

ProxyHub – General Terms and Conditions / Service Terms

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Non-binding English translation. The legally binding version of this document is the German original. In the event of any discrepancy, the German version prevails.

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1. Scope

1.1 These Service Terms apply to the use of the "ProxyHub" service by consumers and business customers (entrepreneurs).

1.2 ProxyHub is a service for the acceptance, capture, temporary storage, digital provision, forwarding, return and destruction of letter mail, for the acceptance, capture, temporary storage and forwarding or return of parcels, and for the provision of shipping labels for shipments dispatched by the customer themselves (self-shipping).

1.3 Deviating terms of the customer do not apply unless the provider expressly agrees to their validity.

1.4 Supplementary terms may apply to individual additional services, in particular premium locations, imprint addresses or addresses for service of process.

1.5 The price list in the version displayed at the time of booking or placing an order forms part of the contract. It contains in particular the tariffs, included services, unit prices, free periods, storage and archive fees as well as the size and weight limits.

2. Definitions

2.1 Customer is the natural or legal person who creates a ProxyHub account and uses the service.

2.2 Recipient is the person, company, department or other designation created by the customer under which mail is accepted within the customer account.

2.3 Receiving address is the address displayed to the customer in the portal under which mail can be accepted for the customer.

2.4 Standard receiving address is a receiving address in which the provider or the provider's designation and/or a customer identifier remains recognizable as part of the addressing.

2.5 Premium location is a special receiving designation provided by the provider, e.g. "Fellbach Business Center, [customer name]", which may only be used within the scope of the contractually permitted use.

2.6 Letter mail means sealed or unsealed envelopes and other letter-like items.

2.7 Parcels are goods consignments, small parcels and parcels within the size and weight limits specified in the price list.

2.8 Portal is the technical user interface through which the customer can view mail, place orders, create shipping labels and manage account settings.

2.9 Price list is the overview of tariffs, services, fees and periods available in the portal and on the provider's website.

2.10 Free period is the period specified in the price list for the respective tariff during which an item is stored free of charge.

2.11 Storage fee is the fee per day and parcel specified in the price list for storage after expiry of the free period.

2.12 Self-shipping is the dispatch of a shipment that the customer packs themselves and hands over to the shipping service provider named on the label using a shipping label created via the portal.

2.13 Shipping label is the shipping document of a shipping service provider created via the portal for self-shipping.

3. Registration and customer account

3.1 A customer account is required to use ProxyHub.

3.2 When registering, the customer must provide correct and complete information. Changes must be updated in the customer account without undue delay.

3.3 The provider may make the use of certain functions dependent on the customer providing further information, in particular depositing a complete address, providing proof of identity or, in the case of business customers, submitting business verification documents.

3.4 The customer is obliged to keep access data confidential and to protect the customer account against unauthorized access.

3.5 The provider is entitled to temporarily block a customer account if there are indications of misuse, false information, payment disruptions, security risks or breaches of these terms.

3.6 Where the tariff provides for user management, the customer may create additional users and assign receiving addresses to them. Actions of users created by the customer are attributed to the customer. The customer ensures that the users comply with these terms and must deactivate departing users without undue delay.

4. Activation of the receiving address

4.1 A receiving address may only be used once it has been activated or displayed in the portal.

4.2 The provider may make activation dependent on the customer depositing a complete address.

4.3 The customer may only use the receiving address in the form specified by the provider.

4.4 Use of the receiving address as an actual residence, place of management, place of business, branch, registered address, tax domicile or comparable legal presence is only permitted if the provider has expressly and separately confirmed this.

4.5 Without a separate agreement, the provision of a receiving address does not establish any tenancy over premises.

5. Special rules for entrepreneurs and companies

5.1 Entrepreneurs and companies are obliged to state their complete company data correctly when using the service.

5.2 The provider may in particular require a commercial register excerpt, trade registration, VAT identification number, proof of authority to represent, as well as the identity and contact details of a responsible contact person.

