



# COMMERCIAL OFFER

**DEDICATED TO CONTRACT  
CUSTOMERS WITH GERMAN  
FISCAL RESIDENCY**

**CARGUS S.R.L.**

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# Welcome!

Cargus presents the Commercial Offer 2025 applicable to customers with a fiscal residency in Germany who have a negotiated contract with Cargus and the Price List of courier and transport services.

We hope that this Commercial Offer will be a useful source of information on how we work with you, our partners, and support you in growing the business you represent.

We are convinced that after reading the document you will find the right service without any problems and the whole process of transport organization, invoicing and e-commerce solutions will be even easier.



## Navigate success with Cargus!

**We create innovative and sustainable solutions, inspired by you**

We do this by offering constant support to our customers and consumers, as well as to local communities and organizations. Tens of millions of parcels arrive at their beneficiaries fast and safely due to a national network and to the people who set it in motion.

Our logistics and skilled staff, combined with the latest IT solutions, are a sure guarantee that our customers' needs are met.

When you benefit from the CARGUS experience you are confident because you have a partner you can rely on and success comes naturally. In an environment of change, we adjust our business to our customers' requirements.

Understanding the pressures of the business environment, we are more than responsible and efficient, we are a business partner who is always there for you.

# WHY CARGUS?

## Leading courier company

with over 30 years of experience

**50,000+**

business customers have chosen us as their professional logistics partner

## Solutions to suit every need,

having a comprehensive commercial offer

## #1 in customer satisfaction

survey conducted by the National Authority which supervises Romanian postal operators (ANCOM) in 2021

## EcoVadis Silver Medal

– the only courier company certified by EcoVadis, showing our commitment & sustained efforts to sustainability management

## Most impressive business evolution

(Romanian Courier & Postal Business Awards GovNet Gala in 2022)

## Best mobile app

of a courier company (Romanian Courier & Postal Business Awards GovNet Gala in 2021 & 2022)

## Most innovative Service/Product

in the courier industry for SIGN & GO (Romanian Courier & Postal Services Business Awards GovNet Gala in 2023)

## Quality services

(ISO 9001:2015 standard for courier activities carried out nationally and brokerage of courier activities internationally)

## Best Contact Center

(internal / medium sized and best Telesales department, honoured at Romanian Contact Center Awards 2022)



# SERVICE OFFERING

## CORE SERVICES

FOR CUSTOMERS WITH A NEGOCIATED CONTRACT

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5. Details on our service offering
6. Settling of claims

### 1.1 STANDARD SERVICE

It is a “door-to-door” day-definite service with a delivery commitment until end of day involving the collection, sorting, transport and delivery to **the recipient’s address**.

#### Characteristics:

<b>Number of pieces</b>	Both single and multi-piece shipments can be created. Multi-piece shipments cannot have more than 15 pieces;
<b>Specifications: weight, dimensions, and shape</b>	<ul style="list-style-type: none"><li>▪ The maximum allowed weight per package is 31 kg;</li><li>▪ The maximum length of a side of the parcel must not exceed 160 cm;</li><li>▪ The maximum sum of parcel dimensions (L+W+H) must not exceed 180 cm;</li><li>▪ The package must be rectangular;</li></ul>
<b>Delivery</b>	<ul style="list-style-type: none"><li>▪ <b>Delivery ZONE RO</b> - The service is available for addresses included into CARGUS coverage area, of which details may be found on: <a href="https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf">https://www.cargus.ro/wp-content/uploads/Aria-de-acoperire-Cargus.pdf</a>;</li><li>▪ 1 delivery attempt to address, if recipient is not at home, the shipment will be taken to a CARGUS SHIP &amp; GO location.</li></ul>
<b>Time in transit</b>	An operational setup with pick-up outside Romania, either at the customer’s location or insertion into a Cargus warehouse abroad, will take 1-2 days until the shipment reaches a Romanian import gateway. Thereafter, until the final destination within Romania, T-in-T for most destinations is 24 hours. In certain cases, transit times may extend to 48 or 72 hours. For precise details, regarding the delivery time after the parcel reaches Romania, please refer to the T-in-T calculator at <a href="https://www.cargus.ro/en/time-in-transit/">https://www.cargus.ro/en/time-in-transit/</a> .

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### 1.2 CLICK & COLLECT SERVICE

It is a service where the shipments are picked-up from the customer address or injected into Cargus network (from outside Romania or Romania) and delivered to the **CARGUS SHIP & GO Network**.

