

## ACS Courier/Transportation Services – Tariff Schedule

February 2020

### Domestic Services – Tariff Schedule

#### Express Services - Next Day

Basic Express Services - Next Day	Service Charge/ Consignment (up to 2 kg)			Surcharge per additional kg	Delivery (1) Time (business days)
	Door to Door (D2D)	Point to Door (P2D)	Point to Point (P2P)		
Within the same city	6,80 €	5,70 €	5,20 €	2,52 €	1
Within the same region	8,47 €	7,25 €	6,91 €	2,83 €	1-2
To land destinations	13,37 €	11,20 €	10,23 €	3,44 €	1-2
To islands	13,91 €	11,90 €	11,20 €	4,75 €	1-3
To «difficult to access» areas <sup>(2)</sup>	14,40 €	14,40 €	-	4,95 €	1-5

ACS Combo Express (Courier Services with packaging)	Envelope	Box						BOTTLE			Delivery <sup>(1)</sup> Time (business days)
		1 (small)	2 (med.)	3	5 (large)	6	10	I	II	IV	
Weight (up to)	0,5 Kg	1 Kg	2 Kg	3 Kg	5 Kg	6 Kg	10 Kg	2 Kg	6 Kg	10 Kg	
Within the same city	5,70€	5,70€	6,41€	7,82€	10,59€	11,90€	16,59€	8,02€	13,47€	18,81€	1
Within the same region	7,25€	7,25€	8,02€	9,59€	12,61€	14,12€	18,12€	8,78€	15,79€	20,32€	1-2
To land destinations	11,20€	11,20€	11,85€	14,12€	18,60€	20,17€	25,11€	12,66€	21,79€	27,38€	1-2
To islands	11,90€	11,90€	12,56€	15,03€	20,17€	20,17€	25,11€	13,37€	21,79€	27,38€	1-3
To «difficult to access» areas <sup>(2)</sup>	14,40€	14,40€	14,42€	16,34€	20,17€	20,17€	25,11€	14,42€	21,79€	27,38€	1-5

ACS Kiosk Xpress	Destination of Consignment		Delivery time
	Within the Prefecture of Collection	Outside the Prefecture of Collection	
Service Charge	5,00 €	10,00 €	(1 & 4)

ACS Smart Point – Collection Service <sup>(5)</sup>			Delivery time
Consignment collections	Within the Prefecture	Outside the Prefecture	
Envelope	5,00€	10,00€	(1, 4, 5)
Parcel	9,00€	16,00€	(1, 4, 5)

#### Express Services - Same Day

Basic Express Services - Same Day	Service Charge/ Consignment (up to 2 kg)				Surcharge per additional kg
	Zone A	Zone B	Zone C	Zone D	
<b>Within Attica</b> Delivery Time <sup>(3)</sup>	9,20 € 2 hours	13,50 € 3 hours	24,00 € 5 hours	47,00 € Pre-agreed time	2,80 €
<b>Within Attica Special</b> Delivery Time <sup>(3)</sup>	12,80 € 1 hour	25,25 € 1-2 hours	35,85 € 2-3 hours	-	2,80 €
<b>Within Thessalonica</b> Delivery Time <sup>(3)</sup>	7,15 € 1 hour	11,25 € 3 hours	16,70 € Pre-agreed time	-	2,80€
<b>Within the other cities</b> Delivery Time <sup>(3)</sup>	8,35 € 1 ώρα				2,80 €
<b>From city to city</b> Delivery Time <sup>(3)</sup>	71,00 € Pre-agreed time				3,80 €

- Notes:**
- Detailed descriptions of the above services are included in the following pages and in Clarifications & Explanations no. 3, 5, 15, 16
  - "Difficult to access" areas are detailed in the ACS website [www.acscourier.gr](http://www.acscourier.gr). See Clarifications & Explanations no. 3.5, 5
  - For the "Same Day Service" refer to Clarifications no. 6 to no. 13 & to the "Supplementary Same Day Services"
  - Consignments between islands and towards an island other than the point of collection are considered as Outside the Prefecture service
  - Refer to the ACS website [www.acscourier.gr](http://www.acscourier.gr) for description, clarifications and explanations of the ACS Smart Points service
- Detailed descriptions of the above services are included in the following pages. All domestic service prices stated above include VAT (presently at 24%).

Supplementary Express Services	Next Day	Same Day
Morning Delivery (usually by 10:00 am) or Delivery within 2 hrs (where applicable) <sup>(1, 2)</sup>	<b>4,10 €</b>	-
Saturday Delivery	<b>2,55 €</b>	<b>8,15 €</b>
Next business day delivery to «difficult to access» areas (only for land destinations)	<b>20,45 €</b>	-
Collection/ Delivery on national and local feasts and holidays	<b>50,00 €</b>	<b>50,00 €</b>
Purchase	<b>5,30 €</b>	<b>5,30 €</b>
Cash on Delivery	<b>4,90 €</b>	<b>4,90 €</b>
Return of the protocol number to the shipper	<b>8,55 €</b>	<b>As new consignment</b>
ACS Info (notification by sms / Viber))	<b>0,10 €</b>	<b>0,10 €</b>
Package Service	As per following Table	
Idle time per hour of the Courier delivery agent (during collection or delivery over 10 minutes)	<b>20,30 €</b>	<b>20,30 €</b>
Parcel carriage by automobile (within Attica &Thessalonica) <sup>(6)</sup>	-	<b>27,40 €</b>
Charge of additional kg above the 20 kg (for automobile use)	-	<b>2,30 €</b>
Delivery service to ACS Smart Point (at recipient's request)	<b>0,00 €</b>	-

Packaging/ Product Services (price per item)	Envelope	Box						Bottle		Pack (S,M,L,XL)
		1 (small)	2 (med.)	3	6	10	I	II	IV	
Supplementary Package Service	-	<b>0,60€</b>	<b>0,95€</b>	<b>1,05€</b>	<b>1,60€</b>	<b>2,20€</b>	<b>1,50€</b>	<b>2,85€</b>	<b>5,10€</b>	<b>0,30€</b>
Purchase of Packages	<b>0,30€</b>	<b>0,60€</b>	<b>0,95€</b>	<b>1,05€</b>	<b>1,60€</b>	<b>2,20€</b>	<b>1,50€</b>	<b>2,85€</b>	<b>5,10€</b>	<b>0,30€</b>

### Dimensions of Packages

Packages		Dimensions (mm)					Weight of Content
			Length	Width	Height		
<b>Express Envelope</b>	Material	<b>Express Envelope</b>	Ext. 330	230	2	up to 500gr	
<b>Express Box</b>	Fortified Cardboard	<b>Box 1kg (small)</b>	Ext. 240	173	45	up to 1 kg	
			Int. 235	165	40		
		<b>Box 2kg (medium)</b>	Ext. 323	233	64	up to 2 kg	
			Int. 316	227	59		
		<b>Box 3kg</b>	Ext. 323	233	100	up to 3 kg	
			Int. 316	227	96		
		<b>Box 6kg</b>	Ext. 386	292	140	up to 6 kg	
			Int. 381	288	135		
		<b>Box 10kg</b>	Ext. 386	296	273	up to 10 kg	
			Int. 381	290	268		
<b>Bottle I</b>	Ext. 371	140	140	up to 2 kg			
	Int.	*See Clarifications No.16					
<b>Bottle II</b>	Ext. 386	292	140	up to 6 kg			
	Int.	*See Clarifications No.16					
<b>Bottle IV</b>	Ext. 386	296	273	up to 10 kg			
	Int.	*See Clarifications No.16					
<b>Express Pack</b>	Plastic	<b>Small</b>	Ext. 340	174	1	-	
		<b>Medium</b>	425	320	1		
		<b>Large</b>	445	420	1		
		<b>Extra Large</b>	670	475	1		

Ext. External dimensions, Int. Internal dimensions

(1) Detailed descriptions of the above services are included in the following page and in Clarifications & Explanations no. 3, 5, 15, 16

(2) "Difficult to access" areas are detailed in the ACS website [www.acscourier.gr](http://www.acscourier.gr). See Clarifications & Explanations no. 3.5, 5

(6) For the "Same Day Service" see Clarifications no. 6 to no. 13. For "Same Day Parcel Carriage" see Clarifications & Explanations no. 12

Detailed descriptions of the above services are included in the following pages. All domestic service prices stated above include VAT (presently at 24%).

