

## Definitions

The "Paketversandeuropa.eu" - hereinafter referred to as "parcel-service", is a company based in Torre Vieja, Spain.

The parcel-service has been working as an agent between customers and transport companies.

Customer can be any natural person or entity.

The client can send any goods permitted by placement of the parcel service.

Shipping units: packages, boxes, suitcases, backpacks, travel bags, hereinafter referred to as "package" called.

- 1) The parcel-service receives the contract for pick-up and transport from the customer
- 2) The parcel-service works as an agent between customers and transport company
- 3) The parcel-service transfers the job to the most economical feed dog. That is, to the feed dog in comparison with others is low in price and guaranteed the best service.
- 4) The customer has no influence on the choice of the feed dog.
- 5) By the submission of the order, the customer gives the job to the parcel-service. This charge can personally, in writing via email, fax or by letter.
- 6) By sending the order a contract is closed between those two parties - parcel-service and customer - and legally binding even without a signature on the ticket.
- 7) By sending the order the customer accepts the terms and conditions .
- 8) The customer guarantees that he is either the owner or a representative of the owner of the piece what will be sent. He accept the terms and conditions. If he is the representative, he accept the terms and conditions in the name of the owner.
- 9) The parcel-service reserves the right to choose the means, route and the method of service.
- 10) The parcel-service can do parts of the services self.
- 11) The customer has to make the payment to the parcel-service and the parcel-service has the obligation to pay the feed dog designated by .
- 12) The parcel-service of the package in the shipment listed the sum insured is the maximum limit of insured packages. The sum insured shall be only for packages that are sent to other European EU countries. Beyond the borders of the European Community also no guarantees are accepted and granted no insurance. The insurer is the respective senders.
- 13) If damage or loss of the package occurs, the insurance in force of the consignor, if the following conditions are met:
  - a) The customer must know the contents and the value of the contents of his pack with a piece of evidence into account.
  - b) it must be proven to be a damage for shipping damage caused by the shipper or his agent.
  - c) The damage or loss occurred in the above context (point 11).
  - d) The packaging was assumed by the customer not being damaged.
- 14) Allowable Goods: the customer can send personal items such as clothing, souvenirs and decorative items, books and reading.  
Furthermore Electrical equipment can also, if they do not contradict the national or international guidelines, are being transported.  
For glassware, porcelain and ceramic, no liability is assumed, unless the packaging has

been specially made for it and willful damage to leaves.

Destruction seen in the way of transportation.

15) For documents - both personal, such as passport or identity card, and quite relevant - such as household - or land ownership papers - is not warranted.

16) The parcel is entitled to detain packages if the customer has not paid the shipping costs, collection fees or parts thereof. The same also applies to payments resulting from higher weights than stated.

17) Perishable goods are excluded from carriage in general. However, should such goods be in the package, has the parcel and its sender the right to dispose of damaged goods, possibly at the expense of the customer.

18) The parcel and its shippers have the right, chipped or otherwise damaged items from the package, remove and discard if they pose a risk (eg risk of injury from broken glass).

19) for false or incomplete information the customer is liable on the parcel, the customer, if it involves a proper transport / delivery was not possible. This is especially true for the locale.

20) If a package is not due to incorrect or incomplete information to the recipient could not be delivered for a correct delivery and incur additional costs, the customer is liable for it.

21) If the customer or the recipient will not be encountered, usually made a second attempt. Encountered when collecting the second time, no one can - depending on the subcontractor - a renewed pick-up fee will be due. Is encountered at the receiver at the second time no one will leave a notification in general and stored the package. Is it not then within 6-8 working days - depending on the sender - picked up, it will be returned to the sender and there are again cost to be paid by the customer, or it is disposed of after the allowable storage time at the expense of the customer.

22) When goods are shipped to a European country in which Zollformularitäten are needed, and content information must be made, the customer is responsible for both the cost, as well as all necessary Formularitäten itself. The parcel and its sender accept no costs and no template bureaucratic process. All of this is the customer.

23) The parcel and its sender accept no liability for damage caused by war, acts of God, strike, and possibly other situations that may not affect the parcel and its sender or avoided.

24) is also not liable for delays which are not the responsibility of the shipper's parcel, or within the European Community. For delays outside the EU is generally assumed no liability.

For consequential damages resulting from delays will also be no liability.

25) regarding the delivery dates are agreed not binding because the parcel can not influence it.

26) Insurance paid to 500.- Euro.

Jurisdiction is Torrevieja, Spain.