#### Characteristics:

<b>Time in transit</b>	An operational setup with pick-up outside Romania, either at the customer's location or insertion into a Cargus warehouse abroad, will take 1-2 days until the shipment reaches a Romanian import gateway. Thereafter, until the final destination within Romania, T-in-T for most destinations is 24 hours. In certain cases, transit times may extend to 48 or 72 hours. For precise details, regarding the delivery time after the parcel reaches Romania, please refer to the T-in-T calculator at <a href="https://www.cargus.ro/en/time-in-transit/">https://www.cargus.ro/en/time-in-transit/</a> .
<b>Number of pieces</b>	The service does not support multi-piece shipments to be shipped; thus, each piece will be considered as a stand-alone shipment.
<b>Specifications: weight, dimensions, and shape</b>	<ul style="list-style-type: none"><li>▪ The maximum billable weight allowed per package is 15 kg;</li><li>▪ The maximum parcel dimensions(L+W+H) must not exceed 60X37X40 cm for packages processed through a CARGUS SHIP &amp; GO point or locker;</li><li>▪ There are four standard sizes of packages:<ul style="list-style-type: none"><li>○ S (Small): 60X37X3 cm</li><li>○ M (Medium): 60X37X10 cm</li><li>○ L (Large): 60X37X20 cm</li><li>○ XL (Extra-large): 60X37X40 cm</li></ul></li><li>▪ The package must be of regular shape (parallelepiped or square).</li></ul>
<b>Delivery</b>	The map of CARGUS SHIP & GO locations can be consulted on the website: <a href="https://www.cargus.ro/en/personal/find-a-shipandgo-location">https://www.cargus.ro/en/personal/find-a-shipandgo-location</a>
<b>COD</b>	If the value of the goods has to be paid by the recipient to the sender, the lockers do not have a technical solution for processing payments; therefore, all the corresponding costs will be paid by link before the pick-up of the package. CARGUS SHIP & GO locations can collect the value of the goods.

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### 1.3. GENERAL INFORMATION ABOUT SERVICES:

<b>Accessibility</b>	<ul style="list-style-type: none"><li>▪ The service is available to all CARGUS customers using one of the following transport documents issuing solutions: order-application, API integration, online shop modules, mobile and web applications, Cargus Smart Hub</li></ul>
<b>Operational set-up</b>	<ul style="list-style-type: none"><li>▪ Shipments can either be inserted in Cargus Network in a chosen location or picked up at customer location</li></ul>
<b>Time in Transit</b>	<ul style="list-style-type: none"><li>▪ Time in Transit will depend on your operational pick-up setup, but once the shipments reach the Romanian network, more than 90% of the packages are delivered next day, remaining packages delivered in rural areas in 2-3 working days.</li><li>▪ CARGUS is not liable for time in transit commitments except for PRE 10 AM, PRE 12 PM and Saturday delivery.</li></ul>
<b>Volumetric weight</b>	<ul style="list-style-type: none"><li>▪ The volumetric weight is calculated by the formula below: [length cm (a) x width cm (b) x height cm (c)] ÷6000</li></ul>
<b>Billing</b>	<ul style="list-style-type: none"><li>▪ Rates of services for standard shipments are invoiced in RON, at the billable weight of shipments. Billable weight shall mean the highest value between the physical weight (gravimetric) and the volumetric weight.</li><li>▪ The minimum billable unit is 1 kg (the weight is rounded up when the weight exceeds the kilo unit).</li><li>▪ Additional fees may apply if delivery takes place in an extended area, if shipments are exceeding maximum size or weight standards allowed by Cargus and if the parcel's shape is not regular.</li><li>▪ Cargus applies a fuel index that is determined by the average diesel price in the previous month. The information on the applicable fuel index is published on the company website: <a href="https://www.cargus.ro/en/fuel-index">https://www.cargus.ro/en/fuel-index</a>.</li></ul>
<b>Fuel index</b>	
<b>Packaging</b>	<ul style="list-style-type: none"><li>▪ All customers must comply with all the requirements of the document "Packing methods and Goods prohibited and restricted to transport", available at <a href="https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport_ENG.pdf">https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport_ENG.pdf</a></li></ul>
<b>Collection at CARGUS SHIP &amp; GO location</b>	<ul style="list-style-type: none"><li>▪ The package is handed over to the recipient after the recipient has signed the delivery slip, by confirming the delivery PIN received prior to the delivery by sms and/or email or by scanning this PIN in the graphic form of a QR code displayed in the Cargus Mobile app, according to user's option, where applicable; For collection from Cargus lockers, the recipient simply needs to have Cargus application installed and a valid account configured within it, ensure that both location and Bluetooth are activated and press the button from waybill details.</li><li>▪ In case of the recipient's refusal to sign the delivery slip or to confirm the PIN received by sms and/or email or to scan the QR code, where applicable, the Provider will not deliver the package.</li><li>▪ The shipment is kept in a Cargus Ship &amp; Go partner point close to the recipient address for 3 (three) working days, followed by an additional 2 (two) working days in Cargus Ship &amp; Go own point and thereafter will be returned to the sender if not collected.</li><li>▪ The shipment is kept in a Cargus Ship &amp; Go locker close to the recipient address for 2 (two) working days, followed by an additional 3 (three) working days in Cargus Ship &amp; Go own point and thereafter will be returned to the sender if not collected.</li></ul>

