

Raben Lietuva UAB

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Appendix 1 Additional Services

1. The Carrier renders Additional Services supplementing or extending conditions of Transport Service.
2. The availability of the Additional Services for the Customers who use Cargo Classic and Cargo Premium is set out in Attachment A.
3. The detailed description and terms of the Additional Services are set out in Attachment B.
4. Additional Services constitute an integral part of Terms of the Transport Service.
5. The Carrier may reject the order for the performance of any Additional Service without providing reasons and without incurring any liability whatsoever to the Customer.
6. Should the Carrier be liable towards the Customer for compensation in respect of loss or damage resulting from non-performance or improper performance of the Additional Service, such compensation shall not exceed the fee which is due for Additional Service which the non-performance or improper performance relates to. Notwithstanding the above, the Carrier shall not be liable for any lost profits and any other type of indirect or consequential damage, in particular damage resulting from any contractual penalties paid by the Customer to any third parties.

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Raben**Attachement A****Additional Services available for the Customers who use Cargo Classic and Cargo Premium**

	ACCESSIBILITY	
	Type of the Transport Service	
	Cargo Classic	Cargo Premium
CFT (cash for transport)	-	-
ROP (exchange of pallets)	+	+
e-ROD (electronic access to signed and scanned delivery documentation)	+	+
SMS (SMS informing the consignee about the pick-up and delivery)	-	-
EML (E-mail informing the consignee about the pick-up and delivery)	-	-
RTS (the Consignment delivered in time slots arranged by Raben)	+	+
SPU (the Consignee picks up the Consignment on his own from Raben warehouse)	+	+
HUN (the Carrier unloads the Consignment at the indicated places of use, up to 30 kg/pcs, up to 2 nd floor)	-	+
ADV (prior advice of delivery from Raben office)	-	+
ADV 3 (advice on the Customer's www platform done by Raben)	-	+
ADVPU (prior collection advice from Raben office)	+	+
ND 08 (delivery on the first possible day by 08.00am according to standard Lead Time)	-	+

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ND 10 (delivery on the first possible day by 10.00am according to standard Lead Time)		
ND 12 (delivery on the first possible day by 12.00am according to standard Lead Time)		
ND 16 (delivery on the first possible day by 16.00 according to standard Lead Time)		
FIX (delivery on the fixed day during working hours (no later than 3 days after standard Lead Time)		
FIX 08 (delivery on the fixed day by 08.00am (no later than 3 days after standard Lead Time)		
FIX 10 (delivery on the fixed day by 10.00am (no later than 3 days after standard Lead Time)		
FIX 12 (delivery on the fixed day by 12.00am (no later than 3 days after standard Lead Time)		
EXACT (delivery on exact day and time, no later than 3 days after standard Lead Time)		
OTS (the Consignment delivered in time slots arranged by Customer)		
CALL (call from Raben driver before delivery)		
PEP (return of empty packaging)		
PCD (Picture Confirmation of the Delivery)		

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Raben**Attachment B****Detailed description of Additional Services**

TYPE OF THE TRANSPORT SERVICE	DESCRIPTION
Cargo Classic	<p>Definition: The Carrier will complete Transport Service within 1 Business Day extra from standard Lead Time</p> <p>Additional terms: Cargo Classic does not apply to the Consignment which require above zero temperature conditions during the transport process and Consignments with customs goods.</p>
Cargo Premium	<p>Definition: The Carrier will complete Transport Service:</p> <ul style="list-style-type: none"> (a) according to standard Lead Time (b) or the Business Day specified by the Customer falling within 3 Business Day from standard Lead Time. <p>Additional terms for (b) Does not apply to Consignment with ADR goods including, alcohol or goods requiring Controlled Temperature</p>
Fresh	<p>Definition: The Carrier will carry out Transport Service with respect to Cold Chain Goods in Controlled Temperature between +2° C and +6° C.</p>
Ultra Fresh	<p>Definition: The Carrier will carry out Transport Service with respect to Cold Chain Goods in Controlled Temperature between +0° C and +2° C.</p>

