



## Terms and Conditions of Service

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## PARCEL LINE EXPRESS INDIA Terms and Conditions of Service

### APPLICATION OF TERMS AND CONDITIONS

These Terms and Conditions govern all International Shipping / Transportation freight forwarding services provided or arranged by PARCEL LINE EXPRESS INDIA (defined below), including but not limited to Courier, Cargo, Airfreight, Customs Brokerage, and Logistics services.

Where a customer has entered into a Services Agreement with PARCEL LINE EXPRESS INDIA, the terms and conditions set out in such agreement, will govern in the event of any conflict or inconsistency between these Terms and Conditions and the terms and conditions set out in such Services Agreement.

### DEFINITIONS

Unless otherwise defined in these Terms and Conditions, capitalized terms have the following meanings:

“Account Customer” means a person, entity, partnership, or organization that is party to a Services Agreement or has otherwise set up an account with PARCEL LINE EXPRESS for billing purposes.

“Additional Charges” means those specialized service charges, administrative charges and shipping charges that may be applied to a Shipment, in addition to a Service Rate, as more fully described below in “PARCEL LINE EXPRESS Specialized Services”, “Administrative Charges” and “Shipping Charges”, respectively.

“Automated Shipping System” means any automated shipping system used by PARCEL LINE EXPRESS or its Customers to access PARCEL LINE EXPRESS’s services, including but not limited to PARCEL LINE EXPRESS shipping software, Web Services, and any Customer’s own- or third-party provider’s automated shipping system approved by PARCEL LINE EXPRESS pursuant to the applicable PARCEL LINE EXPRESS certification program.

“Bill of Lading” means any shipping document, label, airway bill, manifest or similar instrument used by PARCEL LINE EXPRESS to accept Shipments for carriage and includes a PARCEL LINE EXPRESS Bill of Lading.

“International Hub Centre” means the International Gateway Centre’s, Warehouse, and Facility Centre, “IATA” means International

Air Transport Association, “ICS” means Indian Customs Section or Warehouse into which a Shipment is inducted.

“Network” means PARCEL LINE EXPRESS INDIA’s Express Booking Branch Offices, Centers, Stores, Points, Drop Offs, Outlets, Retail Stores, Represents, Service Agents, Associates, Channel Partners and Participants.

“Premium Brands” means Worldwide Express Players whom “PARCEL LINE EXPRESS” represents for Express and Specialized Services. “Consignee / Receiver” means the party to whom a Shipment is addressed / destined for delivery.

“Limits & Liability” respect of loss of damage to or delay in the carriage of international Shipments transported by air.

“Courier Shipment” means a Shipment that consists of one of more Pieces that travel through PARCEL LINE EXPRESS distribution network.

“Customer” means a person, entity, partnership or organization using PARCEL LINE EXPRESS services, whether as Shipper or Consignor, and includes any Account Customer.

“Customs Clearance Charges” means an and all brokerage fees, surcharges, customs and duties related to a Shipment tendered by a Customer to PARCEL LINE EXPRESS.

“Freight Shipment” means a Shipment that consists of one or more Pieces that travel through PARCEL LINE EXPRESS INDIA’s express, freight distribution network.

“Hazardous Materials Regulations (HMR)” means DOT defines a **hazardous material** as any item or chemical which, when being transported or moved in commerce, is a risk to public safety or the environment, and is regulated as such under its Pipeline and Hazardous Materials Safety Administration regulations (49 CFR 100-199), which includes the **Hazardous Materials**.

“ICAO Technical Instructions” means the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization.

“Package” means any item or parcel that is packaged for delivery by the Customer not using.

“Piece” means a single envelope, parcel, container, pallet or unpackaged article accepted by PARCEL LINE EXPRESS for delivery.

“PARCEL LINE EXPRESS INDIA” means, unless otherwise specified, PARCEL LINE EXPRESS INDIA. and PARCEL LINE EXPRESS., and their respective agents and subcontractors.

“Residential Area” means an area that is primarily residential or is of a low business (commercial) density, as determined by PARCEL LINE EXPRESS INDIA from time to time.

“Services Agreement” is defined as a contract for freight forwarding services entered between PARCEL LINE EXPRESS INDIA and a Customer or any other agreement entered between PARCEL LINE EXPRESS INDIA and a Customer governing the services provided or arranged by PARCEL LINE EXPRESS INDIA for such Customer.

“Service Rate” means, in respect of a Shipment, the rate charged by PARCEL LINE EXPRESS INDIA to a Customer based on the service selected, but excludes any Additional Charges, Taxes and Customs Clearance Charges in respect of such Shipment.

“Shipment” means one or more Pieces sent on the same date and at the same time, with the same PARCEL LINE EXPRESS INDIA service and other identical shipment characteristics, from one Shipper to one Consignee at one address

under a single Bill of Lading, and the charges for which will be billed to one Customer. Where a Shipment (an "Original Shipment") contains two or more sub-Shipments with separate Bills of Lading, the Original Shipment will cease to be a "Shipment" upon (i) consolidation or deconsolidation in India, as the case may be, or (ii) upon deconsolidation at a Canadian Induction Facility, and each sub-Shipment will become a "Shipment".

"Shipper" means the party tendering a Shipment to PARCEL LINE EXPRESS INDIA for carriage.

## PARCEL LINE EXPRESS INDIA Terms and Conditions of Service

“Taxes” means any and all taxes ordinarily payable by Customers in respect of services provided by PARCEL LINE EXPRESS INDIA, including those characterized as goods and services tax, sales tax, value-added tax or business transfer tax.

“Urban Area” means an area that is primarily urban, as determined by PARCEL LINE EXPRESS INDIA from time to time.

### DELIVERY SERVICES

#### Transportation Services to Worldwide

Shipments tendered to PARCEL LINEX INDIA by Shippers located in India, are organized for carriage to worldwide countries and destinations based on the selected mode of carriage (including Courier, Air Cargo, Airfreight and Logistics) and their respective destination points worldwide. Upon arrival at the applicable International Induction Facility, each individual Shipment tendered travels to its destination, whether through PARCEL LINE EXPRESS courier or freight distribution network. Subject to geographic limitations, all of the services described below under “– Services within and the rest of the world upon request. Please contact PARCEL LINE EXPRESS INDIA for details.

“PARCEL LINE EXPRESS INDIA” WORLDWIDE EXPRESS SERVICES offers three service options / product types to meet customer needs:

#### Express

Delivery guaranteed\* All WW-EXP services are priority expedited courier services by Global Express Leaders. PARCEL LINE EXPRESS will route and deliver Shipments tendered in envelopes, packs, boxes or the Customer’s own packaging in accordance with the terms and conditions applicable to PARCEL LINE EXPRESS INDIA Shipments, The service provides a non-guaranteed delivery service of up to 3-5 days delivery.

#### Premium and Freight

Delivery guaranteed\* from select points in the India to select points in the major key international markets. This service is an option for economy charges with little extended transit time for delivery compared to express. The service provides a non-guaranteed delivery service of up to 4 - 7-day working days delivery.

#### ECONOMY BULK PACKAGES (ECO-PAK)

Delivery guaranteed\* from most points in India to select points in the major key international markets. However, where it is not possible to effect delivery by such guaranteed delivery time as express or normal, delivery is guaranteed by short leisure time, transportation for delivery at a mutually agreed time. Size, weight and other restrictions may apply to Shipments transported using this service. The service provides a non-guaranteed delivery service of up to 5 -10 working days delivery.

\* Shipments transported using the above services are subject to restrictions contained within these Terms and Conditions and may be further limited by governmental authority or other air / motor carrier restrictions. Cargo Security is regulated by the International Civil Aviation Organization (ICAO), Federal Aviation Administration (FAA), Transportation Security Administration (TSA), Customs and Border Protection (CBP), and any other governmental regulatory authority exercising jurisdiction over PARCEL LINEX INDIA shipments.

\* For details see the Service Guarantees section in these Terms and Conditions.

### SERVICE GUARANTEES \*

PARCEL LINE EXPRESS INDIA may can delivers a guaranteed Courier Shipment after the applicable guaranteed delivery time on the applicable guaranteed delivery day.

PARCEL LINE EXPRESS argees

i) paid by the Customer (payer) to PARCEL LINEX in respect of a guaranteed Shipment, upon request

(i) The delay must not be caused by some event beyond the control of PARCEL LINEX, including but not limited to, those items set under “Events beyond PARCEL LINEX’s Control”.

(ii) The Shipment must not be left in a PARCEL LINEX facility after the posted pickup time, must not be an “after hours” pickup made

after local cut-off times, and must not be tendered to PARCEL LINEX (or its agents or subcontractors) after local cut-off times.

(iii) Shipments subject to Special Handling charges (see “Special Handling”) are not eligible for PARCEL LINEX’s delivery

guarantees.

a. The service guarantee may be suspended, modified or revoked in PARCEL LINEX’s sole discretion.

b. The service guarantee will not apply to the following Shipments:

- 1) Dangerous goods Shipments (see “Specialized Services – Dangerous Goods / Hazardous Materials”);
- 2) Shipments originating from or destined to points deemed by PARCEL LINEX to be remote, where such points are not serviced directly by PARCEL LINEX;
- 3) Undeliverable or returned Shipments; and
- 4) Shipments exceeding PARCEL LINEX’s size limitations (see “Shipment Acceptance Policy – Size Limitations”).

c. For details about the applicable geographic and other service limitations as may be determined by PARCEL LINEX from time

to time, please contact PARCEL LINEX.