5.3 When using imprint addresses or addresses for service of process, the provider requires further verification, a separate approval and the additional documents specified by the provider.

5.4 The customer may not use the receiving address to deceive about business premises, branches, places of business, representation relationships or actual business presence.

5.5 Tariffs designated in the price list as tariffs for companies are available to entrepreneurs only. The provider may make the booking dependent on business verification.

6. Premium locations

6.1 Premium locations may be provided depending on the tariff or additional booking. The tariffs in which premium locations are included or can be booked are set out in the price list.

6.2 Premium locations serve exclusively as a special receiving designation for mail. They do not establish any separate physical unit, branch, place of business or place of management of the customer.

6.3 The customer may not use premium locations in such a way that third parties are given the incorrect impression that the customer has its own premises, its own branch, its own staff or an actual operational presence there.

6.4 Use of a premium location as an imprint address, address for service of process, registered address, seat, place of management or place of business is not permitted without separate activation under Section 7.

6.5 The provider is entitled to refuse, block or terminate the use of a premium location if the use appears legally questionable, is abusive or if verification documents are not provided.

6.6 The provider may require additional verification in the event of irregularities, recognizable use in external business dealings, or other legitimate cause. There is no entitlement to the provision of a specific premium location unless expressly agreed otherwise.

7. Imprint address / address for service of process

7.1 The use of ProxyHub as an imprint address, address for service of process, registered address or official business address is only permitted after activation of the module provided for this purpose.

7.2 The tariffs in which the module is included are set out in the price list. Even where the module is included in the tariff, it only becomes effective once the provider has expressly activated it and confirmed the required verification documents, powers of attorney and additional terms. In particular, proof of identity, a power of attorney for receipt in the form specified by the provider and, in the case of registered companies, register details and proof of authority to represent are required.

7.3 The term "registered office" (Firmensitz) is not a component of the services under these terms. Use as a place of management, tax domicile or actual branch is not provided by ProxyHub.

7.4 The provider may refuse, suspend or revoke activation if verification documents are missing or incorrect or if the use appears legally questionable. Sections 6.5 and 6.6 apply accordingly.

8. Acceptance of mail

8.1 The provider accepts mail for the customer provided it is properly addressed, corresponds to the permitted formats and no grounds for exclusion exist.

8.2 There is in particular no obligation to accept mail in the case of unclear or incorrect addressing, lack of assignability, exceeding of permissible dimensions or weights, suspicion of prohibited contents, cash-on-delivery items, dangerous goods, perishable goods, live animals, weapons, narcotics or other prohibited items, as well as mail whose acceptance is unreasonable for the provider.

8.3 Non-assignable mail may be rejected or returned to the sender.

8.4 The provider is not obliged to collect mail from third parties.

9. Capture and notification

9.1 Incoming mail is captured where possible and displayed to the customer in the portal.

9.2 For letters, the provider may capture the envelope and provide it as an image.

9.3 For parcels, the provider may in particular capture dimensions, weight, external condition and photos.

9.4 The customer is notified electronically of new mail. The customer remains obliged to check the portal regularly.

10. Opening and scanning of letters

10.1 Letters are only opened if the customer places an express order to do so.

10.2 Unless otherwise specified, the order to open and scan comprises opening the letter, digitizing the content and providing the digital copy in the portal.

10.3 The provider is entitled to refuse opening if the item is evidently not intended for the customer, if highly personal or particularly sensitive content could be affected, or if other legal or factual concerns exist.

10.4 Parcels are not opened unless, exceptionally, a statutory or official obligation exists or the provider is entitled or obliged to open them to avert danger.

10.5 The customer is responsible for ensuring that they are authorized to order the opening and scanning.

10.6 The order to open and scan is documented in the portal on a per-item basis. In particular, user, item ID, time and selected action are logged.

11. Destruction and archiving of letter mail

11.1 The customer may instruct the provider to destroy letter mail unopened or after digitization.

11.2 Insofar as the customer does not issue any instruction within the free period, the provider is entitled, after expiry of the free period and after prior notification, to destroy letter mail, unless archiving takes place under Section 11.6.

