






**You take care of the sales.  
We take care of the logistics.**

We offer comprehensive logistics and warehousing services for online shops.

We can help develop logistics from solutions to implementation.

## The characteristics of a company are:

- **no hidden costs** - you know what you pay for. Full scalability of fees, which depend only on the number of orders and the goods stored.
- **a wide range of courier companies at an attractive price** - we guarantee a wide selection of courier services among all the most popular on the market and preferential rates,
- **Warehouse** - perfectly located - close to the center of Poland and most courier sorting centers, where goods can be stored on pallets and shelves,
- **process automation** - full integration with the Customer's stores and process automation makes orders immediately available for execution,
- **late collection hours, by courier companies** - thanks to the location of the Warehouse and process automation, we enable order fulfilment and pick-up by a courier company on the same day in the afternoon,
- **integration with sales systems** - we offer 2 methods of automating the transfer of orders from the store to the Logistiko Warehouse through its own API integration or through a company providing integration tools. Our solution can be integrated with most of the leading sales systems, such as Allegro, eBay, Magento, PrestaShop, Shoper,
- **quick, trouble-free returns** - we have made it as simple as possible for all concerned to return goods - just fill in a simple, dedicated form or use the Convenient Returns service (Wygodne Zwroty). All returns are registered in the WMS system, therefore they are easy to control and verify,
- **execution of export and import customs clearance** - our Warehouse has the recognized place status, thanks to which customs clearance of foreign shipments takes less time. We also have our own temporary storage Warehouse.



By choosing a comprehensive service Logistiko, you do not have to invest in your own Warehouse structure and worry about utilities, employees or equipment repairs.

**With us, you can focus on developing your own business and stay ahead of the competition!**

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## 1

# Logistics

## Terms & Conditions

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We want to provide the highest level of service at competitive prices. Please read the following terms and conditions carefully. Compliance with the presented conditions guarantee quick implementation of the ordered services without generating additional costs.

We cooperate only with natural persons, legal persons or organizational units without legal personality, which, on the basis of separate provisions of law, have the ability to incur obligations as part of their business activity.

The Logistiko company provides its services presented in this Guide in the Warehouse located in Kutno at Grunwaldzka 5A.

The Warehouse is open from Monday to Friday from 08:00 to 21:00 excluding public holidays.

The Delivery Department in the Warehouse works from Monday to Friday from 08:00 to 16:00 excluding public holidays.

Logistiko Customer Service is open from Monday to Friday from 08:00 to 16:00 excluding public holidays.

## Start of cooperation - deposit

The amount of the deposit is specified in the Agreement individually for each Customer. Logistiko may change the minimum deposit limit required from the Customer after the commencement of cooperation, depending on the level and scope of cooperation with the Customer.

The Customer may not use the funds accumulated in the form of a deposit to cover current costs related to the shipment of orders, payment of invoices and general other warehousing and logistics activities.

In the event of termination of the Agreement, Logistiko may allocate the amount of the deposit paid by the Customer to the Customer's overdue payments (concerning overdue logistics and storage services and additional services related to courier companies, e.g., shipment redirection).

In the event of termination of the cooperation, the deposit and the funds held in the Customer's Account will be, minus any claims to which Logistiko and third parties acting on behalf of or for Logistiko relative to the Customer, transferred within 3 (three) months of the issue of the Order for Release of All Goods to the bank account indicated by the Customer.

After signing the contract, before starting the proper cooperation, involving the release of goods, accepting deliveries, returns etc. The Customer is obliged to pay a cash deposit as security for payment of Logistiko's dues within 48h before the start of cooperation. The deposit is interest-free and is at the exclusive disposal of Logistiko.

The monthly logistics minimum is determined individually for each client by the sales department. An invoice issued by Logistiko for the amount specifying the monthly logistics minimum will be issued when the monthly amount resulting from the summation of fees (storage, orders) related to the provision of Services to the Client by Logistiko is lower than the amount of the logistics minimum established in the contract.

## a.

## delivery

The term delivery is understood as all goods delivered to the Logistiko Warehouse in a planned manner and not coming from private persons and not being products returned by your contractors.

The Logistiko Warehouse is adapted to store standard EURO pallets (base dimension cannot exceed 120x80 cm) with a height of up to 160 cm, with a maximum weight of a pallet of up to 1000 kg.