## Domestic Services - Description

### **Basic Express Services**

- **Door to Door (D2D) Service.** Collection and delivery of every consignment from the shipper's address to the recipient's address.
- **Point to Door (P2D) Service.** The shipper delivers the consignment to an ACS service point and delivery is made to the recipient's address, at a reduced charge of up to 20%, combining speed and savings.
- **Point to Point (P2P) Service.** The shipper delivers the consignment to an ACS service point and the recipient receives it from the destination ACS service point, at a reduced charge of up to 25%. ACS can notify the recipient if it has the correct recipient's contact information (as per the sender). The notification service is offered at extremely low prices across Greece (this service is available only if the recipient's phone number is indicated in writing) and is available only if requested by the sender.
- **Combo Express Service.** Combination of Point to Door service with predetermined ACS Express Packaging. It involves collection at the store; only for payment in cash by the shipper. The service is provided at a discount cost of up to 25% and offers additional protection to your consignments due to the packaging
- **ACS Kiosk Express Service.** It regards a specific combination of the Basic Express Service (P2D) with preset special standard packaging and receipt by third points of service which are affiliated with ACS such as kiosks, mini markets, stationery shops etc. (this service is not provided by the ACS stores)
- **ACS Smart Points Service.** It regards a specific combination of the Basic Express Service (P2D) with collection or delivery by the specific affiliated ACS Smart Points. The points affiliated with ACS receive and deliver shipments within the framework of this service. The collection by these points is possible only by a special predetermined standard package. The description, clarifications and explanations of the ACS Smart Points service are detailed in the ACS website, [www.acscourier.gr](http://www.acscourier.gr)
- **Same Day Service.** Dependable same day delivery of consignments within one to five hours, for consignments within the same city or between cities (following agreement). Prior arrangement with ACS is required for the **Same Day Service Within Attica Special**
- The Express Services – Next Day, Combo Express and Same Day services which are paid in cash by the shipper or the recipient as per the prices listed in the tariff schedule, include free of charge ACS-Info notification of the delivery/consignment, respectively, through SMS/ e-mail as well as in cases of inability to find the recipient. The provision of this service is possible only if the shipper's and the recipient's mobile phone numbers and/or e-mails are recorded by ACS upon collection of the consignment.

### **Supplementary Express Services**

- **Morning Delivery Service or Delivery within a preferred 2-hour time frame:** It regards morning delivery (usually up to 10:00 am), or delivery within a preferred 2-hour time frame within the regular business hours of the stores, and taking into consideration that the first 2-hour period is not any earlier than 10.00 am on the expected day of delivery (where applicable). This service regards only the Express Services - Next Day, and does not apply to shipments of parcels weighing over 5 kg of actual weight or volumetric weight of 5,25 kg (dimensions 35cm x 30cm x 25cm). The service is only valid for destination-addresses within the city limits of the delivery store and not valid for the Difficult to Access or Remote areas. The usual delivery hours of the stores are indicated in the ACS website [www.acscourier.gr](http://www.acscourier.gr). For cases which are not covered by the above conditions, the selection of this service lies with the customer/sender (without liability to ACS) (refer to Clarifications & Explanations no. 5, 15)
- **Saturday Delivery Service:** It regards delivery on Saturday (which is not a normal business day). The service is only valid for destination-addresses within the city limits of the delivery store, not applicable to Difficult to Access or Remote areas and is not in conjunction with the Morning delivery or Delivery within a preferred 2-hour time frame.
- **Collection/Delivery Service on official National or Local Feasts and Holidays:** It regards consignment collection/delivery on official national or local feasts and holidays. (refer to Clarifications & Explanations no. 5, 15)
- **Delivery Service on the next business day in Difficult to Access Areas:** It regards consignment delivery in Difficult to Access Areas until the next business day from its arrival at the destination store. It applies only to Land destinations and only to the Express Services - Next Day. This service is provided following prior arrangement between the sender and ACS the earliest on the previous business day (refer to Clarifications & Explanations no. 5, 15)
- **Return to Sender of Protocol Number Service:** The service regards the issuance of a protocol number at the delivery of the consignment and the return of the protocol number to the shipper
- **Delivery Service at ACS Smart Points as per Recipient's Request:** It regards delivery at a specific point of the ACS Smart Points network per recipient's request. The description, clarifications and explanations of the ACS Smart Points service are detailed in the ACS website, [www.acscourier.gr](http://www.acscourier.gr)
- **Package Service:** A supplementary service in conjunction with the Basic Express Service which regards the provision to the client of assembly information for empty standard outer packages (Box) or Envelopes or plastic bags (Packs). The client has full responsibility for the internal packaging of the shipped object(s) (regarding Boxes), for the final integrated assembly, for the resistance of the whole packaging (regarding Packs and Envelopes), and for the appropriate internal and total packaging. This service is provided on a unit basis only in conjunction with Basic Express Services (refer to Clarifications & Explanations no. 16).
- **ACS Info Service** (notifications by sms / Viber & e-mail): It regards the notification of the sender/originator through a message sent by sms / Viber (with charge) or e-mail (no charge) regarding the delivery of the consignment. The sender's mobile phone number or the e-mail is definitely required.
- **Parcel Delivery Service by Automobile** (in Attica and Thessaloniki): It regards only the Express Services - Same Day, within the same city (Attica and Thessaloniki) and the carriage of parcels that must be transported by automobile due to their characteristics or to their delivery points. Specifically, in the same day deliveries when the transported object has dimensions larger than 35cm X 30cm X 25cm or when the actual weight of the consignment exceeds 6 kg, the use of an automobile is mandated at extra charge. The use of an automobile is mandated for same day deliveries to and from and within the C zone of the Prefecture of Thessaloniki. This service is provided only following prior arrangement between the sender and ACS.
- **Personalized Delivery Service:** It regards a special treatment service of the consignment delivery with certification of the recipient's identity data or the recording in a secure information system of ACS of his/her ID no./ passport / driver's licence or other acceptable document proving the Recipient's identity. This is a special service provided only upon written agreement and prior arrangement with ACS.
- **Return of Delivery Receipt with recipient's signature (POD) Service:** It regards the return of a signed proof of delivery document (POD = Proof of delivery), containing the recipient's signature upon delivery, and the return of an electronic copy of this document to the sender/originator. In case the type of delivery does not include the actual signing by the recipient, corresponding information is recorded, eg. the delivery PIN.

- **Redirection Service or Change of Delivery Day Service:** At the recipient's request, ACS may change the consignment delivery point (redirection) or delivery time (day/hour), with no prior notification of the sender. Additional charges may arise depending on the point of delivery or the delivery time.

## Packaging products

- **Purchase of Packaging Material:** It regards the purchase of standard unassembled packages for Boxes or Envelopes or plastic bags (Packs) of various sizes. The client has full responsibility for the final assembly in total and for the appropriate internal and external packaging of the shipped object, and for the packaging of the shipments in total. This service is provided in quantities per packaging in accordance to the size and type of the packaging, without shipment services.