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SERVICES	Description
CFT	<p>Definition:</p> <p>The Carrier will collect from the Consignee Carrier's remuneration for the Transport Service and other amounts chargeable against the Consignment.</p> <p>Additional terms:</p> <ul style="list-style-type: none"> (a) the Transport Order must include the tax identification number of the Consignee (VAT number); (b) the Customer shall ensure that the Consignee has exact amount of cash to be collected by the Carrier according CFT. The driver has limited amount of cash to give an exchange; (c) the handover of the Consignment to the Consignee is subject to payment by the Consignee of Carrier's remuneration for the Transport Service and other amounts chargeable against the Consignment. Should the Consignee refuse to pay the amounts specified above the Carrier may refrain from handing over the Consignment to the Consignee and exercise other rights provided for in the law or in GT&C; (d) CFT does not release the Customer from its responsibility for payment of Carrier's remuneration for the Transport Service and other amounts chargeable against the Consignment. The Customer remains obliged to pay the amounts specified above should the Consignee refuse to accept the Consignment or will accept the Consignment but will not pay those amounts to the Carrier. In the latter case, the Customer and the Consignee shall be jointly and severally liable towards the Carrier for the payment of such amounts.
ROP	<p>Definition:</p> <p>The Carrier will exchange with the Consignee and return to the Customer EUR pallets which have been delivered to the Consignee with the Consignment.</p> <p>Additional terms:</p> <ul style="list-style-type: none"> (a) only EUR pallets (i.e. flat, wooden pallets with dimensions 120 x 80 cm, meeting the requirements of UIC 435 Codex or its equivalent, legally labeled with EUR or EPAL trademark) are eligible for exchange and return;

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- (b) number of EUR pallets to be exchanged and returned shall be declared by the Consignor in the Transport Document before the Consignment is handed over to the Carrier;
- (c) when collecting the Consignment from the Consignor the Carrier (driver) checks only the number of the pallets declared by the Consignor for exchange. The driver does not verify if the pallets are EUR pallets and if they meet all requirements. The verification of the pallets declared for exchange is made by the Consignee who qualifies the pallets as EUR pallets (eligible for exchange). However, the Carrier may refuse to carry out ROP service if it becomes evident that the pallets declared by the Consignor are not eligible for exchange and return (in particular if they fake or incompatible);
- (d) the EUR pallets are exchanged right after delivery of the Consignment to the Consignee; the exchange of EUR pallets (i.e. number of EUR pallets delivered to the Consignee and number of EUR pallets exchanged by the Consignee) is evidenced in the Transport Document confirming delivery of the Consignment; lack of any entry concerning number of EUR pallets exchanged by the Consignee shall mean that the Consignee has not exchanged any EUR pallets;
- (e) the Carrier is obliged to return to the Customer only as many EUR pallets as previously exchanged by the Consignee during delivery of the Consignment and confirmed in the Transport Document;
- (f) the Carrier is not obliged to return to the Customer pallets which the Consignee refused to exchange (irrespective of the reason of such refusal) during delivery of the Consignment; the Carrier is not liable for the EUR pallets which have not been exchanged by the Consignee;
- (g) the Customer shall ensure that the Consignor has exact number of EUR pallets to be exchanged for the EUR pallets delivered with the Consignment; the Carrier may refuse to accept pallets from the Consignee if it becomes evident that the pallets exchanged by the Consignee are not eligible for exchange (in particular if they fake or incompatible);
- (h) the Carrier prepares on a monthly basis, a balance specifying number of EUR pallets to be returned by the Carrier. The balance is prepared incrementally, i.e. the number of pallets resulting from the balance for previous month (X-1) is included as in the balance for the current month (X). The balance of pallets for the current month is:
 - increased by the number of pallets exchanged by the Consignees during delivery of the Consignment that took place in the given month (as evidenced in the Transport Documents);
 - decreased by the number of pallets returned by the Carrier to the Customer in the given month;

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The Carrier presents the Customer with the balance of pallets. The balance for the given month shall be final and binding unless the Customer raises objections within 7 days as of receiving the balance from the Carrier;

The balance constitutes a basis for the Customer and for the Carrier to request the return of appropriate number EUR pallets, subject to Clauses (j) and (k);

- (i) The Carrier returns EUR pallets when collecting other Consignment or by way of dedicated deliveries of EUR pallets; the Customer is obliged to confirm the number EUR pallets returned by the Carrier;
- (j) The final settlement shall be made within 30 days as of termination of the cooperation, based on the balance for the last calendar month of cooperation.

e-ROD**Definition:**

The Carrier will handle documents received from the Customer (in agreed way), and request the Consignee to confirm receipt of the Consignment on these documents (by signing and/or stamping) and provide the Customer with scan (electronic image) of the confirmed documents.