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## VALUE ADDED SERVICES

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**TABLE 1**  
**SERVICE**  
**ASSOCIATIONS**

	DETAILS	CLICK & COLLECT	STANDARD
<b>SPECIAL DELIVERY</b>			
PRE 10 AM	Delivery before 10:00 AM	n/a	✓
PRE 12 PM	Delivery before 12:00 PM	n/a	✓
Saturday Delivery	Delivery on Saturdays for parcels picked up on Friday	n/a	✓
<b>RETURNS</b>			
Document return	Return of documents from the recipient to the sender	n/a	✓
<b>VALUE ADDED SERVICES</b>			
COD Account <sup>1</sup>	Payment by the recipient to sender of the value of the good. Amount is transferred to sender into a declared bank account	✓	✓
Declared value	Insuring the items up to the value of the declared value	✓	✓
<b>Surcharges</b>			
Extended area	Delivery outside the Cargus coverage area	n/a	✓
Additional Handling	Delivery of an atypical shipment	n/a	✓
Overmax	Delivery of an oversized shipment - exceeding the maximum size or weight allowed by Cargus	n/a	✓
Return of undelivered parcel	Return of undelivered item to sender due to reasons not devolving upon CARGUS	✓	✓
Communication	Applied to shipments missing the recipient's email address or to shipments where email notifications are not sent successfully due to reasons unrelated to Cargus	✓	✓

<sup>1</sup> Receivers of the parcel will be able to pay the amounts in both cash and by card payment to the couriers. CoD collected amounts will be transferred to the sender. Our recommendation is to use a multi-currency account. Commissions for incoming payments will be charged to the sender.



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### 1.4 VALUE ADDED SERVICES

#### 1.4.1 SPECIAL DELIVERY

##### PRE 10 AM SERVICE

It is a “door-to-door” service which consists of CARGUS picking up the package and delivering it to the recipient at the address indicated by the sender, on the scheduled date of delivery, by 10.00 AM.

##### Characteristics:

- The coverage for the PRE 10 AM Service is being available on Cargus’ website at the following address <https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-PRE10AM.pdf>
- If the delivery time is exceeded, CARGUS will refund the difference between the applied tariff and the tariff for the STANDARD SERVICE, as well as an additional 0.5% of the applied tariff for every 12 hours of delay;
- Payment of the transport fee can also be made by the recipient;
- The maximum weight and dimensions will correspond to the STANDARD service.

##### PRE 12 PM SERVICE

It is a “door-to-door” service which consists of CARGUS picking up the package and delivering it to the recipient at the address indicated by the sender, on the scheduled date of delivery, by 12:00 PM.

##### Characteristics:

- The coverage for CARGUS PRE 12 PM Service, is available on Cargus website at the following address <https://cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-PRE12PM.pdf>;
- If the delivery time is exceeded, CARGUS will refund the difference between the applied tariff and the tariff for the STANDARD SERVICE as well as an additional 0.5% of the applied tariff for every 12 hours of delay;
- Payment of the transport fee can also be made by the recipient;
- The maximum weight and dimensions will correspond to the STANDARD service.

##### SATURDAY DELIVERY SERVICE

It is a “door-to-door” service consisting of Saturday delivery of packages that are available in the destination centre on the respective Saturday.

##### Characteristics:

- The collection/delivery is available in the following areas: <https://www.cargus.ro/wp-content/uploads/Cargus-lista-localitati-serviciu-livrare-sambata.pdf>;
- Payment of the transport fee can also be made by the recipient;
- If the delivery could not be completed on Saturday for reasons attributable to CARGUS, the fee for this value-added service will be refunded. The fee for this service shall not be refunded if the delivery could not be completed for reasons beyond the control of CARGUS;
- The maximum weight and dimensions will correspond to those of the associated core service.

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### 1.4.2. RETURN

#### RETURN OF DOCUMENTS

It is an additional feature that consists of handing over a package to the recipient and picking up another envelope, containing documents, from the recipient to be delivered to the sender.

If the recipient refuses the pickup of return envelope, the Provider shall not deliver the package.

### 1.4.3 DECLARED VALUE SERVICE

It is a service that involves insuring the collected packages against loss, theft, total or partial destruction, or damage, for an amount not exceeding the declared value by the sender. Additionally, upon request, following the deposit or delivery of the package, it provides proof of depositing the package or delivery to the recipient.

#### Characteristics:

- CARGUS's liability limit applies according to the Cargus Terms & Conditions; <https://www.cargus.ro/wp-content/uploads/termeni-si-conditii-de-transport-ed-20.pdf>
- The rate for insuring the package: 1% of the declared value, mentioned on the transport document;
- For delivery within ZONE RO, Romania, the maximum declared value: RON 23.000/package, except for packages subject to CLICK & COLLECT Service, for which the maximum value is RON 1.000;
- Payment can also be made by the recipient;
- The maximum weight and dimensions will correspond to those of the associated core service.