11.3 Notification is sent to the e-mail address stored in the customer account. The provider sends several reminders.

11.4 Destruction is carried out in accordance with an internal destruction process that takes account of the protection requirements of the item.

11.5 After destruction of the physical item, digital copies and associated content data may be deleted in accordance with the privacy notice. A limited technical or evidence-related retention remains permissible insofar as a legitimate purpose exists for it.

11.6 In tariffs for which the price list provides for a long-term archive, letter mail is not destroyed after expiry of the free period but is stored further against the archive fee per day and letter specified in the price list until the customer places an order for forwarding, destruction or digitization. If the customer fails to settle a negative balance despite a request and a reasonable grace period, the provider is entitled to destroy archived letter mail after giving at least 14 days' notice.

12. Forwarding of mail

12.1 The customer may order the forwarding of letter mail and parcels to a stored delivery address. Several items may be combined into a consolidated shipment in accordance with the price list.

12.2 Forwardings are made to the address specified by the customer. The customer is responsible for the correctness, completeness and permissibility of the delivery address.

12.3 The customer bears the service fee set out in the price list as well as the postage. The postage is determined on the basis of weight, dimensions and destination and is displayed to the customer before the order is placed.

12.4 For forwardings to countries outside the European Union, the customer is responsible for the information required for customs clearance. Customs and import duties as well as other third-party costs incurred by the provider as a result of the forwarding are borne by the customer in accordance with Section 16.8.

12.5 For delays, losses or damage within the area of responsibility of the shipping service provider, the provider is liable only in accordance with the liability provision of these terms.

13. Parcels: storage, storage fee, return

13.1 Parcels are not opened.

13.2 Parcels are stored free of charge for the free period. Before expiry of the free period, the provider reminds the customer several times at the e-mail address stored in the customer account.

13.3 After expiry of the free period, the parcel is stored further against the storage fee. The storage fee is calculated on a daily basis and charged daily to the credit balance or, where agreed for the tariff, settled via the monthly invoice. The ongoing charges can be viewed in the portal. Chargeable storage ends on the day the customer places a forwarding or return order.

13.4 The customer may at any time order the return of a parcel to the sender. The customer bears the resulting third-party costs, in particular the postage of the shipping service provider and, in the case of cross-border returns, customs and import duties, in the amount actually incurred. The provider does not charge a fee of its own for the return. The same applies to third-party costs arising from redelivery or other processing initiated by the customer.

13.5 If the customer does not place a forwarding or return order within 180 days after expiry of the free period, the provider is entitled to return the parcel to the sender at the customer's expense. The provider announces the return at least 14 days in advance to the e-mail address stored in the customer account. Storage fees accrued up to the return remain payable.

13.6 If a return is not possible, in particular because the sender cannot be identified, refuses acceptance or a return is unreasonable or impermissible, the provider will inform the customer and set a reasonable deadline for

instructions. After expiry of the deadline without result, the provider is entitled to realize the parcel in accordance with the statutory provisions. Any proceeds of realization are credited to the customer after deduction of the outstanding claims and the costs of realization.

13.7 Parcels are generally not destroyed. Exceptions only come into consideration for non-returnable, dangerous, perishable, obviously worthless or legally non-marketable items, as well as in other cases in which storage, return or realization is unreasonable or impermissible.

13.8 The customer is obliged to have parcels forwarded or returned in good time.

14. Free periods and storage fees

14.1 The free periods for letter mail and parcels as well as the storage and archive fees are set out in the price list of the respective booked tariff.

14.2 The free period begins with the notification of the customer about the receipt of the item, unless expressly determined otherwise.

14.3 After expiry of the free period, Section 11 applies to letter mail and Section 13 to parcels.

14.4 In the event of a tariff change, the free periods and fees of the new tariff apply from the effective date of the change also to items already received; a free period that has already expired is not revived.