Pallets sent to the Warehouse should be secured in a way that allows them to be placed on high storage racks, i.e., they should be stable, secured with stretch foil and straps. Weight verification takes place at the time of Acceptance of Delivery based on information on the transport document (weight or number of pallets). Pallets whose dimensions or weight do not correspond to the above-mentioned parameters, will be repackaged in the Warehouse at the Customer's expense, in accordance with the price list below.

Goods packed in cardboard boxes are stored in shelf locations. Regardless of the number of SKUs in the delivered carton, the products will be placed in separate cartons/containers, and their actual dimensions will be used to calculate the volume occupied in the Warehouse.

We divide the delivery process into the following stages:

- receipt of goods from the carrier,
- external verification of the condition of the packaging,
- checking the content by scanning product barcodes,
- accepting delivery to stock and placing goods in locations.

We recognize the following types of deliveries:

- Standard Delivery - delivery containing up to 10 SKUs or up to 300 pieces,
- Large Delivery - a delivery containing more than 10 SKUs or more than 300 items.

Terms & Conditions	Delivery	Warehousing	Release of goods	Return of goods	Other services	Termination of cooperation
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To ensure that the delivery process is carried out smoothly at every stage, it is very important that all deliveries meet the following conditions:

- have a shipping notification in the Logistiko system, created on the working day preceding the planned delivery date, no later than by 12.00 am, e.g.
  - » delivery on Wednesday - announcement of delivery in the system no later than on Tuesday at 12.00 am,
  - » delivery on Monday - announcement of delivery in the system no later than on Friday at 12.00 am,
- were delivered on the date specified in the Announcement of delivery
- were compliant with the created shipping notification both in terms of the type of products and their quantity,
- in the shipping notification they had a correct waybill,
- included only products with barcodes and included in the Logistiko file,
- each type of item (SKU) should be packed separately if possible.

All announced deliveries are received from carriers, however, each business day, the following quantities, correctly announced by one Customer, may be accepted into stock:

- 5 Standard Deliveries or
- 3 Express Deliveries or
- 1 Large Delivery.

If more deliveries are notified for the same day, only the quantity within the above specified limit will be considered as deliveries that meet the logistics conditions. The remaining deliveries will be received from the carrier and accepted into stock at a later date.

In case of delivery of products, which do not have EAN codes or have incorrect EAN codes, the Customer is immediately informed by Logistiko employees. In the event that no decision is made regarding the delivery (e.g., no confirmation of consent to labelling) and thus the Delivery Department is blocked, the Warehouse, 48h after notifying the Customer of the problem, makes a decision allowing the Delivery Department to be unblocked (e.g., labelling the product and accepting it into stock) charging a fee in accordance with the applicable price list.

## What happens if your delivery does not meet the Logistic Conditions?

Which condition must be met?	What is it based on?	What happens if the condition is not met?	
		Deadline	Fee
<b>Announcement of Delivery</b>	Information about the planned delivery must be entered into the Logistiko system, on the preceding working day before the planned delivery, no later than 12.00 am.	Receipt of the Delivery is suspended until the notification of Delivery has been made. Delivery Acceptance is extended by one working day. Additional charges will be made for non-standard working hours.	Fees will be charged: for the service „delivery in the deposit“ and for non-standard working hours, fees - „Service delivery“ outside standard working hours.
<b>Proper waybill number in the Announcement of Delivery</b>	Each Delivery Notification must include a correct waybill number that enables the delivery to be unambiguously identified by the Logistiko system.	If the waybill number is not correct or if the number is not entered, this may extend the Delivery Receipt process.	
<b>Delivery date</b>	All items must have an EAN barcode for unique identification.	Extending the Delivery Receipt by one working day.	A fee may be charged for Accepting Delivery outside of the timeframe specified in the notification and for non-standard business hours - „Providing services outside of standard working hours“.
<b>Product labelling</b>	All goods pieces must feature a bar code to enable explicit identification.	The delivery acceptance takes one business day longer.	You will be charged for the “Labelling products”.
<b>Correctness of Announcement of Delivery</b>	The Announcement of Delivery must correspond with the actual quantity of goods that has arrived at the Warehouse.	Extending the Delivery Receipt by one working day.	A fee will be charged for the service „Verification of Differences“.
<b>Only products from the file</b>	The delivery should only include products that have previously been entered by the Customer into the Logistiko system’s goods register.	Extending the Delivery Receipt by one working day.	A service fee will be charged for the service „Adding a Product to the Database“.