*\* All guarantees are determined at the point of induction at a Indian Gateway Hub induction facility and All Service Guarantees are subject to nonpayment due to Customer delay or failure to comply with these Terms and Conditions, Limitation of Liability and Force Majeure and may, at PARCEL LINEX's sole discretion, be suspended or revoked without prior notice.*

If PARCEL LINEX fails to attempt delivery of a guaranteed **PARCEL LINEX \*Worldwide Express –WW-EXP** Shipment by the end of the applicable delivery day (within three to eight business) or **PARCEL LINEX \*Premium Economy – PRIM-ECO** within five to fourteen business days or **PARCEL LINEX \*Economy Bulk Packages – ECO-PAK** within five to eighteen business days then PARCEL LINEX, in its sole discretion will, upon request, refund or credit to the Customer only, the base delivery rate excluding any Customs Clearance Charges or Taxes paid by the

Customer to PARCEL LINEX in respect of the Shipment (see "Claims – Refunds for PARCEL LINEX Service Guarantees"). If PARCEL LINEX cannot deliver a guaranteed PARCEL LINEX Shipment by end of day on the applicable guaranteed scheduled delivery day, delivery will be by end of day on the next business day specified by PARCEL LINEX.

Further, PARCEL LINEX will refund or credit the base delivery rate (excluding the Customs Clearance Charge) provided the following conditions are met:

- (i) The PARCEL LINEX Shipment destination must be an eligible guaranteed International delivery point from the point of India origin. For the applicable guarantee, certain geographic and other limitations apply;
- (ii) The actual transit time as confirmed by a valid delivery confirmation scan for the PARCEL LINEX Shipment is not within the applicable transit time schedule provided to the Customer;
- (iii) The PARCEL LINEX Shipment must not be an "after hours" pickup made after the designated or local cut-off times, and must not be tendered to PARCEL LINEX (or its agents or subcontractors) after local cut-off times;
- (iv) Each Piece weighs no more than 30 kilograms;
- (v) Each Piece is properly recorded using an Automated / Manual Shipping System;
- (vi) Each package bears the appropriate combined PARCEL LINEX or Network tracking number (PIN) and address label generated by an Automated Shipping System, showing the Consignee's correct name, deliverable address and postal code; and
- (vii) The PARCEL LINEX Customer Relations Representative is notified of the service failure and is provided with the Consignee's name and address, shipping date, and PIN either by phone or through properly completed service claim, within ten business days of the date of scheduled delivery.

The service guarantee may be suspended, modified or revoked at PARCEL LINEX's sole discretion. The refund or credit of the base delivery rate (excluding the Customs Clearance Charges) is the sole remedy available under the PARCEL LINEX guarantee. PARCEL LINEX reserves the right to deny any claim for a refund or credit, where the claim is either made by or based on information prepared by a third party, PARCEL LINEX reserves the right to deny any claim when the Customs clearance procedure was not performed by PARCEL LINEX or its agents.

**In addition to the conditions noted above, the following limitations apply:**

- (i) The service guarantee will not apply to the following PARCEL LINEX Shipments:
  - a. Undeliverable for reasons of unavailability or refusal to accept delivery on the part of the Consignee;
  - b. Undeliverable for reasons of an incorrect or incomplete address;
  - c. Dangerous goods Shipments (see "PARCEL LINEX Specialized Services – Dangerous Goods / Hazardous Materials);
  - d. Heavy weight Shipments (see "Tendering Shipments to PARCEL LINEX – HeavyWeight");
  - e. Shipments subject to Special Handling charges (see "Special Handling") are not eligible for PARCEL LINEX's delivery guarantees.
  - f. Shipments originating from or destined to points deemed by PARCEL LINEX to be remote, where such service / points are not serviced directly by PARCEL LINEX or its agents; or
  - g. Shipments exceeding PARCEL LINEX's size limitations (see "Shipment Acceptance Policy – Size Limitations").
- (ii) Force Majeure: The service guarantee will also not apply in the case of events beyond PARCEL LINEX's control including but not limited to the following:
  - a. Adverse weather conditions, including but not limited to unplowed streets, extreme heat, extreme cold, tornados and hurricanes;
  - b. Natural disasters;
  - c. Acts of God;
  - d. Riots and civil unrest;
  - e. Strikes or other labor disputes;
  - f. Disruption in air or ground transportation networks;
  - g. Disruption in communication and information systems
  - h. Disruption in public services and utilities, including, but not limited to major power outages;

- i. Acts of public authorities;
- j. Acts of omission by Customs officials;

- k. The application of security regulations imposed by public officials;
- l. Acts of war; or
- m. Acts of terrorism

For details about the applicable geographic and other service limitations as may be determined by PARCEL LINEX from time to time, please contact your Customer Relations Representative.

## SPECIALIZED SERVICES

Unless otherwise indicated or for PARCEL LINEX Shipments, the following PARCEL LINEX specialized services may be added to any PARCEL LINEX Shipment for an additional charge. Other specialized services may be available upon request. Please contact PARCEL LINEX for details. PARCEL LINEX reserves the right to discontinue, apply new, or modify existing, specialized services at any time and from time to time.

### Special Handling

PARCEL LINEX may accept Courier Shipments that require special handling. All Courier Shipments that require special handling will not be eligible for PARCEL LINEX's service guarantees. Where a Shipment requires special handling, an additional charge will

be applied, including, without limitation, if the Shipment falls within the following categories:

- (i) Additional Handling:
  - a. Shipments with outer packaging made of wood or metal, or bundled together with metal strapping;
  - b. Shipments that contain high-risk items, which are not packaged according to PARCEL LINEX's or IATA rules accepted standards (see "Packaging Guidelines" in the PARCEL LINEX Service Guide) and are deemed high-risk at PARCEL LINEX's discretion;
  - c. Non-packaged (unboxed) articles (excluding PARCEL LINEX Express Envelopes, Express Packs, Express Boxes and document Shipments); or
  - d. Objects not fully encased in a suitable shipping container (e.g., tires, pails, and duffle bags) or packaged according to PARCEL LINEX's accepted standards (see "Packaging Guidelines" in the PARCEL LINEX Service Guide).
- (ii) Oversized: Packages that weigh more than 31, but less than or equal to 68, or their longest side measures more than 48" (approximately 122 centimeters) and less than or equal to 108" (approximately 274 centimeters);
- (iii) Residential Area Heavyweight: Packages that are considered heavy weight items for standard residential area delivery because they weigh more than 32 kilograms and less than or equal to 68 kilograms;
- (iv) Large Package: Packages that measure between 130" (approximately 330 centimeters) and 165" (approximately 419 centimeters) in girth;
- (v) Over Maximum Limit: Packages that are over the maximum limit because they weigh more than 68 kilograms, measure more than 165" (approximately 419 centimeters) in girth, or their longest side measures more than 108" (approximately 274 centimeters); and
- (vi) Flat Package: Packages that have their longest side measure more than 18" (approximately 45 centimeters) and their shortest side measure less than or equal to 2" (approximately 5 centimeters).

Please see PARCEL LINEX's published Rate Guide for current surcharge details for all Special Handling categories outlined above. PARCEL LINEX retains sole discretion of which items are deemed as requiring Special Handling. PARCEL LINEX reserves the right not to accept any Packages in its courier network that weigh more than approximately 68 kilograms or measure more than 165" (approximately 419 centimeters) in girth because they are considered over the maximum limit. If these packages are accepted, Special Handling surcharges will apply. The formula for calculating girth is: length + (width x 2) + (height x 2) = girth. Note that additional fees may also be charged on certain shipments to non-residential postal codes. Surcharges will also apply to Packages that must be re-packaged because their original packaging is deemed inadequate at PARCEL LINEX's discretion. The payment of Special Handling charges in respect of a particular Courier Shipment does not affect PARCEL LINEX's maximum liability stated in these Terms and Conditions or the classification of such Courier Shipment traveling at the Shipper's risk (see "Tendering Shipments to PARCEL LINEX – At Shipper's Risk").

### Dangerous Goods (Hazardous Materials)

PARCEL LINEX will accept certain dangerous goods (hazardous materials) for carriage provided that they are properly packaged to ensure safe carriage in accordance with all applicable laws including, without limitation, the Hazardous Materials Regulations (HMR), the Transportation of Dangerous Goods Act, IATA and the regulations promulgated thereunder, and the ICAO Technical Instructions. PARCEL LINEX reserves the right to refuse dangerous goods for carriage where they cannot be accepted in accordance with applicable law.

The additional charge that is applied to each Shipment containing dangerous goods is non-refundable. Dangerous goods cannot be accepted for carriage to points that are deemed by PARCEL LINEX to be remote, where such points are not serviced directly by

PARCEL LINEX (see "Rate Application – Shipping Charges – Beyond Point"). For information on shipping limited quantities / consumer commodities, please contact PARCEL LINEX.

### Tendering Dangerous Goods Shipments

Prior to tendering any dangerous goods to PARCEL LINEX for carriage, a Shipper must:

- (i) Know the appropriate classification of the dangerous goods;
- (ii) Ensure proper packaging for the selected mode of carriage (i.e., air or ground) in accordance with applicable laws;
- (iii) Provide proper marking and labeling of each Piece in accordance with applicable laws; Provide the appropriate documentation for the selected mode of carriage and retain such
- (iv) documentation in accordance with applicable laws;
- (v) Supply the appropriate placards (for external identification of dangerous goods on PARCEL LINEX vehicles) as

- required by applicable laws;
- (vi) Provide all statements required by applicable laws in the “description” field of the Bill of Lading; and



(vii) Be trained, including hold a training certificate where applicable, to perform any activities relating to dangerous goods in accordance with applicable laws.