### 1.4.4 CASH ON DELIVERY SERVICE (COD)

It is a service that involves the payment by the recipient to the sender, via the CARGUS network, of the value of the good that is the subject of the transport item.

#### Characteristics:

- For delivery within ZONE RO, Romania maximum values of the cash on delivery are: RON 5.000 (for the cash on delivery service intended to legal entities) & RON 10.000 (for the cash on delivery service intended to natural persons); As an exception for packages subject to the CLICK & COLLECT Service, the maximum Cash on Delivery value is 1.000 RON, regardless of the recipient's status.
- The deadline for returning the collected Cash on Delivery is of 2-10 days starting the delivery;
- The return of the Cash on Delivery value is made in the collector account.
- If the cash of delivery amounts are reimbursed in an IBAN Account opened in a country other than Romania, the following fees apply:
  - If the account's currency is RON, a monthly fee of 80 EUR.
  - If the account's currency is other than RON, a fee per transaction of 0,08% of the transferred value.
- The maximum weight and dimensions will correspond to those of the associated core service;
- When combined with any other service or supplementary feature, the main service will always be Cash on Delivery service.

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### 1.4.5 ADDITIONAL FEES

#### ADDITIONAL HANDLING SURCHARGE

It is a fee that is applied for atypical packages.

##### Characteristics:

- Applies to non-rectangular shaped packages - which are non-standard in shape, i.e. not boxed or square-shaped and not compact and regular; in this case, the customer may request and Cargus may accept their pick-up, according to its operational possibilities, against the additional handling surcharge mentioned in the Published rates list; The surcharge will be applied also for shipments containing parcels where the length of a side will be between 160 cm – 220 cm and the total sum of sizes will be between 180 cm – 280 cm.
- In the case of multi-piece shipments, where multiple pieces exceed the limit, the rule applies multiple times.

#### OVERMAX SURCHARGE

It is a fee that is applied for packages which exceed Cargus maximum size or weight standards.

##### Characteristics:

- Applies to both standard or non-rectangular packages that exceed the maximum size or weight standards allowed by Cargus; in this case, the customer may request and Cargus may accept their pick-up, according to its operational possibilities, against the oversize surcharge mentioned in the Published rates list; The surcharge will be applied for shipments where the length of a side > 220 cm and the sum of parcel sizes > 280 cm;
- If a piece is both oversized and atypical, only the oversize surcharge shall apply.
- In the case of multi-piece shipments, where multiple pieces exceed the limit, the rule applies multiple times.

**TABLE 2**  
**SHIPMENT MATRIX**

	STANDARD SHIPMENT	ATYPICAL SHIPMENT	OVERSIZED SHIPMENT
Shape	Rectangular or square-shaped	Non-rectangular or cylindrical shape	Both standard & atypical
Maximum length of a side	160 cm	>160 cm & <220cm	>220cm
Maximum sum of parcel sizes (L+W+H)	180 cm	>180 cm & <280 cm	>280cm
Applied surcharge	None	Additional handling surcharge	Overmax surcharge

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### COMMUNICATION

Applied to shipments missing the recipient's email address or to shipments where email notifications are not sent successfully due to reasons unrelated to Cargus, such as but not limited to the following examples:

- invalid e-mail address of the recipient;
- the sender does not use the recipient's email address, but one / several generic address(es), which leads Cargus' server to mark the email address(es) provided as spam and not send the notification;
- the recipient has the inbox full and Cargus' server is not able to send the notification (email bounces back);
- the recipient has marked Cargus' email as spam and Cargus is unable to send the notification.

The surcharge can be avoided by providing a valid and functional e-mail address of the recipient for all the shipments. Customer may challenge the surcharge only by providing a reasonable proof that he offered Cargus a valid and functional email address pertaining to the recipient.

### EXTENDED AREA

It is a fee applied to shipments delivered to the following extended areas, <https://www.cargus.ro/wp-content/uploads/Cargus-Zona-Extinsa.pdf>.

### RETURN TO SENDER

Return to sender of packages is a legal obligation that involves returning a package to the original sender and will be performed according to Cargus' terms & conditions.

- If the package could not be delivered, Cargus shall inform the recipient and keep the package at the point of contact for a period of 5 (five) calendar days from the date of the notice sent to the recipient, period that does not involve additional charges. Cargus undertakes to return the packages that could not be delivered to the recipients to the address indicated by the sender or to the point of contact, depending on his request, at the sender's expense, according to the tariffs provided in the commercial offer.
- The return period shall be no more than 2 (two) working days, in case of returning the package within Romania, respectively up to 17 (seventeen) working days, in case of international packages, a period which shall be calculated, as applicable, from the expiry date of the approved retention period or from the date of the attempted delivery.
- The period for keeping packages that could not be handed over to the recipient or returned to the sender is 9 (nine) calendar months calculated starting from the date of the package collection.