Which condition must be met?	What is it based on?	What happens if the condition is not met?	
<b>Goods in factory</b>	Goods delivered must be in their original packaging and have no signs of use (exclusion of returns e.g., consumer or commercial).	Refuse to accept the delivery, implementation of Return procedure.	A fee will be charged as for receipt of Returns.
<b>Delivery of goods on non-Euro pallets</b>	Goods must be delivered on EURO pallets - the size of the pallet base must not exceed 120x80 cm, height up to 160 cm, maximum weight of the pallet up to 1000 kg.	Extension of Delivery Acceptance, the need to repack the delivered pallet on a EURO pallet.	A fee will be charged as for service „Pallet repacking“.

## b. storage

Fees for storing goods are charged periodically (once a month) based on the maximum ratios of the following two factors:

- stock quantities of products (number of SKU's),
- occupied storage volume, expressed in the number of euro pallets (1 pallet = volume 1.54 m<sup>3</sup>).

Products delivered to the Warehouse are measured and their volume is calculated. The monthly fee is based on the maximum volume and/or number of SKUs that have been stored in a given month.

In addition, there are charges for storing the Customer's non-commercial materials, such as tapes, cases, boxes, etc. The calculation mechanism is the same as for other goods of the Customer.

## C.

## release of goods

The goods release service includes:

- picking the goods,
- packing in standard cartons (used in Logistiko, the list and price list of which can be found at <https://logistiko.eu/pricelist/wrappers-pricelist/>),
- printing the waybill,
- printing the attached document (PDF),
- releasing the goods to the carrier (courier company).

Each Release Order submitted to the Warehouse and having the status „Accepted“ is considered a release that meets the logistic conditions. The limits specified in the Goods Release Procedure apply to the deadlines specified for the services.

An insert may be additionally attached to the release when packing the goods. The insert is a single print in the form of a single leaflet, the dimensions of which do not exceed the dimensions of the A4 format, i.e., 210 x 297 mm.

The Customer may make free test releases in the system, however, he should immediately notify the Customer Service Department of any test releases, specifying the order number and operation. Otherwise, the goods may be issued and sent to the test address.

## What happens if the release does not meet the Logistics Conditions?

What condition must be met?	What is it based on?	What happens when the condition is not met?
<b>Customer balance credited</b>	The balance at least corresponds to the amount of remuneration to cover the cost of processing and shipping the order.	The execution of the order will be suspended until the appropriate amount has been credited to the account.
<b>Hourly limit of executed orders</b>	For each type of order there are maximum quantities possible in one hour, taking into account the number of products and pieces in the order.	The order execution will be postponed.
<b>Order placing term</b>	The order must be placed well in advance before the parcels are collected by the carrier.	The order will be processed on the next working day.
<b>Dimensions, release orders, (parcels) are within the weight, dimensional limits of courier companies</b>	Each courier company, has established acceptable parameters for the dimensions and weight of the shipment, published on the website. If the order (parcel) exceeds these dimensions, it will fail to generate a waybill.	The order will be dispatched using a courier company other than the one indicated or will not be processed. The cost of transportation may be changed.
<b>Entering a test release</b>	Immediately send information to Customer Service about entering or intending to enter a test release into the Logistiko system, specifying the operation number and order number.	Fee charged by the system, the order will be completed and sent to the test address data.
<b>Modifying or cancelling an order</b>	It is possible to modify or cancel an order until the status „Accepted for picking“ is obtained in the system. Any other status makes it impossible to modify or cancel the order.	The package is completed and released to the carrier.

## d.

## return of goods

A return shipment is goods undelivered to the receiver or returned by the receiver to the Warehouse, relating to a single order and covered by a single waybill number.

A return will be treated as unrecognized when it cannot be associated with a release operation ordered earlier.

Return acceptance service includes receipt from the carrier, visual verification of the condition of the returned products, in case of damage drawing up a damage report with the carrier, system acceptance and physical placement of the goods in the Warehouse. Time limit for acceptance of Advised Return of Goods - up to 2 working days.

Based on the Customer's instruction, Logistiko - for an additional, individually determined fee - may accept the return shipment in an extended range of verification of the condition of the returned product.

Each return should be declared in the Logistiko panel and have a valid waybill number. This allows Logistiko to automatically recognize the return and create a link to the corresponding release order.