Dangerous goods will travel in accordance with the terms and conditions applicable to the selected service and principal network.

<b>Not acceptable</b>	
<b>Class</b>	<b>Description</b>
1	Explosives (except 1.4G or 1.4S as listed above)
2.3	Toxic Gases
N/A	Regulated Wastes
N/A	All hazardous materials listed as "Forbidden"

### **Courier Shipments**

Unless otherwise indicated, the following PARCEL LINEX specialized services may be added to any Courier Shipment and may incur an additional charge.

#### **Hold For Pickup**

For any Shipments, a Shipper may request that the Shipment be held at an authorized PARCEL LINEX or its Network location for in-person pickup (in lieu of having the Shipment delivered to the delivery address indicated on the Bill of Lading) by ensuring that a "Hold for Pickup" service indicator is on the Shipment. PARCEL LINEX or its Network Associate will notify the Consignee by telephone when the Shipment is available for pickup. Where a Consignee is not available to accept a delivery attempt by PARCEL LINEX or its Network, the Shipment to be held at an authorized PARCEL LINEX location for in-person pickup / Collect. For select points / destinations, PARCEL LINEX may elect to deliver the Shipment to an authorized PARCEL LINEX location for in-person pickup and will notify the Consignee or Consignor that the Shipment is being held for pick up. Shipments held for pickup will be held at the authorized PARCEL LINEX or its Network location for at least five business days. If the Consignee fails to pick up the Shipment during this time, PARCEL LINEX may return the Shipment to the Shipper at the Shipper's expense.

The following conditions apply when picking up a Hold for Pickup Shipment:

- (I) If the Consignee is an individual, the Consignee must present a valid piece of government-issued photo identification.
- (II) If the Consignee is a company, an individual authorized by the Consignee must present a valid piece of government-issued photo identification and a signed letter of authorization printed on the receiving company's letterhead.
- (III) If the Consignee (whether an individual or company) authorizes a third party to pick up the Shipment on the Consignee's behalf, such third party must present a valid piece of government-issued photo identification and a signed letter from the Consignee, which references the Shipment's package identification number and authorizes PARCEL LINEX to release the Shipment to such party. PARCEL LINEX may also release a Shipment to a third party provided that such third party presents a valid piece of government-issued photo identification that shows they live at the same address as the Consignee.

Notwithstanding the foregoing, PARCEL LINEX may, in its sole discretion, refuse to release a Shipment to anyone other than the Consignee of the Shipment named on the Bill of Lading.

When picking up a Hold For Pickup Shipment that was sent using PARCEL LINEX's third party billing service, the Consignee (or authorized third party) will be required to pay all Shipment charges at the time of pickup if such Consignee (or authorized third party) does not have a valid PARCEL LINEX account.

#### **Returns Services**

PARCEL LINEX offers Customers the ability to create return shipping labels, whether for inclusion with an outbound Shipment

(referred to as "Outbound Return Service") or without an associated Shipment (referred to as "Returns Management Service"). Return shipping labels must be prepared using an Automated Shipping System. There is no additional charge for generating a return shipping label. Customers will be invoiced the applicable Service Rate and any Additional Charges and Taxes when a

Shipment bearing a return shipping label travels through PARCEL LINEX's courier distribution system. The Service Rate, Additional Charges and Taxes that will be applied to a return Shipment will be those in effect at the time the Shipment is tendered for carriage.

#### **Stop-Off**

PARCEL LINEX's may, upon request, stop to make an additional delivery for a Customer en route to the destination point indicated on such Customer's Bill of Lading. Where this service is requested, an additional charge will be applied.

#### **Storage**

PARCEL LINEX's will hold a Shipment in storage where PARCEL LINEX's, through no fault of its own, was unable to complete delivery on the first attempt. An additional charge will be applied per day for each day following the original delivery date; or pending a pre- booked, future delivery date that PARCEL LINEX's is required to hold the Shipment, for including non-business days.

#### **Tracking and Confirmation of Delivery**

PARCEL LINEX will provide a tracking scan for each Shipment from the point of pick-up from origin to the point of delivery in destination and at certain points in between. The final scan will be a delivery scan event for every PARCEL LINEX Shipment that is successfully delivered or determined to be undeliverable and returned to the sender. This

provides electronic confirmation of the delivery status. Upon delivery, or attempted delivery, the tracking number is scanned and the date and time are captured.

#### Safe Drop

When an item will not fit in the addressee's regular mail receptacle, PARCEL LINEX's Associates may leave the Shipment in a Safe Drop location. To be considered as a Safe Drop, the Shipment must not require a signature, must not be in an area which is not authorized for safe drop, and cannot be left in the open (e.g., doorstep). A Safe Drop card, indicating the location of the Safe Drop,

is left at the time of delivery.

#### Redirection

Provided that the addressee has filed a Change of Address Notification (COAN), that the forwarded delivery address is within the same delivery area served by the same delivery station or depot and that the service is still in effect, PARCEL LINEX delivery agent will redirect the item, whenever possible, to the new address at additional charge.

#### Undeliverable - Return to Sender

PARCEL LINEX Shipment that cannot be delivered or redirected will be returned to sender for a fee, payable by the Sender at extra charge (Import Rate).

#### Optional Specialized Features

Unless otherwise indicated, the following PARCEL LINEX optional specialized features or services may be added to any Service option / Product type Shipment for an additional charge. Other optional specialized services may be available upon request. Please contact PARCEL LINEX for details. PARCEL LINEX reserves the right to discontinue, apply new, or modify existing, specialized services at any time and from time to time.

To obtain an optional feature, the Customer must either select the option by checking a box or affixing an additional label or sticker or through electronic notification.

Details on these features are provided as follows:

#### Advance Shipment Notification

A Customer has an option to be able to send at no charge an "Advance Shipment Notification" via email to a Consignee that advises the Consignee that a PARCEL LINEX Shipment has been dispatched and also provides a tracking number allowing the Consignee to track their PARCEL LINEX Shipment through PARCEL LINEX's Client Portal.

#### Signature on Delivery

If the Customer checks the "Signature Required" box on the PARCEL LINEX shipping label, PARCEL LINEX's delivery agent will collect a signature upon delivery for a fee. When a person answers the door, the delivery agent will hand off the item, and collect the signature and the signatory name. Signature Required Shipments will not be delivered to minors.

In the event that the their in no one available to receive the Shipment, the delivery agent will leave a Delivery Notice Card in the

Consignee's mail receptacle that direct the Consignee to the nearest delivery location service office to pick up the item.

**Note:** If the addressee or his / her representative refuses to sign for the item. PARCEL LINEX or its agent will ask the addressee to print his name in block letters. If the addressee refuses, PARCEL LINEX or its agent will deliver the item and indicate "SIGNATURE REFUSED" in the Signature box.

A space will be included on the Delivery Notice Card for the addressee to authorize someone else to pick up the item (e.g., a third- party not living at the same address as the addressee).

A Self-declaration form is available for third-party authorization for entities such as businesses and organizations. This form requires the name and address of the business or entity, the name(s) and signature(s) or the individual(s) receiving authority, and the title, name and signature of the individual picking up the item, witnessed by a post office employee.

#### Signature Hard Copy

If the Signature option was purchased at the time of shipping and if a signature was captured at the time of delivery, a hard copy of the signature is also available, for a fee, by contacting your Customer Relations Representative. The Signature Hard Copy will be sent to the sender via e-e-mail or by facsimile within three (3) business days of the sender's request.

#### Additional Handling Surcharge

PARCEL LINEX may accept PARCEL LINEX Shipments that require additional handling. Where a Shipment requires additional handling, a surcharge will be applied to, without limitation, the following:

- (i) Non-packaged (unboxed) items, except pre-approved packs;
- (ii) Objects not fully encased in a suitable shipping container (e.g., tires, pails, articles wrapped in stretch wrap);
- (iii) Oversized Pieces which have a single dimension (length, width or height) exceeding 39" (1 meter) in length;
- (iv) Mailing tubes that are cylindrical in shape; and
- (v) Articles which, due to their nature (e.g., size, shape, packaging, contents), are deemed by PARCEL LINEX, in its sole discretion, to be unsuitable for PARCEL LINEX's distribution and sorting system (e.g., ball bearings, nuts, bolts and fasteners, liquids, wooden, metal crates).

The payment of Additional Handling surcharges in respect of a particular PARCEL LINEX Shipment does not affect PARCEL LINEX's maximum liability stated in these Terms and Conditions or the classification of such PARCEL LINEX Shipment traveling at the Shipper's risk (see "Tendering Shipments to PARCEL LINEX – At Shipper's Risk").

## SHIPPING CHARGES

PARCEL LINEX reserves the right to discontinue, apply new, or modify existing, shipping charges at any time and from time to time. Unless otherwise indicated, any of the following PARCEL LINEX shipping charges may be applied to any PARCEL LINEX Shipment. Please contact PARCEL LINEX for details.

#### Declared Value Surcharge

Customers may declare a value for the Shipment on the Bill of Lading. If a value is declared:

- (i) A surcharge of 4.50% of the amount of the declared value will be applied to all Courier Shipments with a declared value exceeding INR 1500/-; however, no surcharge will be applied to the lesser of declared value as mentioned above. A value for

PARCEL LINEX liability purposes applies to all Shipments.

- (ii) A surcharge of 3.25% of the amount of the declared value (in increments of INR 1500/-, rounded up to the nearest hundred) will be applied to all Freight Shipments.
- (iii) Kindly check with us for the custom clearing & brokerage service charges at the time of each booking.

