed upon the Communication of Storage, having the sender given no instructions, have gone by; the goods will be returned and the sender will be charged both for the return and for the storage costs.

The communication of Storage will happen through the means indicated by the client him/herself when he/she filled in the fax or email information on the "operative address" field on the sales form.

For those clients that have asked for and activated one of the "technological solutions" offered by SDA, the Storage communication will EXCLUSIVELY be sent to the available web page on the SDA web portal. The client will have to verify periodically the dedicated web pages, reporting any disservices as soon as possible.

**Absentee recipient:** in case of failed delivery for absentee recipient, the recipient is given the possibility of asking for a new delivery attempt (free of charge) within 3 days from the first delivery attempt by logging into [www.sda.it](http://www.sda.it), or by phone, through interactive voice response at the unified paid phone number 199-11336699; after 3 days have passed with no communications from the recipient, starting from the 4th day of Storage, SDA will communicate to the client/sender the opening of the Storage procedure, charging, from that day, the storage costs, as per contract.

#### **Time Definite Extra services:**

**Ore 9:** guaranteed delivery extra service within 9 o'clock of the day after the pick up (or of the 2nd day after the pick up for shipments that originate from Sicily, Calabria and Sardinia towards the other continental regions that are included in the specific delivery area) from Monday to Friday, Saturday and Non-Working days excluded. The service is available upon request by the client and upon payment of an extra fee in addition for the normal national shipping service fee. It is possible to ask for the Ore 9 extra service exclusively for Extralarge, Andata&Ritorno national services and their corresponding extra services, both in Free Port and in Carriage Forward.

**Ore 10:** guaranteed delivery extra service within 10 o'clock of the day after the pick up (or of the 2nd day after the collection for shipments that originate from Sicily, Calabria and Sardinia towards the other continental regions that are included in the specific delivery area) from Monday to Friday, Saturday and Non-Working days excluded. The service is available upon request by the client and upon payment of an extra fee in addition for the normal national shipping service fee. It is possible to ask for the Ore 10 extra service exclusively for Extralarge, Andata&Ritorno national services and their corresponding extra services, both in Free Port and in Carriage Forward.

**Ore 12:** guaranteed delivery extra service within 12 o'clock of the day after the pick up (or of the 2nd day after the collection for shipments that originate from Sicily, Calabria and Sardinia towards the other continental regions that are included in the specific delivery area) from Monday to Friday, Saturday and Non-Working days excluded. The service is available upon request by the client and upon payment of an extra fee in addition for the normal national shipping service fee. It is possible to ask for the Ore 12 extra service exclusively for Extralarge, Andata&Ritorno national services and their corresponding extra services, both in Free Port and in Carriage Forward.

For the shipment with Ore 9 extra service the Client is bound, also in accordance to art. 1381 c.c., to guarantee that the recipient will be present and ready to collect the shipment from 8 o'clock, in the morning after the shipment. Should the recipient be absent, or late in the collection of the parcel, the shipment will be considered as "absentee recipient".

For the Andata&Ritorno service the Time Definite Ore 9, Ore 10 and Ore 12 extra services guarantee of delivery will only apply to the outward trip, while the return shipment will be handled and delivered by SDA according to the standard service timeframes.

The Time Definite Ore 9, Ore 10 and Ore 12 extra services are only available for specific areas of delivery: before the service is requested the client has to verify, by entering the Area/ZIP Code of departure and the Area/Zip Code of destination in the appropriate field on the website [www.sda.it](http://www.sda.it), if the requested guaranteed delivery service is available for that route.

The Client has to place on the shipments the "Ore 9", "Ore 10" and "Ore 12" stickers provided by SDA. These stickers will have to be "virtually" placed while using the "technological solution" to print the WB, by activating the corresponding field on the transport documents window. The shipments that have been marked in this manner will make use of the guaranteed time delivery. The guarantee implies that the late delivery will determine, excluding any other reimbursement, alternatively, after the client's request:

1. The right to be reimbursed of the extra service's cost, if the client has already paid for it;
2. Not to be charged by SDA for what the Client should have owed for the extra service.