What condition must be met?	What is it based on?	What happens when the condition is not met?
<p><b>Return announcement/ waybill number</b></p>	<p>Information about the planned return must be entered into the Logistiko system no later than on the day preceding the day of planned delivery.</p>	<p>The return will not be paired with the Release Order, difficult to recognize the return. If a damaged shipment is received, the ability to submit a claim to the carrier will be lost due to the fact that the damage report cannot be made in time. A shipment that cannot be attributed to the Customer will be placed in deposit of returns until the Customer provides information to identify it. Fee for the „Deposit of Returns“ service will be charged.</p>

## e.

## packing

All processed Release Orders are properly packaged in standard packaging used by Logistiko and using Logistiko's branded tape.

A list of packaging can be found at: [logistiko.eu/pricelist/wrappers-pricelist/](https://logistiko.eu/pricelist/wrappers-pricelist/)

Different ways and methods of packing products than those suggested by Logistiko should be presented by the Customer before sending the order to the Logistiko system. Packing the goods in accordance with the Customer's instructions means that the Customer may be held liable for any damage caused in transit (denied claim by the courier company). Logistiko has the right to refuse to pack the goods according to the Customer's instructions in a situation where this exposes the company to increased costs of handling the order and the quality of packaging or securing the goods does not meet the requirements of the courier company. Packaging is selected by Logistiko for orders in such a way as to minimize the amount of empty space and the amount of filler (geami wrappak, speedman, other ecological fillers) and to meet the criteria of courier companies in terms of securing the goods in transport.

Depending on the weight of the products in the order, the following are used: envelopes or three-ply cardboard boxes (small items) and five-ply cardboard boxes (heavier, larger items) or pallets.

The Customer may have the goods packed in his own carton outside the group of standard cartons used at Logistiko or use his own tape, however, this is an extra chargeable service.

Packing the goods in used cardboard boxes is not permitted.

## f.

## courier services

Courier services are provided by independent third-party carriers. Sending a Release Order with the carrier selected by the Customer is understood as acceptance of its regulations. The regulations of the carrier are available on its website.

When submitting an individual method and method of packing, the Customer is aware of the provisions of the regulations of courier companies and their guidelines for packing and securing shipments.

The packing rules must comply with the guidelines of the shipping companies for packing and securing the goods.

The standard liability of courier companies is limited to a certain amount. In order to insure the shipment up to the full value of the goods, at the time of creating a Release Order in the panel, the Customer must select the paid insurance option.

Shipment of goods excluded from carriage may entail that the liability of courier companies is waived, which may result in additional costs related, for example, to disposal or compensation for damage to other shipments in transit.

Claims for transport damage are made directly to the courier companies or through Logistiko. Logistiko is not liable for damage caused during transport by the actions of transport companies.

The prices presented in the Customer Panel or published on the Logistiko.pl website apply.

Logistiko warehouse does not accept cash on delivery (COD) shipments.



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# Delivery

## Price list



## a. basic services

Service description	Number of SKUs or pieces per shipment	Term	Fee
<b>Receipt of Standard Delivery</b>	Up to 10 SKUs or up to 300 pieces	Up to 1 working day	2,91 PLN/SKU + 0,18 PLN/pc., not less than 7,52 PLN/delivery

## b. additional services

Service name	Description	Term	Fee
<b>Express delivery</b>	Reduced time period for Acceptance of Standard Delivery (does not apply to Large Delivery)	On the day of receipt of Express Delivery by 8 p.m.	7,64 PLN/SKU + 0,22 PLN/unit, not less than 38,16 PLN/supply
<b>Large delivery</b>	Receipt of delivery of above 10 SKUs or above 300 pieces	Up to 2-3 working days <sup>1</sup>	2,91 PLN/SKU + 0,18 PLN/unit, not less than 38,16 PLN/supply
<b>Documents scan</b>	Scanning documents attached to deliveries	On the day of receipt of delivery	17,97 PLN/delivery
<b>Return of documents</b>	Sending back, by standard courier service, the documents enclosed with the delivery	1-2 working days from receiving the delivery	38,16 PLN/delivery
<b>Pallet repacking</b>	Adapting the received pallet to the parameters of the racks	1 working day	76,40 PLN/pallet
<b>Photographic documentation of the delivery on request of the Customer</b>	Taking pictures of the delivery (condition of pallets, cartons, how the carrier secures the goods)	1 working day	38,16 PLN/delivery
<b>Delivery outside the timeframe specified in the notification</b>	Fee for accepting delivery outside of the timeframe specified in the notification	1-3 working days	150% of the Standard Delivery or Large Delivery fee