# PUBLISHED RATES LIST

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Legal entities with fiscal residency in Germany can benefit from the following published rates, when delivering to Romania, only based on the courier and transport services contract concluded with Cargus S.R.L.

	ZONE RO
Countries	ROMANIA
<b>CORE SERVICES</b>	
<b>STANDARD</b>	
Price for parcel/envelope max 1 kg	10.51 €
Price range from 1.01 kg to 3 kg	13.47 €
Price range 3.01 to 5 kg	19.38 €
Price range 5.01 to 10 kg	31.32 €
Price range 10.01 to 15 kg	46.21 €
Price range 15.01 to 20 kg	61.10 €
Price range 20.01 to 25 kg	75.99 €
Price range 25.01 to 31 kg	90.78 €
<b>CLICK &amp; COLLECT</b>	
PARCEL S (60cm x 37cm x 3cm)	9.96 €
PARCEL M (60cm x 37cm x 10cm)	14.13 €
PARCEL L (60cm x 37cm x 20 cm)	20.37 €
PARCEL XL (60 cm x 37 cm x 40 cm)	32.85 €
<b>SPECIAL DELIVERY</b>	
PRE 10 AM	8.43 €
PRE 12 PM	4.05 €
Saturday Delivery	2.30 €
<b>RETURN</b>	
Document return	11.51 €
<b>VALUE ADDED SERVICES</b>	
COD Account	2.08 € + 1%
Declared value	2 % of declared value/ shipment
<b>ADDITIONAL FEES</b>	
Extended area	6.68 €
Additional Handling	4.49 €
Overmax	22.12 €
Return of undelivered parcel	Standard rate*
Communication	0.03 €

\* Standard rate is the rate applicable to the main services associated.

## Notes

- For CLICK & COLLECT, maximum weight allowed per piece: 15 kg. The delivery rate is per piece.
- For Standard, a shipment may contain a max of 15 pieces and the maximum weight of a piece is 31 kg.
- All shipments will be invoiced in RON at the exchange rate of 4,98. Rates do not include VAT.
- Cargus applies a fuel index that is determined by the average diesel price in the previous month. The information on the applicable fuel index is published on the company website: <https://www.cargus.ro/en/fuel-index/>
- In cases of currency conversions, a foreign exchange coefficient may be applied. The foreign exchange risk coefficient is 0% for EUR and 1% for all other currencies

# SHIPPING SYSTEMS & E-COMMERCE SOLUTIONS

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## CARGUS SMART HUB

Cargus Smart Hub is a solution designed for e-commerce customers, offering businesses that sell or wish to sell through multiple sales channels the ability to quickly access new sales platforms and efficiently manage orders, shipments, and inventory from a unified control centre.

### Functionalities:

- **Product and Inventory Management:** rapid loading and synchronization of products across channels; real-time synchronization between marketplaces; inventory management through virtual warehouses;
- **Order and Offer Management:** view orders from all sales channels in one panel; quickly process orders and group them by customised statuses; create and manage offers across multiple sales channels; automate actions: send sales documents and return options to consumers;
- **Shipment Management:** view all shipments information in one panel; automatically generate waybills and notifications to customers; effortlessly print multiple waybills; create templates for shipments details;
- **Notification Management:** create predefined templates for personalized notifications; configure automated notifications based on configurable triggers;
- **Invoicing:** create, modify, print, or export invoices; manage invoicing for different sales channels; integrate with Smart Bill or other providers using API; automate sending invoices to customers;
- **Reporting:** real-time data on current deliveries; channel performance, and product performance in one place; analyse results and adapt business strategies.

More details can be found on: [CARGUS SMART HUB • Cargus](#)

## API

CARGUS has developed a CARGUS application interface (API), primarily for customers who own an online shop and use their own platforms, an interface that can be used to integrate with: CRM, WHM, SAP, etc. With this automated integration solution, customers will be able to easily manage their shipments, to prepare shipping documents online, to track a shipment at any time to see where it is located and when it will arrive at its destination, without the need to use CARGUS software.

## MODULE INTERFACE FOR ONLINE SHOPS (PLUGINS)

CARGUS has developed these modules to make it easier for customers to use the services offered and intended for online shops. Customers will be able to easily manage their shipments, to calculate the rates for the services ordered, to generate online waybills, to track at any time where the shipment is and when it will reach its destination, without having to use a CARGUS software.

## WEBEXPRESS

WebExpress is an online shipment processing tool, provided free of charge to customers who conclude a contract with CARGUS, allowing generation of waybills and placing an order to CARGUS courier without contacting Customer Service.

### Benefits:

- Accessible from [www.CARGUS.ro](http://www.CARGUS.ro), without prior installation of the application;
- Registered users have a history of their shipments at any time;
- Possibility to launch pick-up orders without contacting the Customer Service by phone;
- Allows to export shipping details or recipient details;
- Allows shipment processing at any time of the day;
- Editing of customers in their own database;
- Allows storage of previous records as well as consignee addresses, avoiding errors in drafting and completing the waybill.