14.5 Deviating periods apply only if they have been expressly agreed in the price list or in an individual case.

15. Shipping labels for self-shipping

15.1 Where provided for in the booked tariff, the customer may create shipping labels in the portal for shipments that the customer packs themselves and hands over to the shipping service provider named on the label. For this purpose, the provider engages the shipping service provider in its own name for the account of the customer. The shipment is neither taken over nor inspected by the provider.

15.2 The price of the shipping label is determined on the basis of the dimensions, weight and destination stated by the customer, is displayed before creation and is due upon creation. It is paid by individual payment or from the credit balance.

15.3 The receiving address assigned to the customer is used on the shipping label as the sender and return address. Any other sender address is not permitted. The customer may only use the shipping label for the shipment for which it was created and may not pass it on to third parties.

15.4 The customer is responsible for

- a) the permissibility of the contents of the shipment; Section 19 and the exclusion list in Annex 1 apply;
- b) correct and complete information on dimensions, weight, contents and recipient and, for shipments to countries outside the European Union, the complete and truthful customs declaration (in particular description of goods, value, customs tariff number, origin) and compliance with export and import regulations;
- c) packaging suitable for transport (Section 411 of the German Commercial Code, HGB) and neutral outer packaging that does not indicate the contents;
- d) compliance with the shipping and carriage conditions of the shipping service provider named on the shipping label in their respective current version, which the shipping service provider makes available on its website;
- e) the lawfulness of passing on the recipient data to the provider and the shipping service provider.

15.5 Before creating a shipping label, the customer confirms on a per-shipment basis that the shipment does not contain excluded goods and that the information provided is correct. The confirmation is logged with user, time and shipment data.

15.6 If the weight or dimensions determined by the shipping service provider deviate from the customer's information or if the provider incurs other third-party costs from the self-shipping, in particular additional charges by the shipping service provider, costs for address corrections, surcharges, customs and import duties, storage costs at the shipping service provider or costs of return, the customer bears these costs in the amount actually incurred; no surcharge is added by the provider. Section 16.8 applies.

15.7 Displayed transit times are non-binding information of the shipping service provider. No specific delivery deadline is agreed.

15.8 If a self-shipping consignment is returned to the receiving address, it is assigned to the customer account as an incoming parcel; Sections 9, 13 and 14 apply. A return to the sender under Section 13.5 is in this case made to the address stored by the customer; the customer may instead specify another delivery address.

15.9 Upon creation of the shipping label and engagement of the shipping service provider, the provider's service has been rendered in full.

15.10 The customer must notify the provider in text form without undue delay of any loss of or damage to a self-shipping consignment, externally recognizable damage at the latest upon delivery, damage not recognizable externally within seven days of delivery (Section 438 HGB). The customer cooperates in clarifying the matter and in asserting claims against the shipping service provider, in particular by providing information on contents and value, submitting receipts and photos and retaining the packaging. The provider asserts claims against the shipping service provider on behalf of the customer and passes on any compensation received to the customer.

15.11 The customer indemnifies the provider against claims of third parties, authorities and shipping service providers based on a breach by the customer of Sections 15.3, 15.4 or Annex 1, including reasonable costs of legal defence. If the customer is a consumer, this applies only insofar as the customer is responsible for the breach.

15.12 The provider may refuse the creation of shipping labels in individual cases or block the function if there are indications of a breach of these terms, if payment disruptions exist or if verification under Section 3.3 is missing.

15.13 Shipping labels are not created for destination countries and territories that are subject to sanctions or embargo measures of the European Union or that the provider has excluded for legal or factual reasons. The excluded destination countries are listed in Annex 1 No. 11; the current list is displayed in the portal, and the provider may adjust it at any time with effect for future shipping labels.

16. Prices, billing and credit balance

16.1 The prices displayed at the time of booking or placing the order apply. All prices are displayed inclusive of VAT.

16.2 Basic fees for subscriptions are charged in advance for the respective billing period.

16.3 Chargeable individual services are to be paid before execution, unless monthly invoicing has been agreed. Storage and archive fees are charged daily to the credit balance, unless monthly invoicing has been agreed.