<sup>1</sup> Up to 2 working days during the off-season, i.e. in the months of February and April through October; and up to 3 working days during the peak season, i.e. in the months of November through January and March

## C.

## special services

Service name	Description	Term	Fee
<b>Product labelling</b>	Barcode labelling of products in delivery	1-3 working days after receiving of delivery	1,22 PLN/pc., not less than 7,52 PLN per delivery
<b>Adding a product to the database</b>	Adding unannounced/ unknown products to the product catalogue	1 working day from receiving delivery	7,52 PLN/SKU
<b>Verification of quantitative differences</b>	Verification (scanning, counting) of products in the delivery in the event of product or quantitative discrepancies compared to the Delivery Announcement	1-3 business days from the date of receipt of delivery	0,21 PLN/pc. for each piece of discrepancy, not less than PLN 7,10 PLN/SKU
<b>Quality verification of delivery</b>	Detailed verification of the entire delivery or part of it for product damage and manufacturing defects at the customer's request	1-3 business days from the date of receipt of delivery	0,74 PLN/pc., not less than PLN 12,35 PLN for delivery
<b>Delivery in the deposit</b>	Storage of deliveries: unrecognized, requiring a decision on the part of the Customer. The fee will be charged 48h after notifying the Customer of the arrival of an unrecognized return	-	6,28 PLN/calendar day
<b>Unloading goods outside the working hours of the Delivery Department</b>	Unloading of goods from a means of transport (e.g., truck) outside the standard working hours of the Delivery Department. Unloading dates must be agreed and accepted by Logistiko	In the case of goods placed on pallets from 1 to 3 hours	6,28 PLN for each commenced 1,54 m <sup>3</sup> , not less than 38,16 PLN for delivery
<b>Unloading of non-palletised goods</b>	Unloading of goods not on pallets (e.g. container or cartons)	Agreed individually with the Customer	2798,40 PLN/40' container, 1653,60 PLN/20' container or a fee for each m <sup>3</sup> /47,70PLN

## 3

# Warehousing

Minimum charge up to 8 pallets or 64 SKUs.	404,49 PLN	per month
Each additional pallet or started 8 SKUs.	50,56 PLN	per month
Goods requiring verification of the expiration date of the goods.	Individual valuation on request of the Customer.	per month
Goods insurance	The monthly amount for goods insurance is 0.05% of the value of goods entered into the Logistiko system. There is a minimum fee of 50 PLN.	per month