For more details on Cargus shipping systems and e-commerce solutions, check: [Cargus IT tools and solutions for companies. Efficient dispatch of orders • Cargus](#) or contact our e-comm team: [ecom@cargus.ro](mailto:ecom@cargus.ro)

# PACKAGING METHODS & PROHIBITED GOODS FROM TRANSPORTATION

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CARGUS S.R.L., as a courier services provider, wants to ensure that packages collected from its customers arrive in perfect condition at their destination.

Before pick-up, each sender is responsible for checking each shipment to ensure that it complies with the "**Packing Methods**" set out below.

**Cargus provides customers with operational materials and packaging (flyers, envelopes, thermic label, etc.) via the website <https://.consumabile.cargus.ro>, at the rates and under the conditions specified on this website.**

## **Recommendations and packaging solutions to prepare shipments:**

- The size and type of packaging must be consistent with the contents of the shipment;
- The outside of the packaging must be strong enough not to collapse due to the weight of the content;
- Labelling shipments with the label "Fragile" is not a substitute for proper packaging;
- To prevent the content from moving inside the package during transport, the customer must ensure that sufficient protective material (paper, bubble wrap, etc.) is used for packing;
- Fragile goods must be placed in the centre of the parcel, without the items contained being in direct contact with each other;
- Adhesive tape must be used to seal the cartons.

## **Atypical shipments (goods) with non-rectangular shapes:**

- Round shaped goods (e.g. drums, barrels, etc.) - must be tied and protected on the pallet to prevent them from shifting (e.g. with wooden feet);
- Heavy coils - must be secured to the pallet using wooden blocking, as well as 2 (two) straps placed horizontally and 2 (two) straps placed vertically or with unbreakable plastic tape;
- Industrial equipment - must be transported in a crate or securely fastened to pallet, covered with hardboard and with protective edges;
- Liquids/fuels - must be completely removed from the equipment before the goods are picked up for transport;
- Heavy pieces - must be loaded on a wide base to prevent instability during transport.

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TYPE OF PRODUCT	RECOMMENDED PACKAGING
<b>IT&amp;C equipment (electronic and household goods)</b>	Special packaging provided by the manufacturer for transport.
	The six sides of the package must be protected inside with polystyrene or other protective material. Wooden box filled with polystyrene or other protective material.
	The six sides of the package must be protected inside with polystyrene or other protective material.
<b>Bottled drinks or liquids</b>	Special packaging provided by the manufacturer for transport
	The six sides of the package must be protected inside with polystyrene or other protective material.
<b>Glass articles and products</b>	Packaging made of wood or pressed cardboard, offered by the manufacturer for transport.
	The six sides of the package must be protected inside with polystyrene or other protective material.
<b>Works of art (paintings, sculptures, statues)</b>	Wooden box filled with polystyrene or other protective material
	The six sides of the package must be protected inside with polystyrene or other protective material.
<b>Musical instruments</b>	Special packaging provided by the manufacturer for transport or wooden package.
	The six sides of the package must be protected inside with polystyrene or other protective material.
<b>Film reels</b>	Cardboard packaging (box/tube) protected with polystyrene.
	Special packaging provided by the manufacturer for transport
<b>DVDs and CDs</b>	Cardboard or plastic packaging protected with polystyrene or bubble wrap
<b>Brittle goods</b>	Cardboard packaging
	The six sides of the package must be protected inside with polystyrene or other protective material.
<b>Printed items (magazines, catalogues, leaflets, folders, calendars)</b>	Durable cardboard box provided by the manufacturer for transport, secured by packaging tape (plastic or metal strap).
	<b>Framed posters</b>
<b>Magnetic boards, illuminated or non-illuminated signs (polycarbonate or metal).</b>	Packaging made of cardboard or wood.
	The six sides of the package must be protected inside with polystyrene or other protective material.

Each sender must also undertake responsibility for the content of its shipment, in compliance with the provisions on prohibited and restricted goods set out below.

The transport of dangerous goods is regulated with the aim of preventing, as far as possible, accidents and damage to people, the environment, means of transport or goods.

Thus, **the Romanian Road Authority (RAR)** classifies dangerous and prohibited substances in the following categories:

#### **Explosive substances and articles:**

- Flammable gases;
- Non-flammable gases;
- Toxic gases.



# PACKAGING METHODS & PROHIBITED GOODS FROM TRANSPORTATION













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## Flammable liquids:

- Flammable solids;
- Substances subject to spontaneous ignition;
- Substances that in contact with water release flammable gases;
- Comburents;
- Organic peroxides;
- Toxic substances.

## Infectious substances:

- Radioactive substances;
- Corrosive substances;
- Substances and objects with various hazards.