## International Services - Description

### Basic Services<sup>(7)</sup>

- **ACS Net Express** – The service pertains to Express shipments to and from the international ACS network (Zone N – Cyprus, Albania and Bulgaria). Shipment completion of these consignments is carried out via the autonomous ACS Network, at preferential tariffs which are up to 50% less than those of International Companies.
- **ACS World Express** – The service pertains to Express shipments to the entire World (Zones 1-5), at preferential tariffs, which are up to 30% less than those of International Companies.
- **ACS World Import Express** - Service for imports from the entire world (Zone 1-5) with unique privileges for professionals and enterprises (following communication with ACS's International Department).
- **ACS Europe 5** - Less urgent consignments to and from E.U. countries (Zones A, B). Collection and delivery within 2-8 business days, at prices that are up to 60% less than the above Express services.
- **ACS EU Economy Service** <sup>(8)</sup> - A very inexpensive service mainly for sender clients such as Electronics stores, E-Commerce and individual clients. The service regards the collection - transport (by land) and delivery of consignments (parcels), from Greece to all European Union\* (EU) countries. Delivery times vary from 5 to 15 business days as of the departure of the transport vehicle to the destination of the consignment, depending on the shipping point and the destination point. The service is provided only by payment by the sender and in collaboration with the company GLS. Please refer to the [www.acscourier.gr](http://www.acscourier.gr) website for more information.

\* except Cyprus, which is served by ACS Cyprus Economy and Bulgaria which is served by ACS Net Express ( Zone N) respectively

- **ACS Cyprus (EC) Economy Service** <sup>(8)</sup> - A very inexpensive service mainly for **sender** clients such as Electronics stores, E-Commerce, and individual clients. The service regards the collection - transport and delivery of consignments (parcels), with differentiated delivery time from Greece to Cyprus by sea transport. Delivery times vary between 5-12 business days as of the departure of the ship to Cyprus. The service is provided only by payment by the sender within the international network of ACS. Please refer to the [www.acscourier.gr](http://www.acscourier.gr) website for more information.

### ACS Cyprus Economy Supplementary Services

- **Cash on Delivery Service.** New upgraded delivery of consignments / goods service with collection of their value, which includes immediate return of the collected values, automatic electronic deposit in the Beneficiary's bank account and originator's notification via e-mail.
- **ACS info Sender Service (e-mail).** Automatic notification of the sender about the delivery details of his consignment, by e-mail to his computer.
- **ACS info Recipient Service (sms/viber/e-mail).** Automatic notification of the recipient with the details of his expected consignment, by sms / viber message on his mobile phone or by e-mail to his computer, upon its arrival at the delivery store (requires the recording of the recipient's mobile number or his email address, upon receipt of the consignment by ACS).

Supplementary Services - Tariff Schedule ACS Cyprus Economy	Next Day (VAT excluded)	Next Day (VAT included)
Cash on Delivery	2,20 €	2,73 €
ACS Info Sender (e-mail)	0,10 €	0,13 €
ACS Info Recipient (sms/viber/e-mail)	0,10 €	0,13 €

### Supplementary International Services <sup>(9)</sup>

- **Guaranteed delivery.** Regards deliveries at the agreed time with money-back guarantee.
- **Deliveries during holidays**

(7) International Services are usually door to door services.

(8) The tariff schedule, the description, the clarifications and the explanations of the ACS EU Economy& ACS Cyprus (EC) Economy services can be found in detail in ACS's website [www.acscourier.gr](http://www.acscourier.gr)

(9) Provided only with the ACS WORLD EXPRESS Service and only following pre-agreement with the International Department.