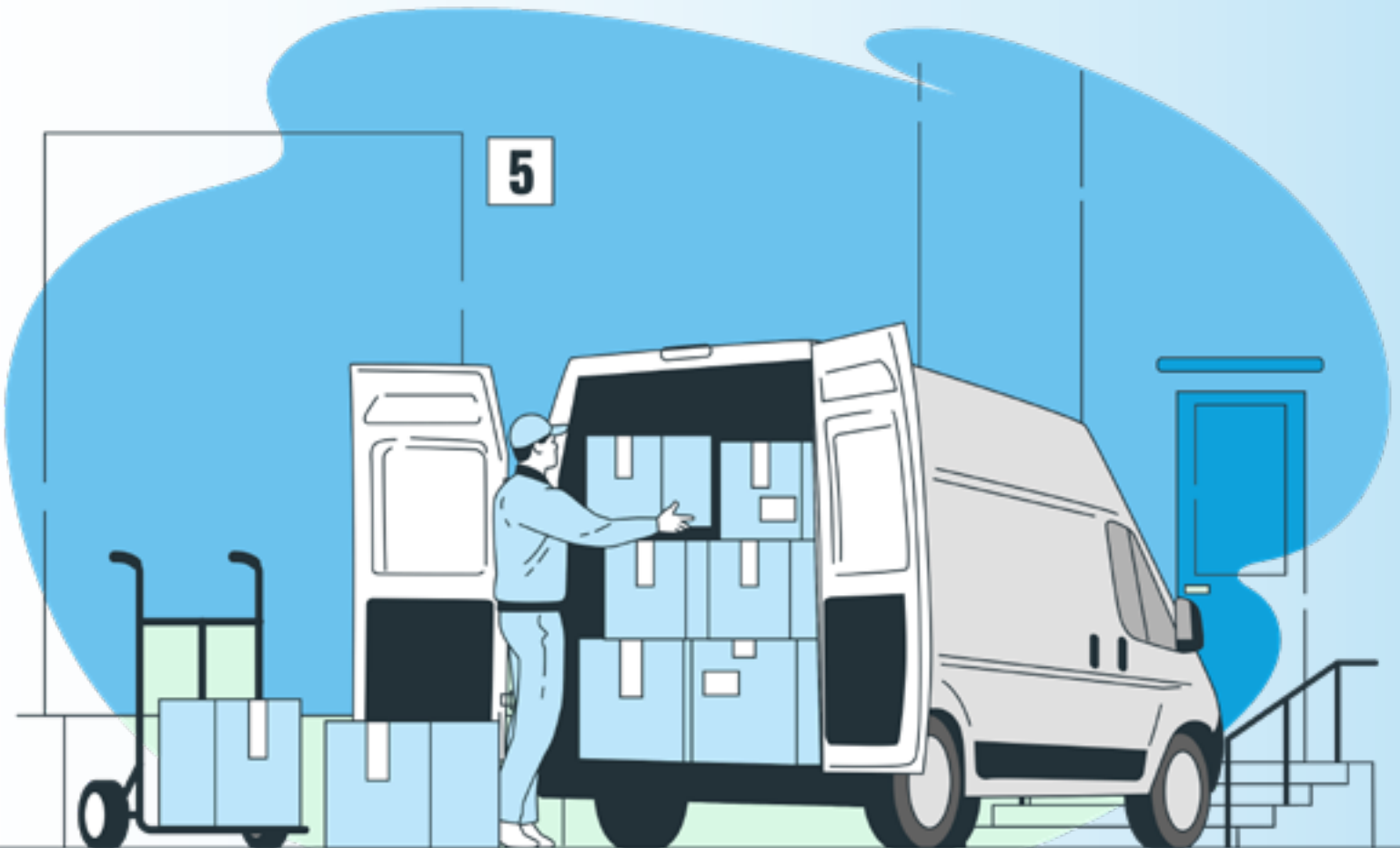


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# Release

## Services pricing

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## a. basic services

Release Order	7,52 PLN
Standard number of items in Release Order	Up to 5 pieces (any SKU)
Each additional piece	1,22 PLN

## lead times

(The lead times and hourly limits shown below are for standard Release Orders. On an individual basis, upon agreement with the Client, lead times may be shortened, while hourly order quantities may be increased).

Order size	At what time before the carrier picks up the shipment should an order be placed, so that the goods are released according to the defined date?
Release up to 5 SKUs	4 working hours
Release 6-10 SKU	8 working hours
Release 11-20 SKU	D+1
Release over 20 SKU	we set individually

D - working day, the day of submission of the Release Order

## time limits for executed Orders. Releases for one Customer

Quantity SKU	Quantity	Hourly limit of orders <sup>1</sup>
1	1	20 release orders or
2-5	over 5	10 release orders or
6-10	over 10	5 release orders or
Over 10	Over 10	1 release order

If the hourly limit for submitted Release Orders is exceeded, the remaining orders will be processed at a later date.

<sup>1</sup> refers to standard packaging operations

## b.

## additional services

Service	Description	Fee
<b>Cancellation of goods release</b>	Cancelling (stopping) an order already completed or in the process of picking and accepting the goods back into stock	38,16 PLN/Release Order + fees for accepting the return
<b>Packing list</b>	Creation of a packing list (a list of products in individual packages)	38,16 PLN/Release order
<b>Printed tape</b>	Sealing packages with company-printed tape provided by the Customer	0,78 PLN/Release order
<b>Printing additional materials</b>	Printing documents and additional materials attached to release order (invoice, warranty, specification)	first page free of charge, each subsequent page 1,12 PLN
<b>Inserts</b>	Adding pre-printed materials to editions, e.g., leaflets, instructions	0,39 PLN/pc.
<b>Own contract with courier company</b>	Shipment of parcels under the Customer's own contract with the carrier	1,22 PLN/Release Order
<b>Customer's owned cartons</b>	Goods packed in cardboard boxes provided by the Customer	individual pricing
<b>Gift wrapping</b>	Gift packaging of products based on the exact instructions sent by the Customer. The option of packing products for gift must be agreed in advance with the Warehouse	individual pricing
<b>Additional customer guidelines for orders</b>	Adding products from specific batches, series, etc. or more leaflets to orders	7,52 PLN / SKU