Additional terms:

- (a) all documents forwarded to the Carrier which e-ROD relates to must be listed in the Transport Order;
- (b) each document which the e-ROD relates to must be forwarded to the Carrier in one copy in accordance with the principle: 1 document = 1 pdf / tiff file;
- (c) Documents which are not subject to return (i.e. certificates, invoices) should be placed inside the Consignment or forwarded to the Consignee using other communication channels;
- (d) the Carrier does not verify if the number and type of documents received from the Customer match those included by the Customer in the Transport Order;
- (e) The Carrier does not verify the content of the documents received from the Customer which the e-ROD relates to and bears no responsibility for any loss or incompleteness of such. The Carrier does not interfere with the content or number of the documents;
- (f) the Carrier bears no responsibility for the content of documents which e-ROD relates to;
- (g) after being confirmed by the Consignee documents which e-ROD relates to will be scanned and then archived and stored by the Carrier (or by the external provider of storage services). Documents shall be stored for the period of 5 years following the year when e-ROD service was executed. After this period, documents shall be destroyed by the Carrier;

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	<p>(h) scans (electronic images) of documents confirmed by the Consignee will be made available for the Customer within 7 Business Days as of delivery of the Consignment, through myRaben.com website;</p> <p>(i) based on separate request of the Customer and against additional fee as provided in Appendix 4, the Carrier will provide the Customer with the original documents confirmed by the Consignee within 10 Business Days as of Customer's request, however not earlier than 30 Business Days as of delivery of the Goods. In duly justified cases (e.g. due to high number of requests) the deadline for providing the Customer with the original documents confirmed by the Consignee may be extended by the Carrier;</p> <p>(j) the Carrier is entitled to destroy original documents confirmed by the Consignee, after the lapse of storage period specified in Clause (g).</p>
SMS	<p>Definition:</p> <p>The Carrier will send the Consignee two notifications by SMS with information about the status of the transport process of the Consignment.</p> <p>(a) First notification – is created and sent to the Consignee after the Consignment is registered in Carrier's transportation system</p> <p>(b) Second notification – is created and sent to the Consignee after the Consignment is dispatched for delivery.</p> <p>Additional terms:</p> <p>The Customer must include in the Transport Order valid cell phone number on which information about the status of the transport process of the Consignment is to be sent.</p>
EML	<p>Definition:</p> <p>The Carrier will send the Consignee two notifications by electronic mail with the status of the transport process of the Consignment.</p> <p>(a) First notification – is created and sent to the Consignee after the Consignment is registered in Carrier's transportation system.</p> <p>(b) Second notification – is created and sent to the Consignee after the Consignment is dispatched for delivery.</p> <p>Additional terms:</p> <p>The Customer must include in the Transport Order valid e-mail address on which information about the status of the transport process of the Goods is to be sent.</p>
RTS	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee on a Business Day during time slots arranged by the Carrier with the Consignee.</p>

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	<p>Additional terms:</p> <p>RTS availability is limited to certain destinations (places of delivery) only.</p>
SPU	<p>Definition:</p> <p>The Consignee will pick up the Consignment from specified Carrier's location in hours defined by each Business Unit (if not defined, following hours applies 10.00-15.00)</p>
HUN	<p>Definition:</p> <p>The Carrier will unload the Consignment from the vehicle and deliver it inside the premises of the Consignee. If using additional equipment (e.g., handy pallet truck, delivery cart, wheel platform etc.) is impossible, the Consignment will be unloaded and delivered by the driver manually.</p> <p>If the Consignment is placed on pallets, the Consignee shall first inspect the apparent condition of the Consignment and its packaging in the presence of the driver, confirm the acceptance of the Consignment and unpack the Consignment in order to allow the driver to carry individual items of goods into the premises of the Consignee.</p> <p>Additional terms:</p> <p>(a) Total mass of the Consignment cannot exceed 300 kg;</p> <p>(b) Mass of single item of the goods inside the Consignment incl. packaging (e.g. carton, box or container) cannot exceed 30 kg;</p> <p>(c) The sum of dimensions (length/height/width) of the single item of the goods inside the Consignment incl. packaging cannot exceed 300 cm;</p> <p>(d) HUN does not apply to Consignments with dangerous goods (ADR goods) and goods requiring Controlled Temperature.</p>
ADV	<p>Definition:</p> <p>The Carrier will make phone call to the Consignee and agree on the first possible date of delivery of the Consignment.</p> <p>Additional terms:</p> <p>The Customer must include in the Transport Order valid phone number for the purpose of contacting the Consignee and the name of the representative of the Consignee.</p> <p>Consignment will be stopped for one Business Day to agree the date of delivery with the Consignee (the Lead Time is prolonged by one Business Day).</p>
ADV 3	<p>Definition:</p>