SUBSTANȚE ȘI OBIECTE EXPLOZIVE		
		
Gaze inflamabile	Gaze neinflamabile	Gaze toxice
LICHIDE INFLAMABILE		
		
Substanțe solide inflamabile	Substanțe supuse aprinderii spontane	Substanțe care în contact cu apa degajă gaze inflamabile
		
Substanțe comburante	Peroxizi organici	Substanțe toxice
SUBSTANȚE INFECTIOASE		
		
Substanțe radioactive	Substanțe corozive	Substanțe și obiecte cu pericole diverse

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GOODS PROHIBITED AND/OR RESTRICTED TO TRANSPORT	CATEGORY
Animals, fish, live or dead birds, insects, worms, snakes,	Prohibited
Human remains - including ashes	Prohibited
Laboratory tests of any kind as well as human organs	Prohibited
Complete firearms or parts, imitations, Air soft, ammunition, ammunition - imitations	Prohibited
Explosives, explosive charges, fireworks, imitation	Prohibited
Precious metal jewellery	Prohibited
Ingots of any precious metal	Prohibited
Bulk gemstones	Prohibited
Value goods (fur, watches, paintings, icons, collectable coins, etc.)	Prohibited
Goods of value in bearer form	Prohibited
*Dangerous goods	Prohibited
**Goods prohibited by law	Prohibited
Cash, meal vouchers, blank payment instruments (PO, CHEQUE, PN)	Prohibited
Tax stamps/banderols	Prohibited
Cigarettes and tobacco	Prohibited
Drugs/hallucinogenic plants, ethnobotanical plants and psychotropic substances and their precursors	Prohibited
Perishable products (meat, fruit, vegetables, dairy, etc.)	Prohibited

\* It covers dangerous goods regulated by the legislation.

\*\* It covers all items qualified as such by the law.

# SETTLING OF CLAIMS

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If the beneficiary wishes to file a complaint as a result of loss, theft, partial or total damage to a shipment taken over by CARGUS, as well as the delay in carrying out the transport service, the Beneficiary must comply with the procedure mentioned below.

Any complaint must be made to the attention of the Customer Service Department.

If the loss or partial damage of a shipment delivered to the recipient is found at the time of delivery, the consignee and CARGUS courier shall draw up a Record of Findings. Otherwise, it is presumed that the ordered service was performed correctly and the shipment was delivered to the destination in good condition.

a) The claim can be addressed both by the sender and by the recipient, within 6 (six) months (calendar), calculated from the date of submission of the package, by the following communication methods:

- in writing, by email (at [sesizari@cargus.ro](mailto:sesizari@cargus.ro)), by any postal service or by sending the complaint to the registered office of the Provider or to any fixed access/contact points served by staff;

The claim must be documented by the claimant providing all details of the event complained of and by attaching only evidence of the event complained of, contact details (including an e-mail address, in so far as the sending/transmission of the claim is made by electronic mail or postal service) and of bank details if, in case of a successful claim, the claimant requests the payment of compensation into a bank account.

b) the time limit for settling a claim shall be no more **than 3 (three) calendar months**, calculated from the date of filing the claim.

c) If the claim proves to be justified, the Provider will grant the compensation within a maximum of 30 (thirty) calendar days from the date of the favourable completion of the analysis of the complaint, without exceeding, however, the period of 3 (three) calendar months mentioned above.

Further details on the mechanism for settling complaints regarding the performance of the transportation service can be found on the Cargus website at: <https://www.cargus.ro/conditii-generale-de-furnizare-a-serviciilor-postal/>

If a shipment declared lost was found 1 (one) year after the payment of the compensation granted to the Beneficiary, the goods shall become CARGUS property. The time limit for filing the writ of summons is **1 (one) year and** runs from the date of submission of the package; CARGUS will not consider complaints that do not comply with this procedure or if the payment of the ordered service has not been made. The Beneficiary may also not deduct from the related charges due for the services provided by CARGUS an amount that would compensate for the loss claimed.

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## Glossary of terms

Definitions in this offer are given the meaning specified in bold below unless the context indicates that certain terms should be given a different meaning.

**"Parcel"** – one piece;

**"Piece"** - a single piece shipment;

**"Shipment"** - one or more pieces, with each piece weighing up to 31 kg (courier services) sent under the same waybill ("AWB").

**"Packing methods and goods prohibited or restricted to transportation"** – document including the packing methods and goods prohibited and restricted to transportation, available on [https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport\\_ENG.pdf](https://www.cargus.ro/wp-content/uploads/CG-modalitati-de-ambalare-si-restrictii-la-transport_ENG.pdf)

**"Published rates list"** – the list of general rates for the provision of services by CARGUS to the recipients of this offer, namely contract customers, as provided in this offer under chapter 3– Published rates list.

"

**"Door-to-door"** means the pick-up of a package/transport shipment from the sender's address and delivering it to the recipient's address.