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# Returns handling

## Pricelist

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## a. basic services

Registered return order	8,87 PLN
Standard quantity of items in Registered Return of Goods	up to 5 pieces (any SKU)
Each Subsequent pc.	1,22 PLN

## b. additional services

Service	Description	Fee
<b>Deposit of returns</b>	Storage of unrecognized returns/ shipments. The fee will be charged after 48 hours from the moment of notifying the Customer about the arrival of the unrecognized return	6,28 PLN/calendar day for each started 1,54 m3
<b>Disposal of damaged goods</b>	Provision of product preparation service for release for disposal to companies external	Determined individually, at a rate of 126,96 PLN/ man-hour + the cost of the service valued by a specialized disposal company
<b>Removal of damages</b>	Elimination of damage, contamination of the Warehouse, resulting from the receipt of the shipment/goods	Determined individually, at a rate of 126,96 PLN/man-hour
<b>Restoring the commercial value of a return</b>	Cleaning/washing products damaged in the shipment (e.g., water damage, dirt). The service is performed after receiving a detailed instruction from the Client on how the given process should look like	Determined individually



6

# Other services

## Pricing

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## a.

## basic services

Service	Description	Term	Fee
<b>Visual verification of products</b>	Checking the characteristics Visual features of the product or verification of its labels (serial numbers, batches, expiration dates, etc.).	1-2 working days	0,78 PLN/pc., not less than 12,35 PLN/order
<b>Physical verification of products</b>	Verification of product quality characteristics/ parameters according to Customer specifications.	1-2 working days	62,92 PLN/man-hour/employee
<b>Additional inventory</b>	Additional inventory, carried out at the Customer's request. The inventory date must be agreed in advance with the Warehouse.	1-5 working days	62,92 PLN/man-hour/employee
<b>Product photography (up to 5 images)</b>	Visual documentation of products on request.	1-2 working days	2,91 PLN/SKU
<b>Providing services outside standard working hours</b>	All activities performed on Customer orders outside standard working hours of the Warehouse.	Term agreed individually	200% of the fee for services specified in the price list, not less than 584,27 PLN
<b>Intra-Warehouse movements, assembling of packages</b>	The transfer of part or all of the stock for one SKU from unit packs (pcs) to bulk packs (cartons) or vice versa.	1-5 working days	1,22 PLN for each item released and received, not less than 38,15 PLN/order
<b>Abandonment of goods by the Customer</b>	Customer leaves his goods in Logistiko's Warehouse; no contact with the Customer.	-	The cost of disposal of goods - individual pricing; Cost of preparing the goods for disposal - individual pricing
<b>Withholding, postponement of release of package to courier</b>	Release of the package to the courier at the agreed time according to the customer's disposition.	Term agreed individually	26,50 PLN for each additional day the package is being held up
<b>Other services</b>	Other services not listed in the price list above.	1-3 working days	62,92 PLN/man-hour/employee

## b.

## customer service

Service	Description	Term	Fee
<b>Generating barcodes</b>	Generate, print and ship by courier barcode labels, for labelling of products before delivery.	1-2 business days plus time for delivery by courier company.	0,49 PLN/pc, no less than 50,56 PLN/order
<b>Verification on surveillance footage</b>	Provision of surveillance recordings and photos for selected release orders after the customer provides a reason within 14 days of receiving the shipment by the recipient.	1-2 working days.	The price includes an order of up to 10 pieces, above that the price is determined individually a) photo / 30,74 PLN b) photo + recording / 61,48 PLN c) 0 PLN for valid complaints
<b>Urgent releases reported by e-mail</b>	Sending disposition on the urgent execution of an order in the system. Maximum number of entries 5 orders/day <sup>1</sup> .	Notification maximum one hour before collection by the courier company, time counted after confirmation of acceptance of the order.	Issuance cost x2
<b>Providing services outside standard working hours of the Customer Service Department</b>	All activities performed out of Standard working hours of the Customer Service.	Deadline agreed individually.	200% of the fee for services specified in the price list, not less than 584,27 PLN
<b>Dedicated account manager</b>	Ongoing telephone and email support, dedicated account manager.	1 hour for response, on working days, during working hours.	438,09 PLN/per month
<b>Customised reports, summaries</b>	Additional reports prepared at the Client's request other than those made available in the Client Panel.	Term agreed individually.	Pricing determined individually