The shipment will be considered as late exclusively if the lateness exceeds 15 minutes. The reimbursement, or the deduction, will not be owed to the Client, apart from the cases indicated in the General Conditions of Transport, also if even one of the following conditions should apply: erroneous information by the sender and erroneous and/or incomplete address; consistent variations in the weather conditions; causes unrelated to SDA's will; absentee recipient; late delivery to the courier by the Sender. The reimbursement will not be owed if the Client has not meticulously followed the activation procedures for the Time Definite extra services and/or has not followed the weight and size rules of the service itself. The reimbursement, or the deduction, must be requested by the client, **upon penalty of forfeiture**, within 15 days from the date on which the delivery should have taken place. The reimbursement might be paid by SDA by compensation of the owed amounts with those owed by the Client for the shipments, or by any other right and/or reason.

**Time Definite extra services activation procedure:** for those Clients that use paper, hand written waybills for each parcel must carry a label that has been requested/provided by SDA, relative to the Time Definite extra service requested.

The label must be applied on the adhesive document sleeve, without covering the sender/recipient information on the waybill, or immediately close to the "Multiparcel" sticker. For the clients that have subscribed to and activated one of the "technological solutions" offered by SDA it will be possible to ask for guaranteed delivery simply by choosing the relative function on the solution itself, without having to place any label on each parcel.

**Weight/Size of the Ore 9 Time Definite extra service shipments:** regardless of the service used, the Ore 9 extra service shipments must be comprised of a single parcel whose weight must not exceed a real weight of 15 kg and/or whose size must not exceed 150 cm as sum of the three sides and/or 100 cm on the longest side.

**Weight/Size of the Ore 10 and Ore 12 Time Definite extra service shipments:** The same weight/size limitations, the features and the invoicing procedures of the basic service upon which the guaranteed delivery extra service is requested still apply.

**Maximum Weight/Size of each single parcel of the Ore 10 or Ore 12 Time Definite extra service shipments:** In case of an Extra Large service for a shipment with a Time Definite extra service, each parcel must not exceed a real weight of 30 Kg and/or 300 cm as sum of the three sides and/or 140 cm as its longest side. Furthermore if the Ore 10/Ore 12 Time Definite extra service is requested for multiparcel shipments, each shipment cannot exceed 6 parcels.

If, for an exceptional reason, a Time Definite extra service shipment with a WB of a service that is not included within those aforementioned is entrusted to SDA and/or if it exceeds even one of the aforementioned limitations and/or whose route, according to the Area/ZIP Code of origin or the Area/ZIP Code of destination, is not covered by the guaranteed delivery service, the guaranteed delivery cannot be applied to the shipment, since it is not compatible with the requested Time Definite service, therefore the shipment will be handled and delivered by SDA in accordance with the standard timeframe of the basic service and the extra service will not be invoiced.

**Delivery Extra services:**

**Al piano (Floor Delivery):** is a paid extra service, supplemental to the price of the shipment, allows delivering the shipments directly at the door of the recipient's domicile: the delivery operator, in fact, will reach the floor of the recipient, should he/she be unable to descend to the ground floor or when the delivery is difficult.

To allow for the proper handling of the parcels by the delivery operator, regardless of the service used, **each single parcel** must adhere to the following weight and size limitations:

WEIGHT: 30 Kg

SIZE: 150 cm as the sum of the three sides, 100 cm on the longest side.

Furthermore, if the Al piano extra service is requested for Multiparcel shipments, each shipment cannot be comprised of more than 6 parcels. If even one of the parcels should exceed the aforementioned limitations, the Al piano service will not be rendered in standard mode but will be rendered as a custom service, subject to a specific estimate.

The Al piano extra service is available for all SDA national services, except for Mototaxi, and it is compatible with other SDA extra services except for Carriage Forward shipments and for those shipments for which the Hold for Collection delivery service has been requested.

For the Andata&Ritorno service the Al piano extra service will only be carried out on the outward shipment.

**Su appuntamento (By Appointment):** is a paid extra service, supplemental to the price of the shipment, ideal for those shipments for which punctuality is an indispensable condition for the delivery. SDA will contact the recipient at the phone number provided by the Client at the time of the request, to schedule an appointment in accordance with the availability of the recipient and compatibly with the delivery timeframes of the service used.

To use the service the Client will have to indicate the phone number and the information of the recipient, by filling out the dedicated fields directly on the Technological Solution of choice or by writing them in the Notes field of the paper, hand-filled waybill. The Client is responsible for the correctness/completeness of the phone data given at the time of the request: should this data be incomplete and/or wrong, SDA will not be able to contact the recipient to schedule an appointment and, in this case, the shipment will be delivered according to the standard mode and timeframes of the service used.