For the maximum value that may be declared for PARCEL LINEX liability purposes in respect of any Shipment, see “Liability of PARCEL LINEX – Maximum Liability”.

#### **Fuel Surcharge (FSC)**

PARCEL LINEX’s fuel surcharges are set standard and mentioned on the tariff / rate card issued yearly, if any changes in FSC will be informed to the booking offices and points where the shipments are accepted for booking:

The fuel surcharge applies to all Shipments tendered to PARCEL LINEX regardless of destination or selected mode of carriage. The fuel surcharge for Shipments, other than PARCEL LINEX network, will be applied to the sum of the Service Rate, and Beyond Point surcharges. The fuel surcharge for PARCEL LINEX Shipments will be applied to the sum of the Service Rate and special van request charge. Other Additional Charges, Taxes and Customs Clearance Charges are excluded from the calculation. For additional information about PARCEL LINEX fuel surcharges, please call local office / representative.

PARCEL LINEX reserves the right to apply fuel and other surcharges to all shipments regardless of destination or selected mode of carriage for such periods and in such amounts as PARCEL LINEX may determine appropriate in its sole discretion. Generally, the fuel surcharge is formulated using national rolling average data from the Freight Carriers. By tendering your shipments to PARCEL LINEX, you agree to pay all applicable surcharges, as determined by PARCEL LINEX. For additional information about PARCEL LINEX’s fuel surcharge, call your Client Relations Representative.

#### **Redelivery**

An additional charge will be applied to any Shipment that is required to be redelivered where PARCEL LINEX, through no fault of its own, was unable to complete delivery on the first attempt. This charge will be applied for each subsequent delivery attempt by PARCEL LINEX.

#### **Courier Shipments**

Unless otherwise indicated, the following PARCEL LINEX shipping charges may be applied to any Courier Shipment traveling in its network.

#### **Beyond Point**

An additional charge will be applied where the origin or destination point is deemed by PARCEL LINEX to be remote or is not serviced directly by PARCEL LINEX. Please contact PARCEL LINEX for details.

#### **Multipiece®**

An additional charge will be applied where five or more Pieces are sent on the same day and at the same time from one Shipper to one Consignee at one address under a single Bill of Lading, and the charges are billed to one Customer. This charge will be calculated as follows: (# of Pieces in Shipment – 4) x (3.0%) x (Applicable Service Rate). Please contact PARCEL LINEX for details.

#### **Residential Area**

An additional charge will be applied where a Shipment’s destination point is located in a Residential Area. In the case of Courier Shipments, this charge will not be applied in respect of PARCEL LINEX Shipments. Where a Shipment prepared using an Automated Shipping System is destined for delivery to a Residential Area and the Shipper requests a signature, the Shipment will be subject to the signature required charge, not the Residential Area charge. Please note that additional Fuel Surcharges may apply.

#### **Rural**

An additional charge will be applied to Shipments traveling to the rest of the world, where the origin or destination point is deemed by PARCEL LINEX to be rural in nature. Where a Shipment’s origin or destination point results in both the application of the beyond point charge and the rural charge, only the beyond point charge will be applied to the Shipment.

#### **Freight Shipments**

Unless otherwise indicated, the following PARCEL LINEX shipping charges may be applied to any Freight Shipment.

#### **Attempted Pickup (Vehicle Furnished But Not Used)**

An additional charge will be applied where a Shipper has not cancelled a requested or scheduled pickup and, upon arrival at a

Shipper’s premises, the Shipper informs PARCEL LINEX that no Shipment will be tendered by such Shipper.

#### **Order Cancellation**

PARCEL LINEX Freight orders are considered “dispatched” after a confirmation number has been provided to the Customer. If a PARCEL LINEX Freight order is cancelled after being dispatched:

- (i) If cancelled before pickup, a fixed charge will be applied if cancellation occurs before pickup; and
- (ii) If cancelled before pickup, orders will be charged the portion of the Service Rate applicable for carriage from the point of pickup to the PARCEL LINEX facility, inclusive of Additional Charges.

#### **Redirect in Transit**

An additional charge will be applied to any Shipment requiring a change of delivery address while in transit. Where such change is requested, it must be submitted in writing by the Shipper.

## Residential Area

An additional charge will be applied where a Shipment's destination point is located in a Residential Area.

## Trade Show

An additional charge will be applied to any Shipment originating from, or destined to, a trade show. [Package Weight Mix Surcharge](#)

PARCEL LINEX reserves the sole right to apply a Package Weight Mix Surcharge when Pieces weighing less than or weighing more than (or both) weights specifically defined in the Volume Discount Agreement are tendered by Customer, over a period of one week.

## PARCEL LINEX – Expedite Shipments

PARCEL LINEX Shipment charges are calculated according to the higher of the (i) actual; or (ii) volumetric weight. PARCEL LINEX reserves the right to re-weigh and re-measure any Shipment to confirm weight calculations. Shipper is responsible for all Shipment charges, ancillary charges, duties and taxes owed for services provided by or incurred by PARCEL LINEX on behalf of Shipper, Consignee or any third party's for any claims, damages, fines and expenses incurred if the Shipment is deemed unacceptable for transport.

## ADMINISTRATIVE CHARGES

PARCEL LINEX reserves the right to discontinue, apply new, or modify existing, administrative charges at any time and from time to time. Unless otherwise indicated, any of the following PARCEL LINEX administrative charges may be applied to any PARCEL LINEX Shipment.

### Address Correction

An additional charge will be applied where the Consignee's address is incorrect, incomplete or illegible.

### Document Copies

An additional charge will be applied where the Shipper or Consignee requests an extra copy of a paper document or a replacement copy of an electronic document relating to a specific Shipment. Certain document copies are available free of charge online at [www.parcel-linex.in](http://www.parcel-linex.in)

### Missing / Invalid Account Number

An additional charge will be applied where no account or incorrect account number appears on Bill of Lading. [Proof of Delivery](#)

Unless otherwise specified in these Terms and Conditions, PARCEL LINEX will provide electronic proof of delivery, where available,

to Customers at no charge. The Shipper, the Consignee and any third party payor in respect of a Shipment may obtain electronic proof of delivery for such Shipment, as follows:

- (i) At [www.parcel-linex.in](http://www.parcel-linex.in)
- (ii) By emailing [track@www.parcel-linex.in](mailto:track@www.parcel-linex.in) or;
- (iii) Through PARCEL LINEX's Automated Shipping Systems; or
- (iv) By contacting PARCEL LINEX (see "Contact Us").

An additional charge will be applied if a Customer requests, and is provided with, a hard copy proof of delivery.

## RATE APPLICATION

### Rates

Where a Customer has entered into a Service Agreement with PARCEL LINEX or PARCEL LINE EXPRESS INDIA, the Service Rates and Applicable Charges for PARCEL LINEX services will be determined in accordance with that agreement.

Where a Customer has not entered into a Service Agreement with PARCEL LINEX, Customers will be charged a Service Rate, as well as any applicable Additional Charges, as follows:

For all Shipments traveling to in PARCEL LINEX network, the Service Rates are based on origin and destination. Please contact PARCEL LINEX for details.

PARCEL LINEX reserves the right to:

- (i) Make any additions, deletions or modifications to its Service Rates and Additional Charges at any time;
- (ii) Consolidate a number of individual Shipments traveling, on the same date and at the same time, with the same PARCEL LINEX service and other identical shipment characteristics, from one Shipper to one Consignee at one address, and for which will be billed to one Customer, into one Shipment under single Bill of Lading. Where five or more individual Pieces are consolidated, the Multipiece charge will be applied to the entire Shipment (see "Shipping Charges – Multipiece");
- (iii) Make any necessary adjustments to the charges applicable to a Shipment, where a Customer has failed to provide, or incorrectly provided, information about such Shipment. In such circumstances, PARCEL LINEX may rate the Shipment on the actual number of Pieces traveling or that traveled through PARCEL LINEX network, as well as apply any Additional Charges and Taxes applicable to such Shipment, and invoice the Customer an amount equal to the difference between (a) the charges originally invoiced for the Shipment based on the electronic manifest or manual Bill of Lading and (b) the actual Service Rate, Additional Charges and Taxes applicable to the Shipment; and
- (iv) Rate the Shipment on the basis of the actual number of Pieces travelling or that travelled through PARCEL LINEX network and invoice such Shipment for the Service Rate and any Additional Charges applicable to such Shipment in the event that:
  - a. An electronic manifest or manual Bill of Lading is not available or obtainable at the time of billing; or
  - b. Shipper has re-used a Bill of Lading, or tendered a Shipment with a Bill of Lading that has been voided. In addition, PARCEL LINEX reserves the right to invoice a Customer, on any

Shipment, the greater of:



- (i) The weight (rounded up to the nearest whole number) declared by the Customer on the Bill of Lading;
- (ii) The scale weight (rounded up to the nearest whole number) of the Shipment determined by PARCEL LINEX.
- (iii) The cubic (dimensional) weight of the Shipment (rounded up to the nearest whole number) determined by PARCEL LINEX.

In the event that a Customer fails to declare a weight on the Bill of Lading and PARCEL LINEX fails to reweigh the Shipment, PARCEL LINEX reserves the right to ascribe to such Shipment an average Shipment weight, and to invoice the Customer on the basis of such ascribed weight.

#### Rate Quote

Customer may obtain a rate quote by contacting their Client Relations Representative. PARCEL LINEX will also provide a rate quote online when preparing a Shipment using one of PARCEL LINEX Automated Shipping Systems. Any such rate quote is subject

to Additional Charges incurred after tendering the Shipment, which may include, without limitation, Special Handling and adjustments made to a Shipment's weight as a result of PARCEL LINEX's right to reweigh or cube Shipments.