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	<p>The Carrier will contact the Consignee before delivery of the Consignment by entering into the Consignee's IT system necessary data / information about the expected time of delivery of the Consignment or type and size of the Consignment.</p> <p>Additional terms:</p> <p>ADV 3 availability is limited to certain destinations (places of delivery) only.</p>
ADVPU	<p>Definition:</p> <p>The Carrier will make phone call to the Consignor and agree on the first possible date of collection of the Consignment.</p> <p>Additional terms:</p> <p>The Customer must include in the Transport Order valid phone number for the purpose of contacting the Consignor and the name of the representative of the Consignor.</p>
ND08	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee between 6:00 and 8:00 on the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <ul style="list-style-type: none"> (a) Availability of ND 08 depends on the postal code of the place of delivery; (b) ND 08 is not available for the Consignees who accept delivery of Consignment in pre-defined time slots; (c) The fee for ND 08 shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee. (d) Any claims regarding ND 08 shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.
ND 10	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee between 6:00 and 10:00 on the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <ul style="list-style-type: none"> (a) Availability of ND 10 depends on the postal code of the place of delivery; (b) ND 10 is not available for the Consignees who accept delivery of Consignment in pre-defined time slots;

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	<p>(c) The fee for ND 10 shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee.</p> <p>(d) Any claims regarding ND 10 shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.</p>
ND 12	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee between 6:00 and 12:00 on the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <p>(a) Availability of ND 12 depends on the postal code of the place of delivery;</p> <p>(b) ND 12 is not available for the Consignees who accept delivery of Consignment in pre-defined time slots;</p> <p>(c) The fee for ND 12 shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee.</p> <p>(d) Any claims regarding ND 12 shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.</p>
ND 16	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee between 6:00 and 16:00 on the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <p>(a) Availability of ND 16 depends on the postal code of the place of delivery;</p> <p>(b) ND 16 is not available for the Consignees who accept delivery of Consignment in pre-defined time slots;</p> <p>(c) The fee for ND 16 shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee.</p> <p>(d) Any claims regarding ND 16 shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.</p>
FIX	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee on a Business Day specified by the Customer in the Transport Order.</p>

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	<p>The Customer may specify as a day of delivery of the Consignment:</p> <ul style="list-style-type: none"> (a) the first possible Business Day of the standard Lead Time; or (b) a Business Day falling not later than 3 Business Days after the first possible Business Day of the standard Lead Time. <p>Additional terms:</p> <ul style="list-style-type: none"> (a) availability of FIX depends on the postal code of the place of delivery (b) FIX is not available for the Consignees who accept delivery of Consignment in pre-defined time slots; (c) the fee for FIX shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee. (d) any claims regarding FIX shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.
FIX 08	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee between 6:00 and 8:00 on a Business Day specified by the Customer in the Transport Order.</p> <p>The Customer may specify as a day of delivery of the Consignment:</p> <ul style="list-style-type: none"> (a) the first possible Business Day of the standard Lead Time; or (b) a Business Day falling not later than 3 Business Days after the first possible Business Day of the standard Lead Time. <p>Additional terms:</p> <ul style="list-style-type: none"> (a) availability of FIX 08 depends on the postal code of the place of delivery; (b) FIX 08 is not available for the Consignees who accept delivery of Consignment in pre-defined time slots; (c) the fee for FIX 08 shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee. (d) any claims regarding FIX 08 shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.
FIX 10	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee between 6:00 and 10:00 on a Business Day specified by the Customer in the Transport Order.</p> <p>The Customer may specify as a day of delivery of the Consignment:</p> <ul style="list-style-type: none"> (a) The first possible Business Day of the standard Lead Time; or



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	<p>(b) a Business Day falling not later than 3 Business Days after the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <p>(a) availability of FIX 10 depends on the postal code of the place of delivery;</p> <p>(b) FIX 10 is not available for the Consignees who accept delivery of Consignment in pre-defined time slots;</p> <p>(c) the fee for FIX 10 shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee.</p> <p>(d) any claims regarding FIX 10 shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.</p>
FIX 12	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee between 6:00 and 12:00 on a Business Day specified by the Customer in the Transport Order.</p> <p>The Customer may specify as a day of delivery of the Consignment:</p> <p>(a) the first possible Business Day of the standard Lead Time; or</p> <p>(b) a Business Day falling not later than 3 Business Days after the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <p>(a) availability of FIX 12 depends on the postal code of the place of delivery;</p> <p>(b) FIX 12 is not available for the Consignees who accept delivery of Consignment in pre-defined time slots;</p> <p>(c) the fee for FIX 12 shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee;</p> <p>(d) any claims regarding FIX 12 shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.</p>
EXACT	<p>Definition:</p> <p>The Carrier will endeavour to deliver the Consignment to the Consignee on a Business Day & time specified by the Customer in the Transport Order</p> <p>The Customer may specify as a day of delivery of the Consignment:</p> <p>(a) the first possible Business Day of the standard Lead Time; or</p>