The appointment may be scheduled with the recipient from the arrival date of the shipment at the SDA branch of destination and the delivery appointment could not be scheduled beyond the 5 following workdays. For the period of time that the shipment is held at the destination branch, waiting for the appointment day, the storage fees will not be applied.

The delivery will be made at the time that was scheduled with the recipient, save a tolerance timeframe of an hour earlier and/or later than the time agreed upon.

Su appuntamento extra service is available for all SDA national services, except for Mototaxi services, and it is compatible with other SDA extra services except for the Time Definite extra services and for those shipments for which the Hold for Collection and the Carriage Forward services have been requested. For the Andata&Ritorno service, the extra service will only be rendered on the outward shipment.

**Riconsegna su Appuntamento (Re-delivery by Appointment):** is a paid extra service, supplemental to the price of the shipment, which allows arranging an appointment with the recipient for the second delivery attempt of the shipment, in case the first attempt is not successful for absentee recipient.

The customer can activate the service in two different time / mode:

a) Before shipping, with massive activation of all shipments produced through its own Technological Solution, after confirmation on mySDA. The re-delivery appointment will automatically be scheduled with the recipient for all shipments not delivered on the first attempt;

b) After sending, by selecting the extra service at the time of the release of the storage on every single shipment that is not delivered for absentee recipient.

To use the service the Client will have to indicate the phone number and the information of the recipient directly on the Technological Solution of choice. The Client is responsible for the correctness/completeness of the phone data given at the time of the request: should this data be incomplete and/or wrong, SDA will not be able to contact the recipient to schedule an appointment and, in this case, the shipment will be delivered according to the standard mode.

The appointment may be scheduled with the recipient from date of non-delivery of the shipment and the re-delivery appointment could not be scheduled beyond the 5 following workdays. For the period of time that the shipment is held at the destination branch, waiting for the appointment day, the storage fees will not be applied.

The delivery will be made at the time that was scheduled with the recipient, save a tolerance timeframe of an hour earlier and/or later than the time agreed upon.

Riconsegna Su appuntamento extra service is available for all national services, except Mototaxi, and it is compatible with other extra services except for Carriage Forward shipments.

**Di sabato (Saturday Delivery):** is a paid extra service, supplemental to the price of the shipment, particularly indicated for home deliveries on Saturday (Non-workdays excluded).

Di sabato service is available only for those destination Areas/Zip Codes that are included in the specific "Di Sabato" delivery area, available and downloadable from the website [www.sda.it](http://www.sda.it).

The delivery will be made sometime in the Saturday that follows the pick up date of the shipment, compatibly with the delivery timeframes of the chosen service.

For the period of time that the shipment is held at the destination branch, waiting for the scheduled Saturday, the storage fees will not be applied.

Di Sabato extra service is available for all SDA national services, except for Mototaxi services, and it is compatible with other SDA extra services except for the Time Definite extra services, the Hold for Collection, Carriage Forward and Di sera extra services. For the Andata&Ritorno service, the extra service will only be rendered on the outward shipment.

**Di sera (Evening Delivery):** is a paid extra service, supplemental to the price of the shipment, ideal for those shipments that must arrive at destination after the usual delivery timeframes in the most important Italian cities. The delivery will be made in the evening, from Monday to Friday (Non-workdays excluded), from 18:30 to 21:00; exclusively for those areas that have their Area/Zip Code destinations included in the "Di sera" specific delivery area available and downloadable from the website [www.sda.it](http://www.sda.it).

Di sera extra service is available for all SDA national services, except for Mototaxi services, and it is compatible with other SDA extra services except for the Time Definite extra services and for those shipments for which the Hold for Collection, Carriage Forward and Di Sabato extra services have been requested. For the Andata&Ritorno service, the extra service will only be rendered on the outward shipment.

**Consegna programmata (Scheduled Delivery):** is a paid extra service, supplemental to the price of the shipment, which allows scheduling the delivery on fixed week days and/or timeframes. To use the service, the Client must indicate for every shipment the day(s) of the week (e.g. Mon-Wed-Thu), the corresponding timeframe (morning or afternoon), filling out the corresponding fields directly on the Technological Solution of choice. The client shall also be able to provide, within the Notes field of the IT solution used, the time frame (at least 2 hours, eg. 9-11). The time frame is approximate: SDA will try to handle to time frame preference (2 hours) within the context of the delivery route.

The shipment may be entrusted to SDA no more than 5 days (workdays) before the first delivery date. From the 6<sup>th</sup> day, the Storage fees will be charged to the client.