Any rate quoted for a Shipment is an estimate only and is based solely upon information provided by the Customer. The actual Service Rate and Additional Charges that will be applied to a Shipment, and for which a Customer will be charged or invoiced, may vary from the rate quote based on the characteristics of the Shipment actually tendered to PARCEL LINEX. PARCEL LINEX is not liable, nor will PARCEL LINEX refund or credit Customers, for any discrepancy between the rate quoted prior to tendering the Shipment, and the actual Service Rate and Additional Charges applied to the Shipment. The rate(s) quoted to a Customer will depend on whether such Customer is an Account Customer and what discounts apply to such Customer's PARCEL LINEX account.

#### Taxes

PARCEL LINEX's Service Rates and Additional Charges do not include Tax. The Customer shall pay to PARCEL LINEX any and all applicable Taxes imposed in respect of the service provided so that PARCEL LINEX is fully reimbursed by the Customer as required by law.

#### Customs Clearance Charges

PARCEL LINEX's Service Rates and Additional Charges do not include applicable Customs Clearance Charges. The Customer shall pay to PARCEL LINEX's designated customs broker or the Customer's own customs broker, as the case may be, any and all Customs Clearance Charges. The Customer agrees to indemnify PARCEL LINEX against any claims or liabilities for unpaid Customs Clearance Charges.

### TENDERING SHIPMENTS TO PARCEL LINEX

#### Bills of Lading

All Bills of Lading generated by Automated Shipping Systems are deemed to incorporate these Terms and Conditions. If a Bill of Lading other than a PARCEL LINEX Bill of Lading is accepted by PARCEL LINEX, these Terms and Conditions will be deemed to be incorporated into such Bill of Lading and will be deemed to supersede and replace any terms and conditions appearing on such Bill of Lading.

In the event of any conflict or inconsistency between these Terms and Conditions and the terms and conditions set out on a Bill of Lading, these Terms and Conditions will govern to the extent of such conflict or inconsistency.

#### Customer Representations and Warranties

The Customer represents and warrants that (i) the Shipment will be accurately described on the face of the Bill of Lading and any accompanying documentation; and (ii) where PARCEL LINEX generates a Bill of Lading for the Shipment using an Automated Shipping System or Manual, unless the Customer voids the Shipment/Bill of Lading, the Customer will tender the Shipment described on such Bill of Lading to PARCEL LINEX. The Customer agrees that where it has generated a Bill of Lading for a Shipment using an Automated Shipping System and such information has been submitted to PARCEL LINEX, PARCEL LINEX will charge the Customer, and the Customer will pay, for the Shipment described on such Bill of Lading.

The Customer further represents and warrants that the Shipment:

- (i) Will be acceptable for carriage;
- (ii) Will not consist of "PARCEL LINEX" articles (see "– Prohibited Articles");
- (iii) Will comply with PARCEL LINEX's shipping restrictions (see "– Shipping Restrictions"); and
- (iv) Will be properly marked, addressed and packaged to ensure safe transportation in accordance with PARCEL LINEX's ordinary care in handling and in accordance with all applicable laws including, without limitation, those laws governing the carriage of dangerous goods (see "PARCEL LINEX" Specialized Services – Dangerous Goods / Hazardous Materials).

Unless otherwise indicated, in respect of any Shipment, the Shipper's (consignor's) name and address is the sender's name and address indicated on the Bill of Lading, and the latter constitutes the place of execution and the place of departure; the Consignee's name and address is the recipient's name and address indicated on the Bill of Lading, and the latter constitutes the place of destination; and the date indicated on the Bill of Lading is the date of execution of the Bill of Lading.

#### Customs Clearance

Where a Customer has a pre-existing relationship with a customs broker, such Customer may designate that customs broker as the Customer's preferred customs broker and (with the exception of PARCEL LINEX Customers) PARCEL LINEX shall to use such customs broker to provide customs clearance services for such Customer. Where no customs broker designation has been made by the Customer, the Customer acknowledges and agrees that, by tendering a Shipment to PARCEL LINEX, such Customer appoints

PARCEL LINEX's designated customs broker to provide customs clearance services, if any, to the extent allowed by law. The foregoing appointment is irrevocable once the Shipment is accepted by PARCEL LINEX. The Customer

acknowledges that PARCEL LINEX may designate, in its sole discretion, any customs broker to provide customs clearance services.

[Reweighting, Cubing and Low-Density Shipments](#)

PARCEL LINEX may reweigh and / or cube any Shipment and recalculate the Shipment charges in its sole discretion, notwithstanding

that a weight has been declared on the Bill of Lading.

PARCEL LINEX reserves the right to apply a dimensional weight to a Shipment, notwithstanding that a weight has been declared on the Bill of Lading. Where a Customer has entered into a Services Agreement with PARCEL LINEX, the cube factor that will be applied to calculate the Shipment charges may be determined in accordance with the cube factor contained in that agreement. Where a Customer has not entered into a Services Agreement with PARCEL LINEX or such agreement is silent on cubing, a cube factor will be applied.

The Customer's invoice will indicate if the air cube is applied. PARCEL LINEX will multiply the applicable cube factor by the cubed (dimensional) weight of each Piece in a Shipment, calculated as follows:

$$* \text{ Dimensional weight} = \frac{\text{length} \times \text{width} \times \text{height}}{5,000}$$

*\*Dimensional weight is calculated in inches*

*\*\*Metric equivalent is calculated using centimetres*

#### Right of Inspection

PARCEL LINEX reserves the right to open and inspect any Shipment tendered to it for carriage, at any time, without notice. Governmental authorities may also open and inspect any Shipment, at any time, without notice.

#### Right to Refuse Shipments

PARCEL LINEX reserves the right to refuse any Shipment, in its sole discretion, including any Shipment that may soil, taint, or otherwise damage other merchandise or equipment, or which is economically or operationally impractical to transport, or which is improperly prepared, packed or wrapped for transport (see "Shipment Acceptance Policy").

#### Right to Pursue Consequential Damage Claims

PARCEL LINEX retains the right to request reimbursement by the Shipper for any costs related to the cleanup of, or damage to, its property caused by contents spilling from or dropping out of a Shipment.

#### Right to Use Agents and Subcontractors

PARCEL LINEX reserves the right to use its parent, affiliates, agents and subcontractors in the performance of its services. Any exercise of this right will in no way affect PARCEL LINEX's maximum liability described in these Terms and Conditions (see "Liability of PARCEL LINEX – Maximum Liability"). For all Shipments, where agents or subcontractors are used, more restrictive size and weight limitations than those set out herein may apply (see "Shipment Acceptance Policy").

#### Right to Use Alternate Modes of Carriage

PARCEL LINEX reserves the right to use an alternate mode of carriage for the Customer's selected service and the Customer acknowledges that charges based on such mode will be levied and such Customer shall pay same. In the event a Customer fails to indicate a mode of carriage on a manual Bill of Lading, PARCEL LINEX reserves the right to transport the Shipment by the most efficient mode of carriage available, in PARCEL LINEX's sole discretion, and the Customer acknowledges that charges based on such mode will be levied and such Customer shall pay same. Any exercise by PARCEL LINEX of such right to use alternate modes of carriage will in no way affect PARCEL LINEX's maximum liability described in these Terms and Conditions (see "Liability of PARCEL LINEX – Maximum Liability").

#### Proper Labeling

Each Shipment or Package must display a PARCEL LINEX or PARCEL LINEX approved Bar Coded Parcel Identification Number (PIN) and a properly secured and completed address label, as follows:

- (i) The address label must display the Shipper's and Consignee's full addresses including zip code or postal code and phone number with area code (post office box addresses are not permitted). In addition to the above information, the address label must contain the following:
  - Customer account number (if applicable)
  - Service option selected
  - Service Identified (if applicable)
  - Billing instructions (if applicable)
  - Number of Pieces in the Shipment
  - Weight of each Piece in the Shipment
  - Declared value (for PARCEL LINEX liability purposes) – optional Date Signature (if applicable)
- (ii) The address label must be securely fastened to the top of each Shipment or Package. String or wire tags are not acceptable. Improper labeling may result in the Shipment being delayed or lost. It is strongly recommended that a duplicate address label be attached to an inner flap of each Shipment or Package;
- (iii) Address labels must be flat with all PARCEL LINEX or its Network bar codes visible. Labels should not be wrinkled, creased, folded or placed on the Shipment in a manner that may make them difficult to scan and or read (e.g., on box corners or uneven surfaces or seams);
- (iv) Where a Customer is reusing a box or packaging, all previous delivery address labels and markings must be covered or removed.
- (v) A Shipment consisting of more than one Piece must have each Item individually numbered. For example, if a Shipment consists of three Pieces, the Pieces should be marked "1 of 3", "2 of 3" and "3 of 3". This numbering of Pieces is in addition to the requirement that each Piece in the Shipment displays a PIN and full delivery address.

According to the Shipper's discretion, for courier or freight Shipments, orientation "up" arrows may be located on either both sides or ends of Shipments containing liquids or fragile items. In addition, Shipments containing liquids may be

labeled "LIQUID".

Shipments containing glass or ceramic products may be labeled "GLASS". However, note that PARCEL LINEX does not guarantee special care to courier or freight Shipments that contain content markings.

