

## ACS Smart Point Delivery Service

December 2023

### ACS Smart Point Service Description

This service concerns the collection and delivery of consignments from points of third-party partner points contracted with ACS (ACS Smart Points), with a significant number of daily users/consumers (gas stations, supermarkets, parking stations, etc.) and is an additional service to the Basic Courier Services. The aim of the service is to facilitate the access of customers and e-commerce users to more service points.

Transactions (depending on the opening hours of the service points) will be able to take place beyond the usual opening hours of the stores, such as Sundays, holidays, while selected points will be open all day (on a 24-hour basis). The services provided by ACS Smart Points due to their nature (shop in shop) are standardized and fall under specifications regarding the size, weight and number of shipments that can be served by the specific points.

### Shipment Delivery:

Shipment delivery from an ACS Smart Point (by a sender) involves the following steps:

- The private consignor visits one of the ACS Smart Points and informs the responsible employee of the store that he wishes to send a shipment.
- Receives from the employee the special standardized packaging of ACS, depending on the needs of his shipment, and completes clearly the embedded/ pasted courier accompanying note.
- He places the content and seals the package which he hands to the cashier of the store.
- Pays the respective fee in cash.
- The employee enters or scans the unique number of the courier accompanying note in the appropriate ACS application on his PC and prints the corresponding collection document.
- The shipment is either picked up by the store cashier or placed by the sender himself in the Parcel Locker self-service machine. In the case of an automatic service machine, the sender receives by sms / Viber a special PIN with which he can place his shipment by following the instructions on the automatic service machine.
- Shipment is forwarded for delivery by ACS.

The charging price of the collection service from the ACS Smart Points varies according to the type of shipment (standard envelope or parcel) and the destination (Within the same Prefecture - Outside the Prefecture) according to the following table:

ACS Smart Point Delivery Service Price List		
Shipment Delivery	Within the Prefecture	Out of Prefecture*
Envelope	5,00€	10,00€
Parcel	9,00€	16,00€

\*Shipments between islands and to an island other than the pickup point are considered Out of Prefecture

The fee for the service is paid in all cases by the sender upon delivery of the shipment to the ACS Smart Point collection point and a relevant receipt is issued.

### Clarifications & Explanations (Terms and Conditions):

1. For cases not covered in the description of this service, the selection of the service is the responsibility of the customer/sender/recipient. Due to its nature (times-availability), the service does not concern urgent shipments with sensitive and/or perishable products.
2. The ACS Smart Point Collection service is only for ACS standard envelope and packages that carry an embedded/attached Courier Accompanying Note (ACC) and other instructions.
3. The Courier Accompanying Note (ACC) is consisted of two copies, one of which is given to the ACS receiving store, while the other accompanies - attached to the envelope or parcel - the shipment to its final destination. At the same time, integrated as the cover of the ACC is an information form for the customer - sender, with a sample and clear instructions for the correct completion of the ACC, while a copy of the ACS General Terms of Carriage is also included. The package includes all the necessary information to inform the customer - sender about the service provided, the restrictions about the object being shipped and other useful information.
4. The customer - sender is responsible for placing the content of the shipment in the empty standard packages of envelopes and parcels, for closing / sealing these packages, as well as for the full and correct completion of the Courier Accompanying Note (ACC). He is also obliged, if requested, to show the content for security reasons, and/or his identification certificate (ID card – driving license, etc.).
5. Upon collection of the package, the employee of the ACS Smart Point registers or scans the unique ACC number and the fee to be collected in the appropriate ACS application on the point's PC and prints the receipt of collection and receipt of the sender's shipment on behalf of ACS. This receipt, which states the customer's shipment number, does not constitute a tax document. The legal tax document - Receipt or Invoice for Provision of Services - is sent via e-mail (provided the client-sender provides it), or alternatively the client-sender can request/receive it from any ACS store, presenting the electronic receipt/collection on behalf of ACS. This service concerns solely the collection of domestic shipments and only paying in cash customer shipments - customers without a contract. Customers with an ACS Member card do not receive additional discount.
6. Standard envelope packaging is considered safe only for sending documents with a gross weight of up to 200 grams (which corresponds to the weight of approximately 30 pages of A4 dimensions, 210 mm x 297 mm, specific weight 80 gr/m<sup>2</sup>). It is not recommended to use it to send other items, and in case a transported item is damaged (due to inappropriate packaging) ACS bears no responsibility. Accordingly, the standard parcel packaging is considered safe only for the transport of postal items that fall under the conditions of transport with a gross weight up to the limit indicated on the respective package. The responsibility of the inner

- packaging, with regard to the packaging of the parcel(s), the item(s) being transported, the strength of the entire package and the final assembly, as well as the appropriate inner and overall packaging, rests with the customer.
7. Shipments are tracked, as in courier services, through SPITTS (Special Postal Items Track & Trace System) at all stages of handling (track & trace) of ACS. The reference number for this search is indicated on the receipt/collection proof delivered to the customer by the employee.
  8. 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. Opening hours may vary from point to point. Regarding third-party cooperating with the ACS network stores, the opening hours of these stores apply. Any technical problem outside the working hours of ACS at the points of cooperating networks may accordingly modify the delivery time of the shipments to be delivered from these points. More specific information about the opening hours of each store is provided on the ACS website [www.acscourier.gr](http://www.acscourier.gr) and/or the local store.
  9. Delivery times are those provided for Express Services - Next Day. ACS makes every possible effort to deliver shipments in accordance with its operating schedule and local delivery schedules. All stated delivery times refer to working days from the date of departure from Attica and are calculated from this day to the first delivery attempt to the recipient's address details. In case of exceeding the delivery times due to the peculiarities and limitations of the service (24-hour operation) ACS bears no responsibility. Any receipt of shipments by shippers at the said points after the scheduled time of departure of the ACS vehicle from the said point will mean that the next business day will be considered as the date of collection. In general, in courier services as well as in this service, the identity of the sender of the shipment is not certified and his surname/first name is taken (upon his declaration), unless it has been agreed otherwise in writing or there is special treatment with the relevant additional service or fall under the aforementioned case (delivery to an ACS store).
  10. Consignments are accompanied by an Accompanying Bill of Lading which, at times, may also be termed as Proof of Transport, Proof of Delivery-Collection, POP-POD Voucher, ACS Connect, AWB, or may not even have a title.
  11. 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).
  12. The present pricelist includes VAT (presently at 24%). Prices will change accordingly in the event of a VAT change.

**The present pricelist is effective as of 01/12/2023.**

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