## International Services – Tariff Schedule (all prices in €)

Service Charges / Consignment		ACS NET EXPRESS <sup>(10)</sup>	ACS EUROPE 5 (GLS)		ACS WORLD EXPRESS					ACS WORLD IMPORT EXPRESS					
CONSIGNMENTS		TO ALBANIA, BULGARIA AND CYPRUS	TO THE EUROPEAN UNION (EU)				TO THE REST OF THE WORLD				FROM THE EU	FROM THE REST OF THE WORLD			
DOCUMENTS	WEIGHT	ZONE N	ZONE A	ZONE B	ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5	ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5	
		0,5	19,27	27,40	36,06	40,63	45,38	47,24	55,30	59,40	48,51	50,89	57,70	59,91	61,08
	1,0	21,77	27,40	36,06	52,77	60,88	64,48	77,75	84,82	61,88	67,05	78,83	81,86	83,82	
	1,5	24,34	33,55	43,56	63,98	75,64	80,72	98,21	106,76	68,56	75,14	89,40	92,85	95,16	
	2,0	26,91	38,55	50,95	75,23	90,40	96,84	118,67	128,71	75,23	83,22	99,97	103,82	106,52	
	2,5	29,46	44,80	58,35	86,54	105,03	112,96	139,00	150,78	81,93	91,30	110,53	114,79	117,87	
	3,0	32,03	48,46	64,60	94,20	115,82	124,99	155,37	168,76	88,59	99,37	121,10	125,74	129,22	
	3,5	34,60	52,20	69,60	101,90	126,60	137,02	171,62	186,87	95,28	107,46	131,65	136,72	140,58	
	4,0	37,15	57,67	74,50	109,62	137,39	149,05	187,86	204,97	101,95	115,54	142,24	147,71	151,93	
	4,5	39,72	60,86	79,40	117,38	148,18	161,08	204,23	222,95	108,64	123,61	152,79	158,67	163,29	
	5,0	42,27	64,60	85,76	125,09	158,84	173,10	220,47	241,06	115,31	131,69	163,36	169,65	174,63	
PARCELS	0,5	19,27	27,40	36,06	40,63	65,47	67,33	75,39	79,48	48,52	72,08	89,22	92,66	97,18	
	1,0	21,77	27,40	36,06	52,77	78,74	82,34	95,60	102,67	61,88	88,25	110,35	114,58	119,90	
	1,5	24,34	33,55	43,56	63,98	91,26	96,35	113,83	122,39	68,57	96,34	120,93	125,57	131,26	
	2,0	26,91	38,55	50,95	75,23	103,79	110,24	132,06	142,10	75,25	104,41	131,49	136,55	142,59	
	2,5	29,46	44,80	58,35	86,54	116,19	124,12	150,16	161,94	81,93	112,50	142,06	147,51	153,93	
	3,0	32,03	48,46	64,60	94,20	124,74	133,92	164,30	177,69	88,59	120,58	152,61	158,49	165,29	
	3,5	34,60	52,20	69,60	101,90	133,30	143,72	178,31	193,56	95,30	128,66	163,18	169,45	176,63	
	4,0	37,15	57,67	74,50	109,62	141,86	153,51	192,32	209,44	101,95	136,73	173,74	180,43	188,02	
	4,5	39,72	60,86	79,40	117,38	150,41	163,31	206,46	225,18	108,65	144,83	184,32	191,40	199,36	
	5,0	42,27	64,60	85,76	125,09	158,84	173,10	220,47	241,06	115,32	152,90	194,88	202,37	210,70	
	5,5	44,84	67,11	88,15	129,42	164,18	178,81	228,41	250,11	122,00	161,00	205,45	213,34	222,06	
	6,0	47,41	67,36	90,56	133,75	169,38	184,51	236,34	259,28	128,68	169,07	215,99	224,30	233,43	
	6,5	49,96	70,85	94,30	138,12	174,59	190,22	244,28	268,46	135,37	177,16	226,59	235,30	244,76	
	7,0	52,53	73,26	96,90	142,39	179,92	195,92	252,22	277,51	142,06	185,22	237,15	246,27	256,11	
	7,5	55,08	75,75	100,18	146,77	185,13	201,62	260,15	286,69	148,75	193,33	247,70	257,23	267,47	
	8,0	57,65	77,00	101,80	151,09	190,46	207,33	268,09	295,74	155,42	201,40	258,26	268,20	278,84	
	8,5	60,21	79,40	105,56	155,47	195,67	213,03	276,15	304,92	162,10	209,49	268,85	279,18	290,17	
	9,0	62,77	82,00	108,05	159,74	200,88	218,74	284,08	314,09	168,78	217,54	279,41	290,16	301,52	
	9,5	65,34	83,15	110,46	164,11	206,21	224,44	292,02	323,14	175,44	225,66	289,98	301,12	312,87	
	10,0	67,89	85,76	114,20	168,44	211,42	230,14	299,96	332,32	182,14	233,71	300,54	312,10	324,24	
	10,5	70,46	86,90	115,46	171,78	215,51	235,35	306,65	339,64	187,47	239,69	310,47	322,41	335,58	
	11,0	73,02	89,40	117,96	175,11	219,73	240,56	313,47	346,83	192,83	245,63	320,41	332,74	346,94	
	11,5	75,58	90,89	120,35	178,40	223,82	245,77	320,17	354,14	198,17	251,61	330,36	343,07	358,29	
	12,0	78,14	91,91	121,70	181,72	227,91	250,98	326,99	361,46	203,50	257,58	340,28	353,38	369,66	
	12,5	80,70	93,16	124,21	185,01	232,13	256,18	333,68	368,78	208,84	263,55	350,22	363,70	380,99	
	13,0	83,27	95,55	126,60	188,34	236,22	261,27	340,50	375,97	214,18	269,49	360,17	374,02	392,36	
	13,5	85,83	96,81	127,86	191,68	240,31	266,48	347,20	383,28	219,52	275,46	370,11	384,35	403,70	
	14,0	88,39	98,16	130,36	194,90	244,53	271,68	354,02	390,60	224,85	281,42	380,03	394,65	415,08	
	14,5	90,95	99,30	132,85	198,24	248,62	276,89	360,84	397,92	230,20	287,40	389,99	404,99	426,41	
	15,0	93,51	101,90	134,10	201,57	252,84	282,10	367,54	405,23	235,55	293,34	399,93	415,30	437,78	
	15,5	96,08	103,15	136,61	204,86	256,93	287,31	374,36	412,42	240,89	299,31	409,87	425,63	449,11	
	16,0	98,64	104,31	139,10	208,20	261,02	292,39	381,05	419,74	246,23	305,27	419,79	435,94	460,48	
16,5	101,20	106,80	140,26	211,53	265,24	297,60	387,87	427,06	251,57	311,25	429,74	446,26	471,83		
17,0	103,76	108,05	142,76	214,82	269,33	302,81	394,57	434,37	256,90	317,19	439,68	456,58	483,19		
17,5	106,32	109,21	145,25	218,14	273,42	308,02	401,39	441,56	262,24	323,17	449,63	466,91	494,54		
18,0	108,88	110,46	146,50	221,48	277,64	313,22	408,08	448,88	267,58	329,12	459,56	477,24	505,90		
18,5	111,45	113,06	149,01	224,76	281,73	318,43	414,90	456,20	272,89	335,10	469,50	487,57	517,25		
19,0	114,01	114,30	151,40	228,10	285,82	323,52	421,60	463,51	278,25	341,06	479,44	497,88	528,60		
19,5	116,57	115,46	152,66	231,43	290,04	328,72	428,42	470,70	283,60	347,04	489,37	508,19	539,95		
20,0	119,13	116,71	155,16	234,72	294,13	333,93	435,12	478,02	288,93	352,98	499,31	518,52	551,31		
20,5	121,69	119,20	157,65	237,84	298,10	338,64	441,44	484,59	294,27	358,95	509,26	528,84	562,66		
21,0	124,26	121,61	160,06	241,02	302,19	343,36	447,64	491,16	299,64	364,90	519,18	539,15	574,01		
21,5	126,81	124,21	162,55	244,09	306,16	348,07	453,84	497,74	304,98	370,88	529,12	549,47	585,37		
22,0	129,38	126,60	165,06	247,22	310,12	352,90	460,16	504,31	310,31	376,82	539,07	559,79	596,71		
22,5	131,94	129,11	167,56	250,34	314,22	357,62	466,36	510,88	315,66	382,80	549,01	570,13	608,07		
23,0	134,50	131,60	170,05	253,47	318,18	362,33	472,56	517,45	320,99	388,77	558,96	580,44	619,43		
23,5	137,07	134,10	172,56	256,54	322,15	367,04	478,89	524,02	326,33	394,74	568,90	590,77	630,78		
24,0	139,62	136,61	175,06	259,67	326,24	371,75	485,09	530,60	331,66	400,68	578,82	601,08	642,15		

24,5	142,19	139,10	177,46	262,84	330,21	376,46	491,29	537,17	337,01	406,66	588,77	611,41	653,48
25,0	144,75	141,51	179,96	265,98	334,18	381,18	497,61	543,74	342,34	412,61	598,70	621,72	664,84
Surcharges per Kg for consignments weighing over 25 Kg													
25,1 - 50	4,96	5,02	5,02	9,09	9,34	9,67	12,65	13,14	8,73	9,87	17,41	18,08	18,91

(10) ACS NET is ACS's International network in the Balkans, in Albania, Bulgaria and Cyprus.

All the above prices are in euro and include VAT (presently at 24%). Express consignments from and to international destinations (ACS World/Import Express) are charged an international freight which varies and is announced if changed at the beginning of every month on ACS's website at [www.acscourier.gr](http://www.acscourier.gr).