16.4 The customer may, where offered, top up a credit balance and use it to pay for services. Credit balances do not bear interest.

16.5 The provider is entitled to offset outstanding claims against an existing credit balance.

16.6 In tariffs for which the price list provides for monthly invoicing, consumption-based services and storage or archive fees are invoiced in arrears for the past month. The invoice is due within 14 days of receipt without deduction. In the event of default in payment, the provider may switch to advance payment or credit balance for future services.

16.7 Unused credit is paid out after the end of the contract upon the customer's request, provided no outstanding claims exist. Payout is made by way of a credit note to a payment channel supported by the provider. The minimum payout amount is EUR 5.00. If the payable credit is below EUR 5.00, the provider may defer the payout until the minimum payout amount is reached, provided this does not cause the customer any unreasonable disadvantage. A payout of bonus credit, starting credit, promotional credit or other credit granted free of charge is excluded, unless expressly agreed otherwise.

16.8 Third-party costs that the provider passes on to the customer under these terms (in particular Sections 12.4, 13.4, 13.5, 15.6) are charged to the customer account in the amount actually incurred without surcharge as soon as they become known to the provider. The provider substantiates the costs to the customer upon request. The types of costs that may arise are set out in the price list.

16.9 If charges exceed the available credit balance, a negative balance arises. The provider informs the customer of the negative balance and requests settlement. Section 18 applies.

16.10 Refunds for payments made in Bitcoin (e.g. as a result of a withdrawal), as well as payouts of credit that arose from payments in Bitcoin, are made exclusively in euros (EUR). There is no entitlement to repayment or payout in Bitcoin or any other cryptocurrency.

17. Monthly included services

17.1 Monthly included services apply only for the respective billing period.

17.2 Unused included services lapse at the end of the billing period and are not paid out or carried over.

17.3 There is no entitlement to make up for unused included services.

17.4 Where the tariff provides for user management, the included services are available jointly to all users of the customer account.

18. Payment disruptions, negative balance, blocking and retention

18.1 In the event of chargebacks, failed payments, a negative balance or other payment disruptions, the provider may block the customer account in whole or in part.

18.2 The provider may refuse to perform further chargeable services until outstanding claims have been settled or make them dependent on advance payment.

18.3 Even in the event of blocking or a negative balance, access to the mail overview and the placing of forwarding and return orders remain possible; the provider may make their execution dependent on advance payment of the respective costs and settlement of the outstanding claims.

18.4 The provider may retain the forwarding or release of mail insofar as it is owed due claims from the same contractual relationship, the retention is proportionate and no overriding legal obligations conflict with it.

18.5 The provider informs the customer of the retention and sets a reasonable deadline for payment or clarification.

18.6 In the case of evidently urgent, official or time-critical mail, the provider will appropriately take the customer's interests into account. In such cases, the provider may require a separate instruction, security or advance payment.

18.7 Statutory rights of retention remain unaffected.

19. Prohibited use and prohibited contents

19.1 The customer may not use ProxyHub for unlawful purposes.

19.2 Excluded are in particular items containing weapons, ammunition, explosives, narcotics or other prohibited substances, counterfeit money, forged documents or unlawful goods, dangerous goods, live animals, perishable goods, content harmful to minors or criminal content, as well as other items whose possession, transport, storage or forwarding is impermissible.

19.3 For forwardings and self-shipping, the exclusion list in Annex 1 additionally applies.

19.4 In the event of suspicion of impermissible contents or abusive use, the provider is entitled to refuse services, block the account, retain mail, require verification and terminate the contract extraordinarily.

19.5 Authorities are involved where there is a legal obligation to do so or where specific circumstances justify it.

20. Customer obligations

20.1 The customer must ensure that mail is correctly addressed.

20.2 The customer must check the portal and their e-mails regularly.

20.3 The customer must ensure that billing and delivery addresses are correct.

20.4 The customer is responsible for the contents, origin, legal permissibility and forwarding of the mail addressed to them as well as for the contents and declaration of the shipments dispatched by them via self-shipping.