Consegna programmata extra service is available for all SDA national services, except for Mototaxi services, and it is compatible with other SDA extra services except for the Time Definite extra services, Di Sabato, Di sera, Su appuntamento extra services and for those shipments for which the Hold for Collection and the Carriage Forward extra services have been requested. For the Andata&Ritorno service, the Consegna programmata extra service will only be rendered on the outward shipment. It is not possible to request the scheduled delivery during the release phase.

**A giorno stabilito (Fixed Day Delivery):** is a paid extra service, supplemental to the price of the shipment, which allows establishing in advance the exact date and the timeframe (morning or afternoon) of the delivery.

The shipment may be entrusted to SDA no more than 5 days (workdays) before the date set for the delivery. Starting from the 6<sup>th</sup> day the Storage fees will be charged to the Client.

A giorno stabilito extra service is available for all SDA national services, except for Mototaxi services, and it is compatible with other SDA extra services except for the Time Definite extra services, Di sabato, Di sera, Su appuntamento extra services and for those shipments for which the Hold for Collection and the carriage Forward extra services have been requested. For the Andata&Ritorno service, the extra service will only be rendered on the outward shipment. It is not possible to request the A giorno stabilito extra service during the release phase.

**Delivery Extra services activation procedure:**

The delivery extra services (Al piano, Su appuntamento, Di Sabato, Di sera, Consegna programmata, A giorno stabilito) may be requested by the Clients who subscribed to one of the SDA technological solutions simply by choosing the required extra service or one of the possible available combinations (the list of possible combinations is available on the website [www.sda.it](http://www.sda.it)) while filling out the waybill.

The Clients that still use hand written paper waybills may request the Al piano, Su appuntamento, Di Sabato and Di Sera extra services by applying the corresponding "Delivery Extra services" sticker on the shipment, by lifting the label that indicates a specific extra service, thus revealing the barcode underneath it.

The sticker must be applied on the most stable parcel side, close to the paper waybill that identifies the shipment, while avoiding covering the waybill itself. The client may request one or more delivery extra services, peeling the corresponding labels away from the sticker, while adhering to the combination criteria between the extra services themselves.

If the Client asks for extra services that are incompatible between them or with the shipment service used, SDA will render the service giving priority to the extra service for which the client's indication is clearest. If it is not possible to determine the exact request of service(s) by the client, the shipment will be handled and delivered by SDA with the standard procedures and timeframes of the basic service used and the extra service(s) will not be applied and therefore will not be invoiced. The full list of possible available combinations and of the priority criteria is available on the website [www.sda.it](http://www.sda.it)

**SCS Surcharge:** fee supplement over the basic fee of all national services, for the shipments that are destined to the Sicily, Calabria and Sardinia regions. The shipments that have both Sender and Recipient within the same of those 3 regions and the shipments to/from Sicily to/from Calabria are not subject to this supplemental fee.

**Remote Locations Surcharge** surcharge over the basic fee for all national services, when the postal code/area of delivery or pickup is considered "Remote" and included in the "Postal Codes/ Remote Locations" delivery area, published on the website [www.sda.it](http://www.sda.it). The Remote Locations surcharge excludes and supersedes the "SCS" one for shipments to a Postal Code within one of those 3 regions.

**Peripheral Locations Surcharge:** surcharge, in addition to the basic price, for all national shipments when the postal code/area of delivery or pickup is considered "Peripheral" and included in the Postal Codes/ Peripheral Areas list (verifiable on the website [www.sda.it](http://www.sda.it)).

**Carriage Forward Surcharge:** surcharge, in addition to the basic price, is applied to all national services where Carriage Forward is used.

**Outsized/Irregularly Shaped Items Surcharge:** surcharge, is applicable for every shipment involving an outsized/irregularly shaped item. Items as such might include: cylindrical shapes, pyramidal shapes and items packed with unsuited cardboard/box.

**Non-Stackable Items Surcharge:** surcharge is applicable for shipments involving items/parcels/pallets which shape, packaging or content is non-stackable.

**Fuel Surcharge:** a "Fuel Surcharge", that is indexed monthly as a percentage on the transportation costs (Price per WB), excluding any extra services, will be applied to the fees indicated in the contract. The percentage of the surcharge will be calculated considering the median fuel price that had been recorded two months prior: 1) the shipment date for the "Final Balance" clients (e.g. if the shipment happened on June 15<sup>th</sup>, the median price in April applies), 2) the date of the sale of the carnet for the "Fixed Supply" clients.