## International Services – Zone Schedule - Delivery Times <sup>(11)</sup>

COUNTRY	ZONE (11)	DELIVERY TIME <sup>(12)*</sup>		COUNTRY	ZONE (11)	DELIVERY TIME <sup>(12)</sup>	
		DOCUMENTS	PARCELS			DOCUMENTS	PARCELS
ALBANIA	N	2	2-3	FINLAND	1,B	1	1
ALGERIA	5	3-4	4-5	FRANCE	1,A	1	1
AMERICAN SAMOA	5	3-5	4-6	FYROM	2	2-3	3-4
ANDORRA	2	3-4	4-5	GABON	5	3	3-4
ANGOLA	5	3-4	4-5	GAMBIA	5	4	4-5
ARGENTINA	5	2-3	3-4	GEORGIA	5	3	3-4
ARMENIA	5	3-4	3-5	GERMANY	1,A	1	1
AUSTRALIA	5	2	2-4	GHANA	5	3-4	4-5
AUSTRIA	1,A	1	1	GIBRALTAR	2	2-3	3-4
AZERBAIJAN	5	3-4	3-4	GREENLAND	2	3	3-4
BAHAMAS	5	3-4	4-5	GRENADA	5	4	4-5
BAHRAIN	5	2-3	2-3	GUADELOUPE	5	3-4	4-5
BANGLADESH	5	3-4	3-5	GUAM	5	3-4	4-5
BARBADOS	5	3-4	4-5	GUATEMALA	4	3	3-4
BELARUS	2	3-4	3-4	GUINEA	5	3-4	3-5
BELGIUM	1,A	1	1	GUYANA	5	4	4-5
BELIZE	5	4	8	HAITI	5	3-4	3-4
BENIN	5	3-4	3-5	HONDURAS	4	3-4	3-4
BERMUDA	4	3-4	3-5	HONG KONG	5	2-3	2-4
BHUTAN	5	4-5	4-5	HUNGARY	1,B	1	1
BOLIVIA	4	3-4	4-5	ICELAND	2	1-2	2-3
BOSNIA HERZEGOVINA	2	3-4	3-4	INDIA	5	2-3	3-4
BOTSWANA	5	3-4	4-5	INDONESIA	5	2-3	3-4
BRAZIL	5	1-3	3-5	IRAN	5	2-3	3-4
BRUNEI	5	4	4-5	IRAQ ( BAGHDAD)	5	3-4	4-5
BULGARIA	N	2	2-3	IRELAND	1,B	1	1-2
BURKINA FASO	5	4	4-5	ISRAEL	5	2-3	2-4
BURUNDI	5	4	4-5	ITALY	1,A	1	1-2
CAMEROON	5	3-4	4-5	IVORY COAST	5	4	4-5
CANADA	4	2-3	2-3	JAMAICA	4	3	3-4
CANARY ISLANDS	5	3-4	4-5	JAPAN	5	3	3-4
CENTRAL AFRICAN REP.	5	5	5-6	JORDAN	5	2-3	3-4
CHAD	5	4	5	KAZAKHSTAN	5	2-3	3-4
CHILE	4	2-3	3-4	KENYA	5	3	3-4
CHINA	3	2-3	3-4	KIRIBATI	5	3	3-4
COLOMBIA	4	3	3-4	KOREA, DPR (NORTH)	5	3-4	3-4
COMOROS ISLANDS	5	4	4-5	KOREA, REP. OF (SOUTH)	5	2	3-4
CONGO	5	3-4	4-5	KOSOVO	2	3	3-4
CONGO, DEM. (ZAIRE)	5	3	4	KUWAIT	5	2-3	3-4
COOK ISLANDS	5	4	4-5	KYRGYZSTAN	5	2-3	3-5
COSTA RICA	4	3-4	4-5	LAOS	5	3-4	3-4
CROATIA	2	2-3	3-4	LATVIA	1,B	1	1
CUBA	4	5-6	5-6	LEBANON	5	2-3	2-4
CYPRUS	N	1-2	1-2	LESOTHO	5	3	3-4
CZECH REPUBLIC	1,A	1	1	LIBERIA	5	3-4	4-5
DENMARK	1,A	1	1	LIBYA	5	3-4	3-4
DJIBOUTI	5	3-4	3-4	LIECHTENSTEIN	2	2	2-3
DOMINICA	5	4	4	LITHUANIA	1,B	1	1
DOMINICAN REPUBLIC	5	3	3-4	LUXEMBURG	1,A	1	1
ECUADOR	4	3	3-4	MACAU	5	3-4	3-4
EGYPT	5	1-2	2-3	MADAGASCAR	5	3	3-4
EL SALVADOR	4	3-4	3-4	MALAWI	5	3-4	3-5



ERITREA	5	4	4
ESTONIA	1,B	1	1
ETHIOPIA	5	3-4	3-4
FIJI	5	4	4-5
MAURITANIA	5	3-4	3-4
COUNTRY	ZONE <sup>(11)</sup>	DELIVERY TIME <sup>(12)</sup>	
		DOCUMENTS	PARCELS
MEXICO	4	3	3-4
MICRONESIA	5	3-4	3-4
MOLDOVA	2	2	2-3
MONACO	1	1	1
MONGOLIA	5	4	4-5
MONTENEGRO	2	2-3	3-4
MOROCCO	5	2-3	2-4
MOZAMBIQUE	5	3	3-4
MYANMAR ( BURMA)	5	4	4-5
NAMIBIA	5	3	4-5
NAURU	5	3-4	4-5
NEPAL	5	3-4	3-5
NETHERLANDS	1,A	1	1
NETHERLANDS ANTILLES	5	3-4	3-4
NEW CALEDONIA	5	3-4	3-5
NEW ZEALAND	5	3-4	3-4
NICARAGUA	5	3-4	3-4
NIGERIA	5	3-4	4-5
NORWAY	2	1	1-2
OMAN	5	2-4	3-4
PAKISTAN	5	2-3	3-4
PALAU	5	3-4	3-4
PALESTINE	5	2-3	3-4
PANAMA	4	2-3	3-4
PAPUA NEW GUINEA	5	3-4	4-5
PARAGUAY	4	3	3-4
PERU	4	2-3	3-4
PHILIPPINES	5	2-3	3-4
POLAND	1,B	1	1-2
PORTUGAL	1,B	1	1
PUERTO RICO	4	3-4	3-4
QATAR	5	2-3	3-4
REUNION ISLANDS	5	3-4	4-5
ROMANIA	1,A	1-2	1-3
RUSSIAN FEDERATION	2	2-3	2-4
RWANDA	5	3	3-4
SAN MARINO	5	2-3	2-4
SAO TOME & PRINCIPE	5	4-5	4-5
SAUDI ARABIA	5	2-3	2-3
SENEGAL	5	2-3	2-4
SERBIA	2	2-3	3-4
SEYCHELLES	5	3	3-4

MALAYSIA	5	2-3	3-4
MALDIVES	5	3-4	3-5
MALI	5	3	3-4
MALTA	1,B	1	1
MAURITIUS	5	3-4	3-5
COUNTRY	ZONE <sup>(11)</sup>	DELIVERY TIME <sup>(12)</sup>	
		DOCUMENTS	PARCELS
SIERRA LEONE	5	3-4	4-5
SINGAPORE	5	3	2-3
SLOVAKIA	1,B	1	1-2
SLOVENIA	1,B	1	1-2
SOLOMON ISLANDS	5	3-4	4-5
SOUTH AFRICA	5	2	2-4
SPAIN	1,B	1	1
SRI LANKA	5	3	3-4
ST KITTS	5	4	4-5
SUDAN	5	2-3	3-4
SURINAME	5	4	4-5
SWAZILAND	5	4	3-5
SWEDEN	1,B	1	1
SWITZERLAND	2	1	1-2
SYRIA	5	3	3-4
TAHITI	5	4	4
TAIWAN	5	2-3	3-4
TAJIKISTAN	5	3-4	4-5
TANZANIA	5	3-4	4-5
THAILAND	5	3	3-4
TOGO	5	3-4	3-4
TONGA	5	4	4-5
TRINIDAD & TOBAGO	5	4	4-5
TUNISIA	5	2-3	2-4
TURKEY	2	1-2	1-3
TURKMENISTAN	5	3-4	3-4
TURKS & CAICOS	5	4-5	4-5
UGANDA	5	3	4
UKRAINE	2	2	3-4
UNITED ARAB EMIRATES	5	2-3	3-4
UNITED KINGDOM	1,A	1	1
URUGUAY	4	3-4	3-4
USA	4	1-2	1-3
UZBEKISTAN	5	2-4	3-4
VANUATU	5	4	5
VENEZUELA	4	3	3-4
VIETNAM	5	2-4	2-4
VIRGIN ISLANDS ( UK)	5	4-5	4-5
VIRGIN ISLANDS ( US)	5	3-4	4-5
YEMEN	5	3-4	4
ZAMBIA	5	3	4
ZIMBABWE	5	3	4

Supplementary International Services	Charge
Guaranteed delivery	<b>50,00€</b>
Immediate delivery to Difficult to Access areas of Cyprus <sup>(13)</sup>	<b>36,90€</b>
Delivery during Holidays	Following agreement with the International Department

(11) **Zone N:** ACS Net Express (Albania, Bulgaria, Cyprus), **Zone A\*:** ACS Europe 5 delivery in 2-5 business days (E.U.),

**Zone B\*:** ACS Europe 5 delivery in 4-8 business days (E.U.), **Zone 1-5:** ACS World/Import Express (to/from the rest of the world)

(12) The delivery times of the table do not refer to Zones A & B, see Clarifications & Explanations, No. 14, 15

(13) It regards delivery on the same day (if possible) or on the next day of consignment arrival in Cyprus. See Clarifications & Explanations no.14.

**Note:** Because the provision of Supplementary Services depends on destination and the requested service, these services are provided only following agreement with ACS's International Department. The charges in the above table for the Supplementary International Services do not include VAT (presently at 24%).