<sup>1</sup> applies to the off-season period, i.e. in the months of February and from April to October, and does not apply to the peak season, i.e. in the months of November to January and in March

Service	Description	Term	Fee
<b>Export customs clearance</b>	Customs clearance carried out at the Customer's request in a place recognized by Logistiko.	1 hour <sup>1</sup>	38,16 PLN/ clearance up to 3 items of the customs tariff
<b>Import customs clearance</b>	Customs clearance carried out at the Customer's request in the Logistiko temporary storage Warehouse.	1 hour <sup>2</sup>	215,73 PLN, clearance up to 3 items of the customs tariff
<b>Customs appeal</b>	Correction of a customs declaration or an appeal/ letter addressed to the Customs office on behalf of the Client.	1 working day	62,92 PLN/ letter
<b>Logistiko temporary storage Warehouse</b>	Storage of goods in temporary Warehouse, pending completion of all formalities, for a maximum of 90 days.	-	76,40 PLN for each commenced 1,54 m <sup>3</sup> / per month
<b>Changing Customer data in the system, transferring goods to a newly created account</b>	Change of Customer data in the Warehouse system and transfer of goods to another user account, entering a new account in the system with a new product file.	1-3 business days; changes can only come into effect with the start of a new billing cycle.	Individual pricing

- 1 applies to situations in which UCS (The Customs and Tax Office) does not block the shipment  
2 applies to situations in which UCS (The Customs and Tax Office) does not block the shipment

## C.

## packaging

A price list for the standard packaging used at Logistiko is available on the website: <https://logistiko.eu/pricelist/wrappers-pricelist/>.

## d.

## courier services

Services provided in accordance with the regulations of the selected courier company. The price list of services is given on the website [logistiko.eu/couriers/](https://logistiko.eu/couriers/).

For services not listed on the above mentioned website, the standard service prices published by courier companies apply.

All claims for damages, delays occurring during transport should be addressed directly to courier companies or through Logistiko.

Service	Description	Term	Fee
<b>Sending an electronic Proof of Delivery (POD)</b>	Sending electronic delivery confirmation, at the request of the Customer as such service is provided by	1 working day	24,71 PLN/ order
<b>Other courier services</b>	Additional services provided by courier companies	-	Individual pricing

## e.

## individually priced services

Additional services at the Customer's request, such as modification of goods, repackaging, extended integration and services not described above, are priced individually.

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## Termination of cooperation

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**a.**

## procedure of termination

Both Logistiko and the Customer may terminate the agreement with a 30-day notice period at the end of the month without giving any reason, unless the Agreement provides otherwise.

Termination of the agreement takes place by submitting only the e-mail addresses provided in the Agreement or a written statement of termination of the agreement. Termination of the contract does not apply to orders already accepted for execution.

**b.**

## criteria for termination of cooperation

In order to enable the termination of cooperation, the Customer is obliged to settle all current financial liabilities towards Logistiko. Then, the Orders for the Release of the Entire Goods must be created in the system, in which all the Customer's goods in the Warehouse will be selected.

The Customer himself decides how the goods will be collected: via a selected courier company or by personal collection from the Logistiko Warehouse. The costs of the Order for the Release of the Entire Goods depend on the quantity of the goods, the method of packaging and the method of shipment. The Customer is obliged to provide funds on the balance to enable the Order to Release the Entire Goods service.

In the event that the Customer leaves his/her goods in the Warehouse without collecting them, they will be disposed of 30 days from the request for Customer to collect them under threat of foreclosure and subsequent disposal. The cost of disposal is the responsibility of the customer leaving the goods.

c.

## return of deposit and the remaining funds

The Deposit and the funds remaining in the User's Account shall, after deduction of any claims to which Logistiko and third parties acting for or on behalf of Logistiko are entitled against the Customer, be transferred within 3 (three) months of the issuance of the Order for Release of All Goods to the bank account indicated by the Customer.

Other information on termination of the relationship can be found in section 9 „Termination of the contract“ of the General Terms and Conditions of Services.



# Logistiko Sp. z o.o.

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## Customer Service

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