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	<p>(b) a Business Day falling not later than 3 Business Days after the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <p>(a) the actual time of delivery may vary +/- 30 minutes from the a time specified by the Customer;</p> <p>(b) availability of EXACT depends on the postal code of the place of delivery;</p> <p>(c) EXACT is not available for the Consignees who accept delivery of Consignment in pre-defined time slots;</p> <p>(d) the fee for EXACT shall be refunded to the Customer should the Carrier fail to deliver the Consignment on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee.</p> <p>(e) ay claims regarding EXACT shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.</p>
OTS	<p>Definition:</p> <p>The Carrier will deliver the Consignment to the Consignee within the 2 hours' time slot specified by the Customer in the Transport Order falling between 12:00 and 22:00 on the first possible Business Day of the standard Lead Time.</p> <p>Additional terms:</p> <p>(a) OTS availability is limited to certain destinations (places of delivery) only;</p> <p>(b) the Customer must specify the time slot in the Transport Order;</p> <p>(c) OTS is not available for the Consignees who accept delivery of Consignment in pre-defined time slots;</p> <p>(d) the fee for OTS shall be refunded to the Customer should the Carrier fail to deliver the Goods on time due to reasons other than Force Majeure or reasons attributable to the Customer, the Consignor or the Consignee;</p> <p>(e) any claims regarding OTS shall be submitted to the local Customer Service within 5 Business Days as of the day of delivery.</p>
CALL	<p>Definition:</p> <p>The Carrier (driver) will make phone call to the Consignee in min 1 hour before delivery on the day of planned delivery and notify him/her about the expected time of delivery of the Consignment.</p> <p>Additional terms:</p>

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	<p>The Customer must include in the Transport Order valid phone number for the purpose of contacting the Consignee and the name of the representative of the Consignee.</p>
PEP	<p>Definition:</p> <p>After the delivery of the Consignment the Carrier (driver) will unpack the Consignment in the presence of the Consignee and collect used packaging materials e.g., foil cardboard, Styrofoam, but excluding any pallets Availability of PEP service is subject to local legal requirements concerning waste collection, transport and management.</p> <p>Additional terms:</p> <p>The Carrier (driver) will not collect pallets from the Consignee.</p>
PCD	<p>Definition:</p> <p>The Carrier will confirm the fact of delivery of the Consignment on its own, by taking three photographs of the Consignment in the place of delivery, with the participation of the Consignee, but keeping a safe 2 m distance (contactless delivery).</p> <p>Additional terms:</p> <p>(a) PCD is available only to Customers who use my Raben (myOrder) to conclude a Contract of Carriage;</p> <p>(b) the availability of PCD depends on the postal code of the place of delivery;</p> <p>(c) PCD is not available in case the Customer selects any of Additional Services: ROP, e-ROD, SPU, HUN;</p> <p>(d) As part of the PCD Additional Service, the driver will deliver the Consignment to the Consignee's door or to other indicated place of delivery. Three photographs of the Consignment taken by the driver in the place of delivery shall constitute confirmation of delivery of the Consignment. Three photographs will include: a label, a shipment, a shipment with a label. Photographs will be marked by the day, time and geo-coordinates of creating place;</p> <p>(e) shipment is delivered in the presence of the consignee in a contactless manner and any claims concerning defects, inconsistencies, packaging damages and other circumstances relating the cargo shall be recorded at the time of delivery, by drawing up a separate statement of defects of the cargo in the presence of the</p>

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carrier. In case of failure to draw up an act, the goods shall be deemed to have been delivered in an appropriate condition and composition;

- (f) The Consignment which delivery has been confirmed as specified above, shall be deemed as handed over to the Consignee in the condition as evidenced in the photographs taken by the driver;
- (g) The photographs confirming the delivery of the Consignment are immediately made available to the Customer in myTrack&Trace module on myRaben platform.