## **Consignment Insurance**

### **1. Automatic Consignment Insurance (Basic)**

Every consignment carried by ACS, which is not classified as a prohibited good for transportation, is automatically insured for loss or damage as follows:

- For customers who pay in cash the basic charges of ACS SMSA's official tariff schedule up to €70 for envelopes and up to €400 for packages.
- For customers with special agreements for the carriage of numerous postal items and/or for the provision of postal services over long periods of time and to whom special lower prices are offered relatively to the basic charges of the said services, and/or credit for the provision of services through the use of a password (code), the specific terms and agreements referred to in such agreements are in effect., or up to €70 for envelopes and up to €220 for packages.
- For the ACS-EU Economy and ACS-EC Economy services each consignment is automatically insured for loss or damage up to the amount of €200 and €100, respectively.

### **2. Supplementary Consignment Insurance (Full)**

The following surcharges apply for the insurance of consignments (articles only):

Value of Shipped Articles	Domestic Premium & ACS NET	International Premium
Up to 600€	3,60€	10€
Up to 1.000€	6,00€	
Up to 1.500€	9,00€	1% of the insured value
Up to 3.000€	18,00€	
Above 3.000€	Upon contacting and agreement with ACS	

### **3. Insurance of Domestic Commercial Consignments (Business)**

Business Insurance is available for customers of large commercial (business) consignments (quantity of at least 100 consignments /month), by signing a contract which would specify lower premiums and lower coverage limits according to the following table:

Category/ Type of Goods	Premium(%)	Maximum Coverage Limit (€) / Shipment	Maximum Limit per Bottom (€) / Customer	Deductible (€) / Shipment
Mobile Phones	0,25%	500 €	30.000 €	--
All other Electronic Goods	0,35%	5.000 €	50.000 €	--
Telephone Cards	0,065%	5.000 €	50.000 €	500 €
All other Merchandise (cloths, furniture, etc)	0,10%	800 €	10.000 €	150 €

*Note: When Supplementary Insurance (Full) or Business is requested, the Automatic Insurance does not hold and the additional amount of the premium is collected.*

### **Volume Charge**

The charge for each shipment depends on the combination of size and weight (volumetric system of the International Air Transport Association IATA). If the volumetric weight of the shipment is greater than the actual weight, then the charge is based on the volumetric weight and is calculated by multiplying the shipment's three dimensions and then by dividing by 5000.

$$\text{Volumetric Weight (in Kg)} = \frac{(\text{length}) \times (\text{width}) \times (\text{height}) \text{ in centimeters}}{5.000}$$

Especially for the ACS EU Economy and ACS Cyprus (EC) Economy services the volumetric weight is computed by multiplying the three dimensions of the package in centimeters (cm) and then by dividing by 3000.

### **Clarifications & Explanations**

1. For cases of more than 10 consignments per month, discounts are given according to the amount of consignments as well as monthly billings and payments for the rendered services. For more information please contact the local ACS store.
2. A Network City is every city in Greece where ACS has a service point (store), as indicated in the current ACS information pamphlets.
3. The charges for courier services as well as the delivery times vary according to the geographical location of the collection point and the delivery point. The categories of the geographical classification are as follows:
  - 3.1 Within the City – Regards consignment collection, transport and delivery within the same Network City. Specifically and only for the prefectures of Attica and Thessalonica, every consignment, for which collection and delivery is carried out within the prefecture of Attica or within the prefecture of Thessalonica, is considered Within the City, with the exception of some Difficult to Access Areas/Locations.

3.2 Within the Region - Regards consignment collection, transport and delivery within the same Region. A Region is the group of prefectures and cities of Greece as indicated in the following table:

REGIONS	PREFECTURES
<b>Central Greece</b>	Viotia, Evia, Evrytania, Karditsa, Larissa, Trikala, Fthiotida, Fokida, Magnisia and the Sporades Islands .
<b>West Greece</b>	Aitolokarnania, Arta, Thesprotia, Ioannina, Preveza, Lefkada, Corfu and the Paxi Islands
<b>North Greece</b>	Grevena, Drama, Evros, Imathia, Kavala, Kastoria, Kilkis, Kozani, Xanthi, Pella, Pieria, Rhodopi, Serres, Halkidiki, Florina
<b>Peloponnese</b>	Argolida, Arcadia, Achaia, Zakynthos, Iliia, Corinth, Laconia, Messinia, Kefallonia and Ithaki .
<b>Crete</b>	Irakleio, Lasithi, Rethymno, Hania

3.3 Land Destinations – Regard consignment collection, transport and delivery for the Land Destinations of ACS’s network, in Greece, except for the Greek islands.

3.4 Island Destinations - – Regard consignment collection, transport and delivery for the Island Destinations of ACS’s network, in Greece (the islands).

3.5 Difficult to Access Areas/Locations are the areas beyond the limits of the ACS Network Cities. More information is available on the website [www.acscourier.gr](http://www.acscourier.gr) or at ACS’s local stores. A surcharge applies for consignments to Difficult to Access due to the distance traveled and the level of difficulty to access.

- The tariff policy for Difficult to Access Areas of logo DA, is the same as the one for D2D according to the respective destination, even for the P2P consignments, at no extra charge, but the delivery times are the same as those of the Difficult to Access Areas (DA).

3.6 Especially for consignments which regard competitions, the delivery times and the their terms are those that are described in the official tariff schedule of the Company plus one business day and they supersede any other specific agreement with the sender.

4. The regular hours of operation of ACS’s network (stores) are from 08:00 to 20:00 Monday to Friday and from 09:00 to 15:00 on Saturday, except during local and national feasts and holidays. Regarding the stores of third – party collaborating networks with ACS (ACS Smart Points & ACS Kiosk Xpress), the applicable business hours are as per these stores. Business hours vary according to location. Specific information is provided on ACS’s website at [www.acscourier.gr](http://www.acscourier.gr) or at ACS’s local stores.

5. There are no Morning Deliveries and no Deliveries within the preferred 2-hour time frame for parcel consignments of actual or volumetric weight exceeding 5,50 kg. These services are only available for destinations-addresses within the City Limits of the ACS store in charge of the delivery and do not regard the Difficult to Access Areas. The usual starting times for deliveries by the Stores are mentioned in ACS’s website at [www.acscourier.gr](http://www.acscourier.gr) . For cases where the above conditions are not met, the shipper/recipient is responsible for the use of this service (no liability to ACS).

6. The regular hours of operation regarding Same Day Delivery Service are 08:00 to 20:00 Monday to Friday and 09:00 to 15:00 on Saturday.

7. The limits of the Geographical Zones regarding Same Day Services are described in the following table:

ZONES	ATTICA	THESSALONICA
<b>Zone A</b>	Inner exclusion traffic zone of Athens	Κέντρο (Γ’ Σεπτεμβρίου, Αγ. Δημητρίου, Ολυμπιάδος, Ηφαιστίωνος, Αγ. Δημητρίου, Λαγκαδά, 26ης Οκτωβρίου, έως & το Δικαστικό Μέγαρο), Ανατ. & Βορ. Δυτικά προάστια.
<b>Zone B</b>	City Limits	Excluding the periphery road (Kalohori, Industrial Area of Thessalonica, Ionia, Oreokastro, Eukarpia, Panorama, Thermi, the Airport, East & West suburbs)
<b>Zone C</b>	Aspropyrgos - Aharnai - Elefsina - Phyli - Thracomakedones - Varymbombi - Kryoneri - Anixi – Agios Stephanos - Dionysos - Stavros - Spata -Paianeia – Glyka Nera - Markopoulo - Varkiza - Vari	Rest of Thessalonica Prefecture
<b>Zone D</b>	Rest of Attica Prefecture	-

For consignments between two Zones or on Zone limits, charges are based on the Zone with the higher charge.