The information on the applied percentage and on its calculation procedure are available on the website [www.sda.it](http://www.sda.it) in the "Fuel Surcharge" section within the month before the one in which it is applied, or by calling our customer support.

**Oversize Surcharge:** regardless of the SDA service used, in case the shipment is comprised of parcels that exceed the following weight/size limitations:

WEIGHT: 70 Kg per single parcel, 500 Kg per pallet.

SIZE: - 450 cm as sum of the three sides, two of which must not exceed 280 cm and 170 cm respectively per single parcel;  
- 120x100 cm base; 170 cm height (support included) per pallet.

For each exceeding parcel, on the total price of the shipment, an Oversize Surcharge will be applied as per the Sales Form undersigned by the Client. The Oversize Surcharge is applied for the added operative inconvenience for SDA in relation to the possible activities explicitly made for the pick up and/or delivery of the shipment; the surcharge is, therefore, not applied in case the Client brings/collects him/herself these kinds of shipments directly to/from the involved SDA branch.

Considering the non-standard weight/size of the parcels to be shipped, the Client has to arrange in advance with SDA the timeframes and procedures of collection and/or home delivery of these kinds of shipments. The Oversize Surcharge is applicable to all services except for Mototaxi, the Time Definite extra services (Ore 9, Ore 10, Ore 12) and International Express.

**SDA, in any case, for the Express International Service will not accept parcels that exceed a weight of 70 Kg, or 270 cm on the longest side, or Girth larger than 330 cm.**

In case an **International Road Europe** shipment is comprised of parcels and/or pallets that exceed the standard limitations set by the service a **fee supplement will be applied on the total price of the shipment as per the International Road Europe Service Fees Addendum for each exceeding parcel and/or pallet.**

**Tabella A: Prezzi occasionali (IVA esclusa) riservati ai Clienti Abbonati**

SERVIZI NAZIONALI	Prezzo per LV (IVA esclusa)	EXTRA SERVICES AND SURCHARGES	Price per WB (VAT excluded)
ZEROTRE	€ 10,74	CASH ON DELIVERY (amounts up to 12.499,99)	€ 10,00
ZEROQUINDICI	€ 16,53	INSURANCE (single bracket up to 2.582,28)	€ 7,10
ZEROTRENTA*	€ 19,01	TIME DEFINITE Ore 9	€ 24,00
RACCOMANDATA	€ 11,24	TIME DEFINITE Ore 10	€ 24,00
RACCOMANDATA UNO	€ 11,74	TIME DEFINITE Ore 12	€ 12,55
EXTRALARGE		AL PIANO (FLOOR DELIVERY)	€ 8,00
Fino a 2 kg	€ 10,74	CONSEGNA/RICONSEGNA SU APPUNTAMENTO (Delivery / Re-delivery by Appointment)	€ 8,00
> 2 kg fino a 5 kg	€ 14,79		
> 3 kg fino a 10 kg	€ 16,53	DI SABATO (Saturday Delivery)	€ 24,00
> 10 kg fino a 20 kg	€ 17,30	DI SERA (Evening Delivery)	€ 24,00

> 20kg fino a 30 kg	€ 20,03	CONSEGNA PROGRAMMATA (Scheduled Delivery)	€ 8,00
> 30 kg fino a 50 kg	€ 28,61	A GIORNO STABILITO (Fixed Day Delivery)	€ 8,00
> 50 kg fino a 70 kg	€ 40,87		
> 70 kg fino a 100 kg	€ 58,37		
Supero: oltre 100 kg (prezzo per quintale)	€ 58,37	SCS	€ 7,00
ANDATA&RITORNO	€ 22,90	REMOTE LOCATIONS	€ 20,00
CAPIAPPESI Small	€ 29,00	PERIPHERAL LOCATIONS	€ 1,00
CAPIAPPESI Large	€ 33,54	CARRIAGE FORWARD	€ 1,00
GOLDEN SERVICE	€ 34,30	OUTSIZED/IRREGULARLY SHAPED ITEMS SURCHARGE	€ 15,00
ECONOMY (fascia 0 a 70 kg)	€ 30,00	NON-STACKABLE ITEMS SURCHARGE	€ 15,00

\* The "Regional" is a service identical to the Zerotrenta

Both for the Express International Service and for the RoadEurope service the occasional international prices published on [www.sda.it](http://www.sda.it) apply.