#### Use of Personal Information

PARCEL LINEX's Privacy Statement, as published on [www.parcel-linex.in](http://www.parcel-linex.in), governs all personal information (i.e., information about an identifiable individual) that PARCEL LINEX receives from a Customer to effect the delivery of a Shipment.

#### Customer's Own Automated Shipping Systems, Labels, Bar Codes and Bills of Lading

- I. A) PARCEL LINEX requires that Customers use a PARCEL LINEX Bill of Lading to eliminate billing, tracking and service failures. Customers may request, and PARCEL LINEX may agree, in its sole discretion, to allow a Customer to use its own (or a third party provider's) labels, bar codes, and Bills of Lading generated in a form, and on automated shipping systems, approved in advance by PARCEL LINEX pursuant to the applicable PARCEL LINEX certification program. Any Customer using its own (or a third party provider's) Automated Shipping System, labels, bar codes and Bill of Lading agrees:
  - B) To comply with the obligations set out in the PARCEL LINEX certification program, including but not limited to the design and specification requirements and updates;
  - C) That it has been granted a non-exclusive, non-transferable, royalty free license to use the intellectual property provided by PARCEL LINEX in such Automated Shipping System, labels, bar codes and Bills of Lading. The Customer will not, under any circumstances, sublicense, sell, loan, lease, assign, convey, encumber or otherwise transfer the intellectual property provided by PARCEL LINEX. PARCEL LINEX reserves the right to revoke such license immediately upon notice to the Customer;
- II. To seek PARCEL LINEX's prior approval pursuant to the applicable PARCEL LINEX certification program for any proposed changes to such Automated Shipping System, labels, bar codes and Bills of Lading;
- III. That, if the Customer does not comply with the requirements set out in PARCEL LINEX's certification program and these Terms and Conditions, PARCEL LINEX may, in its sole discretion, cease providing services and / or revoke certification;
- IV. That PARCEL LINEX is not liable for any loss or damage incurred or suffered by a Customer as a result of the use of such Automated Shipping System, labels, bar codes and Bills of Lading, including incorrect rate quotes, where such Automated Shipping System, labels, bar codes and Bills of Lading do not comply with the PARCEL LINEX certification program and these Terms and Conditions; and to release and discharge PARCEL LINEX from, and indemnify PARCEL LINEX against, all claims, actions, demands, costs, losses or damages arising or resulting from such Customer's failure to comply with the requirements set out in the certification program and these Terms and Conditions.

The Customer agrees that all Shipments tendered to PARCEL LINEX bearing the Customer's own (or a third party provider's) label, bar code and Bill of Lading are governed by: (i) these Terms and Conditions (as may be amended by PARCEL LINEX from time to time); and (ii) applicable law.

The Customer's own (or third party provider's) electronic Bills of Lading must be successfully transmitted to PARCEL LINEX no later than the day following pickup of the Shipment by PARCEL LINEX. Where the electronic Bill of Lading is not received in time, PARCEL LINEX may, in its sole discretion, cease providing services or elect to use alternate methods of billing for the Shipment and apply any applicable administrative charges incurred to alternate the billing method.

#### HeavyWeight

PARCEL LINEX may accept Pieces that weigh more than 32 kilograms to travel as Courier Shipments, provided that "heavy weight" service has been pre-arranged by contacting PARCEL LINEX. Heavy weight Shipments may also be subject to Special Handling charges (see "PARCEL LINEX Specialized Services – Special Handling"). Heavy weight Shipments are not eligible for PARCEL LINEX's service guarantees. It is the Shipper's responsibility to advise the Consignee that a Heavy weight Shipment will require assistance at the receiving end to effect delivery.

#### At Shipper's Risk

Certain articles are not well suited for PARCEL LINEX's distribution and sorting system and are therefore subject to a high risk of damage. For this reason, the following articles are only accepted for carriage at the Shipper's risk (i.e., PARCEL LINEX will not assume liability of any kind for these articles and will not accept any claims for loss, damage or delay in the shipment of these articles):

- (i) Glass, china, crystal, pottery, ceramics and other similarly fragile articles.
- (ii) Collectors' items.
- (iii) Liquids.
- (iv) Precious metals.
- (v) Articles requiring temperature-controlled services (i.e., a specific temperature is maintained during carriage).
- (vi) Perishable items, and foods and beverages requiring refrigeration or other environmental control.
- (vii) Unpackaged articles (see "Shipment Acceptance Policy – Unpackaged Articles").
- (viii) Privately packaged Items (e.g., not in manufacturer's original packaging).
- (ix) Articles not packaged in accordance with PARCEL LINEX's shipment acceptance policy (see "Shipment Acceptance Policy")
- (x) Pieces in a Shipment not properly labeled in accordance with PARCEL LINEX's labeling requirements (see "Tendering Shipments to PARCEL LINEX Proper Labeling")
- (xi) Artwork.
- (xii) Antiques.
- (xiii) Jewelry, other than costume or novelty jewelry.

- (xiv) Seeds.
- (xv) Household goods and personal effects.
- (xvi) Articles designated as “Prohibited” in these Terms and Conditions but which have been tendered to PARCEL LINEX and accepted for carriage (see “– Prohibited Articles”).
- (xvii) Fragile articles including but not limited to electronic and electrical devices such as televisions and test equipment. (This includes Shipments bearing “Fragile” or similar type of package handling markings.)

Any “At Shipper’s Risk” Shipments accepted by PARCEL LINEX travel on a “no-value” basis (i.e., the Customer cannot increase PARCEL LINEX’s liability by declaring a value for such Shipment on the face of the Bill of Lading or, in the case of Shipments prepared using an Automated Shipping System, in the designated user entry field).

#### Prohibited Articles

PARCEL LINEX will not transport any article that (i) it is prohibited by law from transporting, or (ii) is inadequately or improperly prepared for transport.

PARCEL LINEX will **not** accept the following articles for carriage,

- 1) Human remains in any form.
- 2) Animals, birds or insects.
- 3) Live plants and cut flowers.
- 4) Currency (including cash or coins) or other securities negotiable without endorsement such as bearer bonds, gift certificates, etc.
- 5) Fish, seafood, or meat (fresh or frozen).
- 6) Tobacco or alcohol, inter-provincial / state (i.e., across provincial / state boundaries).
- 7) Firearms or weapons of any kind.
- 8) Dangerous goods that are classified as “acceptable only with prior approval by PARCEL LINEX” or “not acceptable” (see “PARCEL LINEX Specialized Services – Dangerous Goods / Hazardous Materials”).
- 9) Drugs prohibited by law.
- 10) Animal products (non-domesticated).
- 11) Gem stones, industrial diamonds and unset precious stones.
- 12) Ivory. (Exemptions, if any, subject to IATA, Endangered Species Act, Fish & Wildlife & Customs Regulations.)
- 13) Personal effects and unaccompanied baggage shipped to any country.
- 14) Any Shipment that, in PARCEL LINEX’s judgment, could cause loss, damage or delay to equipment, personnel, or other Shipments.
- 15) Biological Substances Categories A & B (as defined, respectively, in ICAO)
- 16) Diagnostic specimens.
- 17) Dry Ice (except when shipped via Authorised Networks).

Other prohibited articles may vary by country. Please contact PARCEL LINEX for details.

Customer cannot declare a value for any of the above articles. Any Shipment containing articles requiring PARCEL LINEX’s preapproval will travel at the Shipper’s risk, including without limitation for loss, damage, delay, mis-delivery or failure to deliver such Shipment. Please contact PARCEL LINEX for details. In the event that PARCEL LINEX unknowingly transports a Prohibited” article, PARCEL LINEX will assume no liability whatsoever in respect of the loss, damage, delay, mis-delivery or failure to deliver such Shipment.

In all other circumstances, PARCEL LINEX’s maximum liability will be as described in these Terms and Conditions (see “Liability of PARCEL LINEX – Maximum Liability”).

#### Prohibited Articles

In addition to the prohibited articles mentioned above, PARCEL LINEX will not transport any article as part of a PARCEL LINEX Shipment that includes any of the following, unless the Customer has received prior written approval from PARCEL LINEX as evidenced by a duly executed Services Agreement or other written record setting out the pre-approved article(s) to be transported:

- a. Certain pharmaceuticals.
- b. Certain categories of Batteries.
- c. Radiological devices.

For details on which types of the above categories are prohibited, please contact your Client Relations Representative.

### SHIPMENT ACCEPTANCE POLICY

The contents of a Shipment must be held firmly in place by the interior (internal) packaging system. Interior packaging must surround the article and prevent movement within the carton to protect carton contents from normal external forces, including pressure exerted by stacking other Shipments on top of it. Sufficient internal packaging is especially important for lightweight and / or fragile Shipments (see “Packaging Guidelines” in the PARCEL LINEX Service Guide).

Shipments not packaged in accordance with PARCEL LINEX’s shipment acceptance policy will travel at the Shipper’s risk (see “Tendering Shipments to PARCEL LINEX – At Shipper’s Risk”).

#### Packaging Requirements

Shipments must be properly packaged to ensure safe transportation in accordance with PARCEL LINEX’s ordinary care in handling of Shipments. Plastic casing, aluminum casing or other types of external casing or packaging, the exterior of which may be damaged while traveling via PARCEL LINEX’s distribution system, should be protected by outer packaging.

#### Defect-Free Carton

A defect-free carton maintains the original rigidity of its corrugated sidewalls. The carton’s corner seals and flaps must remain intact.

Carton defects include punctures, tears, rips or corner damage, each of which reduces the carton’s structural integrity.