8. The hours of operation for placing telephone orders for Same Day Delivery Service within Attica are 09:00 to 18:00 for Zone A, 09:00 to 17:00 for Zone B and 09:00 to 15:00 for Zone C.

9. The hours of operation for placing telephone orders for Same Day Delivery Service within Thessalonica are 08:00 to 18:00 for Zone A and 09:00 to 17:00 for Zone B.

10. The delivery time for Same Day Delivery Service within the same city starts from the time the telephone order is placed by the Customer.

11. For same day delivery from one ACS network city to another, the telephone order must be placed, depending on the destination, from 08:00 up to 14:00 within the same day. Please ask the local ACS store regarding the availability of this service prior to placing the order.

12. Regarding same day deliveries, when the dimensions of the transported item exceed 35cmx30cmx25cm or when the actual weight of the shipment exceeds 6 kg, the use of an automobile is mandatory at a surcharge. The charge is determined as follows:

12.1. For up to 6 kg, the charge is the same as that for the 2 kg shipment by destination zone, plus the surcharge for the extra kilograms beyond the two kilograms,

12.2. For weights above 6 kg, the charge is the same as that for the 2 kg shipment by destination zone, plus the supplementary service for parcel carriage by automobile, plus the supplementary service Surcharge for the extra kilograms beyond the 20 kg shipments.

12.3. The use of an automobile is mandatory for same day deliveries to, from and within Zone C of the Thessalonica Prefecture.

**13.** For use of supplementary services (such as COD, Saturday deliveries etc.), there is a surcharge for same day delivery which is equivalent to the surcharges applied on the basic tariffs.

**14.** The international services "ACS Europe 5", "ACS World Express/World Import Express" and "EU & EC Economy" are provided in cooperation with GLS as well as with other well known international companies. International deliveries and delivery times entail primarily deliveries that are made in the main cities and at the recipient's address. In case of international deliveries outside the cities or in remote locations/destinations and in case that the exact address is not available, the time and method of consignment delivery can be modified according to the delivery criteria of the cooperating courier companies in each country or of their representatives. These specific deliveries can be made to the nearest service point of the cooperating courier company or representative of ACS, or can be delivered at their discretion in accordance with the procedures followed in the specific region (in collaboration with other cooperating courier companies or universal service providers). Especially for Cyprus, consignment deliveries to Cyprus at remote and / or difficult to access areas outside the cities (DAs) (DA1, DA2, DA3) will have additional delivery time 1-5 business days. The Postal Codes of these areas are listed on the ACS website. If the customer prefers faster delivery, he/she can request supplementary service of immediate delivery at the DAs areas of Cyprus (same day or next day delivery of arrival in Cyprus, depending on arrival time) following pre-agreement and at an additional charge.

**15.** ACS S.M.S.A. will make every reasonable effort in order to deliver the consignments as per its operation schedule and the normal delivery times. However, in the event that delivery times are surpassed, ACS's responsibility will be strictly limited to the amounts that are specified in ACS SMSA's General Terms of Carriage. All delivery times regard the number of business days as of the day of departure from Attica and relate to the time period until the first delivery attempt to the recipient's address. For departures from Attica, it is understood that the "ready to deliver" consignments are collected in Attica:

- no later than 18:00 for Courier Services regarding Domestic Envelopes,
- no later than 16:00 for Courier Services regarding Domestic Parcels, the ACS Kiosk Express Service & ACS Smart Points
- no later than 13:00 for International Services.

For consignments involving collections from the Rest of Greece, the stated delivery times increase according to the time period involved for carriage from a specific point of collection to the point of arrival in Attica, a time period which usually corresponds to the delivery time of a carriage from Attica to the said point of collection. Consignments collected after the above hours and/or their transport mean has already departed from the store (depending on the point of collection and based on the deadline for collections) and/or their weight (volumetric or actual) exceeds 2 kg may depart the next business day. Any technical problems occurring outside ACS's business hours, at the points of the collaborating networks, may modify respectively the delivery times of the consignments from these points.

**16.** The packaging of "Bottle I, II & IV" consist of a special combination of specific interior and exterior packaging, and are considered appropriate exclusively and only for shipping standardised and tightly sealed bottles, of gross weight up to 1,50 kg each (which corresponds to net contents of 750ml), and of dimensions for the base diameter from 63 mm to 83mm and for the height from 300 mm to 335 mm, with top diameter of the bottle from 25 mm to 30 mm. The total weight of the consignment, including the packaging, can not exceed 2,0 kg for the Bottle I service, can not exceed 6,0 kg for the Bottle II service, can not exceed 10,0 kg for the Bottle IV service. The supplementary Package Service regards the provision by ACS to the client of standard outer package for Boxes or Envelopes or plastic bags (Packs) of various sizes, whereby the client has full responsibility for the internal packaging of the shipped object(s) (regarding Boxes), for the resistance of the whole packaging (regarding Packs and Envelopes), for the final integrated assembly as well as for the appropriate internal and total packaging, as per the limitations of the standard packaging and taking into consideration that the consignments are loaded along with other consignments and thus may be subject to multiple uploads depending on their destination.

**17.** Business Days are the days from Monday to Friday, excluding national and local holidays/feasts.

A Day is defined as the entire duration of a calendar day, from 00:01 to 23:59. However, collections and deliveries are usually carried out during the operating/business hours of the local stores.

**18.** ACS or a collaborating network which operates/ receives or delivers on behalf of ACS reserves the right to request proof of identity upon consignment delivery at the stores of ACS's network and the customer has the obligation to conform accordingly. Generally, authentication of the recipient's identification is not carried out for courier services, only the recipient's surname/name is recorded (by his/her declaration), unless otherwise agreed in writing or there is special treatment related to a supplementary service or the services are those mentioned above (delivery at the stores of ACS's network).

**19.** In the event that a consignment exceeds a specific weight limit, the consignment weight will be considered to be equal to the next weight step, that is an upward rounding off will be applied. In the case of Domestic Services the rounding is made to the next one kilo increment and in the case of International Services to the next ½ kilo increment. *The charge based on weight is made by taking the largest of the volumetric, registered or actual weight of the consignment.* For domestic consignments of parcels/small parcels which comprise more than one item (with the same sender and the same recipient) the minimum weight per item will be 1 kg.

**20.** Consignments are accompanied by an Express Delivery Voucher (EDV) which, at times, may be also be termed as Proof of Transport, Proof of Delivery-Collection, POP-POD Voucher, ACS Connect, AWB, or may not even have a title.

**21.** The charging of Express Courier Services can be made in cash or on credit either to the shipper or to the recipient or to the assignee (the charging is made to the assignee only for customers on credit). The use of bank card is feasible for the payment of the shipping task, payment of the supplementary courier services, as well as for cash on delivery and to credit clients for invoice payments.

**22.** The delivery of consignments is normally made at the recipient's address, but it can also be made at a store of ACS's network or at a store of a third party point/network contracted with the ACS or other address upon request for redirection. The modification of the delivery point can be done upon instruction by the sender or the recipient.

**23.** The Company's responsibility regarding the transported documents or articles through Courier Service expires at the moment of delivery of the document or article to the recipient as evidenced by the signing of the delivery by the receipt. The recipient's signature can be written on the receipt – delivery document or recorded electronically in the data recording device for the receipt and delivery of consignments (PDAs), or recorded in other information system (computer, multifunction touch screen etc.). In addition, instead of the said signing, the delivery can be carried out using the special security code (PIN), which is sent by ACS in the recipient's information data that the sender has given to ACS (mobile phone number or email address) at the time of placing the consignment order or during its progress. The security code (PIN) serves as a signature. Simultaneously with the consignment delivery and the said signing, the corresponding delivery data are recorded (time, date and recipient's name and/or title).