The **"CARGUS SHIP & GO network"** consists of CARGUS SHIP & GO points (own and partner access/contact points served by staff) and automated delivery systems, hereinafter referred to as "lockers" (contact points not served by staff), available on the website: <https://www.cargus.ro/point-location-romanian/>.

## TYPES OF SHIPMENTS

- **"Envelope"** - packages with a total weight of up to 1 kg (including the weight of the packaging); this type of package can only contain documents;
- **"Flyer"** – shipment packed in a plastic bag for transport in A4 or A3 format;
- **"Standard shipment"** - a shipment that is (i) standard in shape (i.e. compact and regular - in the shape of a parallelepiped or square) and (ii) standard in size and weight (i.e. within the maximum sizes and weights allowed);
- **"Maximum sizes allowed"** - For parcels, the size of the longest side may not exceed 160 cm and the sum of the sizes may not exceed 180 cm. For pallets, the maximum allowed sizes are 80cmx120cmx180 cm;
- **"Maximum weights allowed"** - the maximum weights allowed indicated in this offer for each individual service;
- **"Atypical shipment"** - a shipment which has a non-rectangular shape, i.e. which is not parallelepipedal or square-shaped and which is not compact and regular. An atypical shipment includes, for example, round, cylindrical or oval-shaped elements; with irregular shapes and/or protruding elements; non-uniform items; placed in bulk packaging.
- **"Oversized shipment"** - a shipment with the following characteristics:
  - the maximum dimension of a side of more than 220 cm and/or
  - the sum of the dimensions of all sides of more than 280 cm.

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## Example of standard shipment

- ✓ The size of the longest side may not exceed 160 cm and the sum of the sizes may not exceed 180 cm.
- ✓  $a + b + c \leq 180$  cm
- ✓ a, b and c  $\leq 160$  cm

## Example of atypical shipment

- ✓ Round, cylindrical or oval-shaped items, irregularly shaped or where the sum of its dimensions exceeds 180 cm but does not exceed 280 cm or the dimension of one side exceeds 160 cm but does not exceed 220 cm
- ✓  $a + b + c > 180$  cm but  $\leq 280$  cm
- ✓ a, b and c  $> 160$  cm but  $\leq 220$  cm

## Example of oversized shipment

- ✓  $a + b + c > 280$  cm
- ✓ a, b and c  $> 220$  cm

The customer can request the collection/pickup of atypical or oversized shipments and Cargus S.R.L. can accept them, according to its operational capabilities, against surcharges and under the corresponding conditions provided in this offer.

# Cargus Team

## Which team?

Commercial



## Where?

[telesales@cargus.ro](mailto:telesales@cargus.ro)  
[sales@cargus.ro](mailto:sales@cargus.ro)  
[marketing@cargus.ro](mailto:marketing@cargus.ro)

## How can we help you?

- Details on CARGUS services,
- Price quotations for international services,
- Customized services solutions,
- Details on the terms of a commercial contract.

E-commerce



[ecom@cargus.ro](mailto:ecom@cargus.ro)

- Expert recommendations on logistical solutions appropriate to the specifics of the online shop,
- Integration of the online shop with solutions developed by Cargus,
- Utilization of e-commerce applications.

Customer Relations



[contact@cargus.ro](mailto:contact@cargus.ro)

- Service orders,
- Collections/pick-ups, dispatches/deliveries,
- Shipment monitorization,
- Operational data and information on our network,
- Advice on shipment procedures and
- Activity reports,
- Any suggestions on our services.

## Online PU order

For the convenience of customers, CARGUS has created a way to place an order online for collection/pick-up of a shipment without having to contact the Customer Service.

The customer can fill in the form on the website [www.CARGUS.ro](http://www.CARGUS.ro) or in the Cargus Mobile application in case of customers without a contract, and the information provided by the customer is automatically sent to the CARGUS system so that the order can be registered.

### Click to chat



Through this channel, CARGUS provides its customers with answers to questions and requests regarding the services offered. The channel may be accessed both on the platform [www.CARGUS.ro](http://www.CARGUS.ro) and in the Cargus Mobile application.

### Click to mail



Through this channel, CARGUS provides its customers with answers to questions and requests received. The answer is sent to them within maximum 2 hours.

## CONTACT INFORMATION



11 iunie no. 14, sector 4, Bucharest, Romania



VAT No. RO3541906; Trade Registry No. J40/4892/2007



021.9330



[contact@cargus.ro](mailto:contact@cargus.ro) | [sales@cargus.ro](mailto:sales@cargus.ro) |  
[marketing@cargus.ro](mailto:marketing@cargus.ro) | [ecom@cargus.ro](mailto:ecom@cargus.ro) | [dpo@cargus.ro](mailto:dpo@cargus.ro)



The operating hours of CARGUS SRL are specific to each location and can be consulted on the website [www.CARGUS.ro](http://www.CARGUS.ro).