### Strength of Carton

The strength of the corrugated carton is a critical factor in a Shipment's ability to withstand the normal rigors of parcel handling and carriage. The carton's class stamp, printed on the bottom of the carton, designates the maximum allowable content weight and is shown as the last number at the bottom of the stamp. The weight of packaging and contents must not exceed 50% of this value.

### Interior Packaging

The contents of a Shipment must be held firmly in place by the interior (internal) packaging system. Interior packaging must surround the product and prevent movement within the carton to protect carton contents from normal external forces such as the pressure exerted by the stacking of other Shipments on top of it. Sufficient internal packaging is especially important for light, fragile Shipments.

### Unpackaged Goods

Unpackaged goods (i.e., goods that are not protected by a rigid shipping container such as a corrugated box, plastic tote, or wooden crate, etc.) are subject to Special Handling charges and are only accepted for shipping once PARCEL LINEX is satisfied that they do not pose any hazard to PARCEL LINEX staff, equipment and / or other Shipments.

### Freight Shipments

Freight Shipments containing Pieces which, due to their bulk, length, width or height, cannot be safely stowed within a trailer, container or on a pallet, will not be accepted by PARCEL LINEX for carriage. Size Limitations

### Courier Shipments

PARCEL LINEX (WW-EXP) Shipments travelling via PARCEL LINEX's air network (whether in whole or in part): Maximum weight per Piece: 68 kilograms Maximum weight per Shipment:

Unlimited

The following size limitations apply to all Shipments:

Maximum length: 108" (274 centimeters)

Maximum size\*: 165" (419 centimeters)

Maximum weight per Item: 150 pounds (68 kilograms) Maximum weight per Shipment:

Unlimited

For all origins and destinations, Special Handling charges may apply (see "PARCEL LINEX Specialized Services – Special Handling").

For Courier Shipments, where agents or subcontractors are used, more restrictive size and weight limitations than those set out above may apply. Please contact PARCEL LINEX for details.

Freight's size and weight limitations may travel through PARCEL LINEX's freight distribution system for an additional charge. Please

contact PARCEL LINEX for

details. Unpackaged Articles

Unpackaged articles (i.e., articles that are not protected by a rigid shipping container such as a corrugated box, plastic tote or wooden crate) are subject to Special Handling charges and are only accepted for carriage once PARCEL LINEX is satisfied that such articles do not pose any hazard to PARCEL LINEX staff, equipment and other Shipments.

The following weight limitations apply to all PARCEL LINEX Shipments traveling to Abroad:

Maximum weight per Piece: 66 pounds (30 kilograms) Maximum weight per Shipment: Unlimited

For all origins and destinations, Special Handling charges may apply (see "PARCEL LINEX Specialized Services – Special Handling"). Please contact PARCEL LINEX for details.

## **DELIVERY OF SHIPMENTS**

### Delivery

PARCEL LINEX will deliver the Shipment to the delivery address (or applicable shipping agent locations, where shipping agents are used) indicated on the Bill of Lading. PARCEL LINEX is not required to deliver the Shipment to any particular person, whether or not specifically identified on the Bill of Lading. The Consignee of any Shipment is deemed to appoint the individual who signs for the Consignee's Shipment on delivery as the Consignee's agent to accept delivery on the Consignee's behalf. PARCEL LINEX reserves the right to withhold delivery of a Shipment and / or return the Shipment to the Shipper (at the Shipper's expense) if a proof of delivery signature cannot be obtained from an individual that appears to PARCEL LINEX's driver to be over the age of majority. If PARCEL LINEX is unable to complete delivery of a Courier or a PARCEL LINEX Shipment (after at least one attempt), a notice of delivery will be left at the delivery address setting out instructions for the Consignee to pick up the Shipment. In the case of a Freight Shipment, if PARCEL LINEX is unable to complete delivery on the first attempt, the Shipment will be returned to the applicable PARCEL LINEX facility and PARCEL LINEX will contact the Shipper for further instructions. If Freight Shipment is returned to the Shipper, such return will be at the Shipper's expense.

### Undeliverable Shipments

For Shipments that cannot be delivered for any reason, including, without limitation, errors or omissions on the Bill of Lading, refusal by the Consignee or failure of the Consignee to pick up a Shipment being held for pickup, PARCEL LINEX may return such Shipment(s) to the Shipper at the Shipper's expense. The Shipper will be invoiced for the original delivery charge, as well as the return delivery.

For Shipments that cannot be delivered or returned for any reason, title to the Shipment(s) will pass to PARCEL LINEX and such Shipment(s) may be disposed of in PARCEL LINEX's or its Networks sole discretion and at any location:

- (i) In the case of Shipments consisting of general articles, where such articles have been in PARCEL LINEX's possession for 45 days or more.
- (ii) In the case of Shipments consisting of perishable articles, where such articles have been in PARCEL LINEX's possession for 30



days or more.

The Shipper shall pay any costs incurred and indemnify PARCEL LINEX for any damages in respect of the foregoing. For greater certainty, PARCEL LINEX's maximum liability in respect of any Shipments disposed of will be the maximum liability stated in these Terms and Conditions under "Liability of PARCEL LINEX – Maximum Liability".

#### Routing

By tendering a Shipment to PARCEL LINEX, Shipper agrees that transit times shall be determined by PARCEL LINEX and are subject to modification due to Force Majeure or any other event beyond PARCEL LINEX's control that may require rerouting or alternate mode of transport.

#### Parcel Linex Shipments

If PARCEL LINEX is unable to complete delivery of a PARCEL LINEX any option / product Shipment (after one attempt), a Delivery Notice card will be left at the delivery address setting out instructions for the Consignee to pick up the Shipment at the nearest location office.

If after five calendar days, the Shipment has still not been picked up at the PARCEL LINEX OR ITS NETWORK office, a Final Notice card will be sent to the addressee. The Shipment will be held for pick up for a maximum period of fifteen calendar days, after which time, it will be returned to sender at the Shipper's expense.

### **BILLING, PAYMENT AND LIABILITY INFORMATION**

#### Payment

Non-account Customers are required to pay for PARCEL LINEX services at the time such services are requested or, if PARCEL LINEX invoices the Customer, in accordance with the terms of the applicable invoice. Account Customers are required to pay for PARCEL LINEX services within 14 calendar days from the date of invoice or in accordance with their Services Agreement. In the event the Customer fails to pay an invoice in full when due, interest may be charged at the rate of 1.5% per month (with an effective rate of 19.6% per annum), on all outstanding amounts. This is in addition to any other legal rights and remedies available to PARCEL LINEX.

#### Shipper Payment Guarantee When

- (i) The Receiver, on a collect Shipment (see "Collect"), or
- (ii) A third party, on a third party Shipment (see "Third Party") refuses to pay PARCEL LINEX, PARCEL LINEX's designated customs broker or the Shipper's own customs broker, as applicable or
- (iii) where neither the Shipper nor Receiver has a pre-existing PARCEL LINEX account,

then the Shipper shall pay PARCEL LINEX (or PARCEL LINEX's designated customs broker or the Shipper's own customs broker, where and as applicable) the Service Rate and all Additional Charges (including, without limitation, all Taxes and Customs Clearance Charges).

Where a Shipment is undeliverable (including where the Consignee is unable to accept delivery of the Shipment for any reason), the Shipper shall pay all charges incurred in the delivery attempt and the return of such Shipment to the Shipper (including, without limitation, all Taxes and Customs Clearance Charges).

#### Invoice Discrepancies

Customers should call the number on their invoice to report discrepancies. Invoice / billing discrepancies must be brought to PARCEL LINEX's attention within 20 days of the date of the invoice, after which time such invoice will be deemed accepted by the Customer. Customers are responsible for all reasonable costs incurred by PARCEL LINEX in connection with investigating any invoice discrepancy.

For the avoidance of doubt, invoice discrepancies shall not relieve Customer from its obligation to pay any non-disputed monetary amounts which are otherwise due.

### **LEGAL NOTICE**

All Shipments tendered to PARCEL LINEX are subject to the terms and conditions contained herein.

Customers are solely responsible for ensuring their shipments comply with applicable transportation, export or import laws and must provide PARCEL LINEX with all verification, authorization, documentation and any other supporting information which may be required to ensure compliance with laws of the origin and destination country. The Shipper understands that civil and criminal penalties including seizure and forfeiture may be imposed for failing to provide PARCEL LINEX with any required verification, statement, authorization, permit, license, or other supporting documentation which may be required and / or for providing incomplete, inaccurate, false or fraudulent statements, which results in delivery of property by trick or false pretenses whereby a fine, penalty or other liability and / or expense is incurred by or levied against PARCEL LINEX.

Customers have a duty to and are solely responsible for maintaining all records as required under transportation, export, customs or other applicable laws of the origin and destination countries. PARCEL LINEX disclaims any responsibility to act as Customer's depository, record keeper or record keeping agent.

PARCEL LINEX reserves the right, in its sole discretion, to inspect any package tendered to it for transportation. Shipments that are prohibited by applicable law or regulation of any federal, state, provincial or government in the origin or destination country will not be transported by PARCEL LINEX. PARCEL LINEX reserves the right to discontinue or terminate service immediately with respect to the transportation of any shipment which does not comply with any Indian or other government law or any provision of these Terms and Conditions.

PARCEL LINEX reserves the sole right to update, modify, amend and / or change in any manner these terms and conditions at any time, without notice.

#### DISCLOSURES

PARCEL LINEX may, from time to time, communicate Shipper and shipment information to its parent, subsidiaries, affiliates, its

employees or agents in order to perform its obligations pursuant to the terms and conditions contained herein. Shipper may be

required, at PARCEL LINEX's request, to execute a confidentiality agreement prior to tendering any shipment for delivery.