**24.** The detailed description, the terms and the clarifications of the ACS Smart Point and ACS Economy EC & ACS Economy EU services are included in the respective tariff schedules which are available on ACS's website.

**25.** The Courier and Transport services as well as the charges that are mentioned in the present document are governed by ACS's General Terms of Carriage and by the Charter of Obligations towards Consumers (COC), which are available on the website [www.acscourier.gr](http://www.acscourier.gr).

**26.** The present tariff schedule and clarifications hold as well for the Transport services (consignments exceeding 35 kilos).

**27.** The present tariff schedule includes VAT (presently at 24%), wherever it is stated so. Tariffs will change accordingly in the event of a VAT change.

**The Present Tariff Schedule is effective as of 03/02/2020.**

The present document is an extract of ACS's official tariff schedule and regards the Courier and Transport Services. The applicable tariff schedule is published on the company's website at [www.acscourier.gr](http://www.acscourier.gr). ACS reserves the right to make changes to the information/data of this document without prior notification, always in accordance with the applicable stipulations of law.

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## About ACS

### **ACS ...means COURIER**

**ACS has undoubtedly linked its name to courier service in Greece by offering for over 35 years to businesses and households across the country complete, reliable, affordable and quality services which meet their needs for urgent posting.**

- **ACS Courier operates in the Greek market since 1981** and is the leader of the courier service sector respecting document shipping, shipping of parcels and packages in Greece and abroad. With its main objective being the provision of quality services at competitive prices, ACS has gained the preference and trust of its customers and has become the largest Greek company in the courier market, given that:
- **ACS has the largest independent network** in Greece, Cyprus, Albania and Bulgaria, with more than 600 service points which cover with speed, safety and reliability the communication needs of hundreds of thousands of businesses and individuals in 200 countries around the world.
- **ACS employs 3000 skilled employees** and offers the most complete organization and expertise in the domestic courier market, and is certified by ISO 9001 (for Courier Services, Mail and Biological Substances Transport) as well as by ISO 14001 (for Environmental Management of Courier and Mail Services).
- **ACS carries out annually more than 50,000,000 consignments** (from the aggregate of its mail services, ACS Courier and ACS Post) serving 15,000 destinations, from 10 sorting/ transit centres (Hubs) across the country and through more than 80 daily scheduled combined back-bone transportation routes (land, sea, air).
- **ACS has the most complete and modern infrastructure** regarding IT equipment, and is a leader courier company equipped with automated systems for sorting, online-real-time systems for tracking and locating shipments (Tracking), on line recording of consignment delivery data through PDA devices (ACS mobile), automated electronic delivery of cash-on-delivery payments and online Fleet Management.
- **ACS holds an Individual Licence and a National General Authorisation** for provision of courier services in the Greek market.
- **ACS collaborates with international courier networks** for consignment conveyance, both in Greece as a representative-contractor and abroad for shipments around the world.
- **ACS is a prominent member** of the dynamic Quest Group.

### **Other Services for Individuals**

#### **ACS Member ... means to enjoy unique privileges.**

A Member's card for all visitors to ACS stores who want to benefit from the frequent use of ACS services. By showing their card, Members can earn **unique discounts, free of charge notification by sms / e-mail** about the delivery of their consignments and exclusive privileges regarding the speed of service and online information for all their shipments through the website [www.acscourier.gr](http://www.acscourier.gr).

#### **Now the membership card ACS Member offers you:**

- New **discounts\* of more than 50%** for consignments up to 3kg, from all ACS stores or from your premises!
- Free of charge notification by sms/e-mail for the delivery of your consignment!
- Speed in being served, without waiting.
- Immediate information about all your shipments through the website [www.acscourier.gr](http://www.acscourier.gr)
- Print your own receipts from the ACS website, by logging into the member's personal account.

Amount of monthly shipments (up to 3kg)	Discount (%) with ACS Member card	
	Domestic Shipments	International Shipments
1 <sup>n</sup>	-10%	-5%
2 <sup>n</sup>	-20%	-5%
3 <sup>n</sup>	-30%	-5%
4 <sup>n</sup>	-40%	-5%
5 <sup>n</sup> – 10 <sup>n</sup>	-50%	-5%
>10	-60%	-5%

*\*The above discounts, which are based on the amount of consignments, are given for consignments up to 3 kg paid in cash by showing the ACS Member card either at the ACS stores or at the client's premises. Discounts regard the tariffs of the official ACS tariff schedule for consignments courier Point-to-Point, Point-to-Door, Door-to-Door and ACS Combo Express Envelope, and can not be combined with discounts of the e-shipping service (electronic courier call) and are valid for a limited period of time until withdrawal by ACS. The mentioned discounts are applicable for members of ACS Member at the time of issue of the present tariff schedule and may be subject to change by ACS at any time independently of the present tariff schedule, pursuant to the offer that is in effect for ACS Member clients.*

**The ACS Member card is available free of charge at all ACS stores!**

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**ACS Financial Services ...means everything for the electronic collection and fast delivery (courier) of money.**

<b>Bills</b>	<b>DEH</b>	<b>EYDAP</b>	<b>VODAFONE</b>	<b>COSMOTE</b>	<b>WIND</b>
<b>Fee*</b>	<b>1 €</b>	<b>1 €</b>	<b>1 €</b>	<b>1 €</b>	<b>1 €</b>

\* VAT included (presently 24%).

- **ACS ARGO PAY: New service for Electronic Bill Payments.**  
Now you can pay the bills for third party services at the ACS stores with the ARGO PAY logo, in the easiest and fastest way, as your bill is settled in less than 1 minute via an electronic connection with the service provider (who is notified about the bill payment within the same business day). Thus, the ACS ARGO PAY service offers you: **speed & reliability** (through an electronic transaction), **immediate service** (with no waiting in queues and delays, extended store hours) as well as **low transaction cost**. In the initial phase, the new service operates for payments of electricity bills (**DEH**), water bills (**EYDAP**) and telephone bills (**Vodafone, Cosmote, WIND**), but it is planned to further integrate more bills relating to third party services.
- **ACS Money Transfer: Service for Electronic Courier Delivery of Funds.** The ACS stores, in collaboration with MoneyGram®, enable you to send money directly to your loved ones in 200 countries worldwide, facilitating the task of sending cash worldwide without a bank account or credit card, in just a few minutes. The safe transfer of your money is carried out through an integrated electronic system that connects all the agents of the MoneyGram® Network (more than 200,000 outlets) and ensures the timely delivery of your money.
- **ACS Prepaid Cards: Sales Service for telephone cards and prepaid credit card Paysafe.** The ACS stores enable you to buy easily and fast, in less than 1 minute, telephone cards of almost all telephony providers as well as prepaid paysafe credit cards

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**ACS Web Services ...means everything through your PC.**

**ACS eTracking:** Online tracking of the progress of consignments through the new and updated ACS website ([www.acscourier.gr](http://www.acscourier.gr)), with the ability to locate every consignment, using the tool **Consignment Tracking** or by entering **Login** on the page of the registered clients of ACS for more real time detailed information (online monitoring of the billing card, updating or correcting the profile and detailed invoice printout, by the Client-user). It also provides consignment search queries and nearest ACS store queries from mobile phones, through a specially configured application (**Mobile Site**).

**ACS e-Shipping.** Ability to place an on-line courier call from the website of ACS, earning big discounts and free briefing via sms and e-mail.

**ACS Web Business Tools.** Innovative tools that automate, completely free of charge, the interconnection of online shops with ACS, with multiple benefits for e-shops and their clients

**ACS Connect.** Innovative program for on-line dispatch and management of all consignments of a business through the Client's computer, with the possibility to track the route and history of each consignment.