## LIABILITY OF PARCEL LINEX

### Maximum Liability

The amount of any loss or damage for which PARCEL LINEX may be liable, whether or not the loss or damage results from negligence, gross negligence, or a failure to perform the contract, shall not exceed:

- I. Indian Rupees 500/- INR, computed on the total weight of the Shipment for Worldwide Express (WW-EXP), PARCEL LINEX Prime Express (PRIM-EXP), PARCEL LINEX Economy Bulk Packages (ECO-PAK), Expedite or
- II. The lesser of (a) the wholesale value or (b) the market value of the Shipment, up to a maximum of Indian Rupees 500/- INR Shipment,

unless a value (for PARCEL LINEX liability purposes) is declared in the appropriate box on the face of the Bill of Lading or — in the case of a shipment prepared via an automated shipping system — in the appropriate user entry field, and the applicable surcharge is paid, in which case PARCEL LINEX's maximum liability shall be the amount of the declared value.

The maximum value that may be declared (for PARCEL LINEX liability purposes) in respect of any: PARCEL LINEX (WW-EXP) or (PRIM-EXP) or (ECO-PAK) Shipment is Indian Rupees 500/- INR;

The customer agrees as a special agreement with respect to all shipments that, regardless of whether or not the convention applies and notwithstanding any disclosure of the nature or value of the goods, the amount of any loss or damage, including, without limitation, loss of earnings or profits, resulting in any manner, whether or not from negligence or gross negligence, from loss of or damage to the goods and / or mis-delivery, failure to deliver or delay in delivery of the goods, for which PARCEL LINEX may be liable to the customer / shipper, owner, consignee and / or any third party, whether in contract, tort or otherwise, shall in no event exceed the maximum liability of PARCEL LINEX set out herein.

Under no circumstances shall PARCEL LINEX be liable for any warranties (express or implied), liquidated, consequential, special, indirect, exemplary or incidental damages, regardless of whether or not PARCEL LINEX knew or should have known that such damages might have been incurred. Regardless of the weight of the shipment or any declared value entered on the Bill of

Lading, PARCEL LINEX's maximum liability for loss of, or damage to, a shipment shall not exceed the lesser of: (a) PARCEL LINEX's maximum liability set out in these terms and conditions; (b) the market value of the articles; (c) the original cost of the articles to the claimant; or (d) the cost of repairing the articles.

### Delay

PARCEL LINEX is not responsible for the consequences (direct or indirect) of a failure to deliver a Shipment by a stipulated time. Upon request, PARCEL LINEX will, at its option, refund or credit a Customer (payer) if a guaranteed Shipment is not delivered in accordance with the applicable service guarantee (see "Service Guarantees").

### Force Majeure

PARCEL LINEX is under no obligation to assume liability for nor refund or credit a Customer (payer) for any transportation charges, or for any loss, damage, delay, non-delivery, mis-delivery or failure to deliver, caused by events beyond PARCEL LINEX's control, including, but not limited to, any act, default or omission of the Shipper, owner, Consignee or any party having an interest in the Shipment, defects in the Shipment, Shipper's failure to adhere to these Terms and Conditions, inadequate or incorrect packaging or markings or address on the Bill of Lading, Shipments containing prohibited articles as defined above, acts of God, perils of the environment, air, weather conditions, mechanical delays, disruptions in air or ground transportation networks, acts of public enemies, public health crises, quarantine, war, strikes or other labour disruptions (of any entity including vendors, suppliers or customers), terrorism, riots or civil commotion, acts of public authorities (including customs or health officials) with actual or apparent authority, security or customs clearance delays, import / export or other Shipment documentation deficiencies or Shipments requiring extraordinary handling, documentation or routing.

### Loss of Personal Information

PARCEL LINEX's liability for loss of personal information (i.e., information about an identifiable individual) contained in or displayed on any Shipment is limited in accordance with the limitations on PARCEL LINEX's liability contained in these Terms and Conditions (see "– Maximum Liability").

### Indemnification

Customer and / or Shipper shall indemnify, defend and hold harmless PARCEL LINEX, its parent or affiliated companies and their employees from all enforcement procedures, suits, claims, demands, expenses, liabilities, causes of action of any kind and of any nature brought by an individual, entity or governmental agency, arising from Customer and / or Shipper's noncompliance with these terms and conditions, or any law or regulation applicable to any Shipments tendered by Customer and / or Shipper or on its behalf.

## CLAIMS

### Refunds for PARCEL LINEX Service Guarantees

To obtain a refund or credit where applicable in accordance with PARCEL LINEX's guarantee(s), contact your Client Relations Representative. PARCEL LINEX must receive requests for refunds in respect of delivery guarantees within 10 calendar days after the scheduled delivery date in the case of PARCEL LINEX and PARCEL LINEX network / products and within 25 calendar days after acceptance of the Shipment for carriage in the case of all other PARCEL LINEX

products, failing which the guarantee shall be void.

[Claims for Loss or Damage to Shipments](#)

PARCEL LINEX will not process any claim for loss of or damage to any Shipment unless notice thereof setting out the particulars of

the origin, destination, parcel identification number (PIN), date of Shipment and the estimated amount claimed in respect of such loss or damage is given to PARCEL LINEX in writing within the time limits set out below, failing which PARCEL LINEX will have no liability in respect of the Shipment; however, where the Convention applies, different time limits may be applicable. PARCEL LINEX may also require supporting documentation in order to assess a claim. Such documentation may include original purchase invoices, appraisals, estimates for repair, or other records. Failure to submit the necessary supporting documentation (in PARCEL LINEX's sole discretion) may result in the claim being denied. PARCEL LINEX also reserves the right to refuse a claim if the Customer fails to upgrade to the Upgraded Carrier Compliance or the Customer fails to upgrade Customer Developed Shipping Software. In order to process a claim, PARCEL LINEX must have a record of scanning activity for the Shipment indicating that it has actually been inducted into the PARCEL LINEX distribution network (whether courier or freight). PARCEL LINEX will not pay a claim for loss of or damage to any Shipment unless all applicable transportation charges in respect of such Shipment have been paid.

In cases where the Convention does not apply (to international air shipments), the final statement of claim must be filed within 45 days from the date of shipment, together with a copy of the Bill of Lading.

The right to damages of any kind against PARCEL LINEX (regardless of whether the Convention applies) will be extinguished unless an action is brought within 60 days from the date on which the Shipment should have been delivered, or from the date on which carriage stopped.

Excluding refund requests made in respect of PARCEL LINEX's service guarantees, all claims must be submitted in writing with the Bill of Lading number (parcel identification number) and supporting documentation to: PARCEL LINEX Booking Office / Store or mail to [info@parcel-linex.in](mailto:info@parcel-linex.in)

Please contact PARCEL LINEX for further information about filing a claim and the supporting documentation required. [Damage Inspections](#)

PARCEL LINEX retains the right to inspect any Shipment that is the subject of a damage claim. If, at the time the damage claim is submitted, PARCEL LINEX requests that the Customer retain the Shipment and packaging for inspection, the Customer shall retain the Shipment and packaging for inspection by PARCEL LINEX for a period of 30 days. Failure to retain the Shipment and packaging for inspection may result in the claim being denied.

#### [Valuation of Claim for Loss or Damage](#)

Regardless of the weight of the Shipment or any declared value entered on the Bill of Lading, PARCEL LINEX's maximum liability for loss of, or damage to, a Shipment will not exceed the lesser of:

- (i) PARCEL LINEX's maximum liability set out in these Terms and Conditions;
- (ii) The market value of the article(s);
- (iii) The original cost of the article(s) to the claimant; and
- (iv) The cost of repairing the

article(s). [Unclaimed Freight](#)

PARCEL LINEX reserves the right to sell or destroy unclaimed freight that:

- (i) In the case of general freight, has been in its possession for 70 days or more; or
- (ii) In the case of specialized freight (e.g., perishable or costly to store), has been in its possession for 25 days or more.

Unclaimed freight includes freight that is unmarked or that has been refused by the Shipper and the Consignee. For greater certainty, PARCEL LINEX's maximum liability in respect of any freight disposed of shall be the maximum liability stated in these Terms and Conditions under "Maximum Liability".

#### [Applicable Law](#)

The contract for the carriage of articles contained in the Bill of Lading shall be deemed to include, and be subject to, any prescribed conditions of carriage required by the law of the jurisdiction where the Shipment originates. The foregoing applies notwithstanding any "Governing Law" provision contained in any Services Agreement.

To the extent that any provision contained, or referred to, in these Terms and Conditions or a Bill of Lading is invalid or unenforceable at law, such invalidity or unenforceability shall not affect the validity or enforceability of any other provision so contained or referred to.

If the carriage involves an ultimate destination or a stop in a country other than the country of departure, the Convention may apply and limit PARCEL LINEX's liability in respect of loss of, damage to or delay of the Shipment.

### **CONTACT INFORMATION**

If you are an existing customer, contact your Client Relations Representative.

#### [In India](#)

Via Phone — General Inquiries	+91 7093974793
Via Email — Customer Service inquiries	<a href="mailto:info@parcel-linex.in">info@parcel-linex.in</a> / <a href="mailto:parcel.linex@gmail.com">parcel.linex@gmail.com</a>
Via Email — General Service inquiries	<a href="mailto:info@parcel-linex.in">info@parcel-linex.in</a> / <a href="mailto:parcel.linex@gmail.com">parcel.linex@gmail.com</a>
Web	<a href="http://www.parcel-linex.in">www.parcel-linex.in</a>