20.5 The customer may not use the service to deceive about identity, address, branch, business operations or availability.

21. Termination

21.1 Subscriptions may be terminated in accordance with the chosen tariff.

21.2 The right to extraordinary termination for good cause remains unaffected.

21.3 Good cause exists in particular in the case of false information, abusive use, repeated payment disruptions, breaches of usage restrictions, use for unlawful purposes, dispatch of excluded goods via self-shipping or endangerment of the provider or third parties.

21.4 After the end of the contract, the customer remains obliged to have existing mail forwarded or returned within a period set by the provider. After expiry of the period, the provisions on storage, storage fees, destruction, return and realization apply accordingly.

22. Liability

22.1 The provider is liable without limitation in cases of intent and gross negligence.

22.2 The provider is liable without limitation for injury to life, body or health.

22.3 In the case of simple negligence, the provider is liable only for the breach of material contractual obligations. In such a case, liability is limited to the foreseeable damage typical for the contract.

22.4 Material contractual obligations are those obligations whose fulfilment makes the proper performance of the contract possible in the first place and on whose observance the customer regularly relies.

22.5 For loss of or damage to shipments during carriage by a shipping service provider (forwarding under Section 12, return under Section 13, self-shipping under Section 15), the provider is liable up to an amount of EUR 500.00 per shipment, but at least up to the amount resulting from the statutory maximum liability amounts applicable to the carriage. For delay, the provider is liable up to three times the price paid for the carriage. Vis-à-vis entrepreneurs, the provider is not liable for goods that are excluded from self-shipping under Annex 1. Liability under Sections 22.1 and 22.2 remains unaffected.

22.6 The provider is not liable for damage based on false or incomplete information from the customer, incorrect addressing, inadequate packaging, lack of cooperation, delayed instruction, impermissible mail contents or use of the service contrary to these terms.

22.7 Liability irrespective of fault is excluded insofar as legally permissible. Mandatory statutory liability provisions remain unaffected.

22.8 Shipments with a value of goods exceeding EUR 500.00 are excluded from self-shipping (Annex 1 No. 5). Transport insurance beyond Section 22.5 is not offered.

23. Data protection and confidentiality

23.1 The provider processes personal data in accordance with the privacy notice.

23.2 The provider takes appropriate technical and organizational measures to protect mail and content data.

23.3 Employees and other persons involved in processing are bound to confidentiality.

24. Amendments to the terms and the price list

24.1 Amendments to these terms for already existing contracts require the consent of the customer, unless otherwise permitted by law.

24.2 The provider may use new or amended terms and price lists for future bookings, tariffs or individual orders. The customer will be informed of this in good time and in a reasonable manner. This also applies to amendments to Annex 1 and to the list of excluded destination countries under Section 15.13, which apply with effect for future shipping labels and forwarding orders; the current version is displayed in the portal.

24.3 Amendments to the price list to the detriment of the customer apply to existing subscriptions only from the billing period following the notification and only if the customer does not object within four weeks of notification; the customer is informed in the notification of the right to object and the consequences of silence. If the

customer objects, either party may terminate the subscription at the end of the current billing period.

24.4 The provider's right to discontinue or change services or tariffs for the future remains unaffected, provided existing contractual claims of the customer are preserved.

25. Final provisions

25.1 German law applies.

25.2 Vis-à-vis entrepreneurs, the place of jurisdiction is the seat of the provider, insofar as legally permissible.

25.3 Should individual provisions be invalid, the validity of the remaining provisions remains unaffected.

Annex 1 – Exclusion list for forwarding and self-shipping

The following goods may not be forwarded via ProxyHub and may not be shipped with a shipping label created via the portal. The list summarizes the carriage exclusions of the shipping service providers used by the provider and applies regardless of whether the shipping service provider accepts a shipment in an individual case. In addition, the conditions of the respective shipping service provider and the regulations of the destination and transit country apply.

1. Dangerous goods and hazardous substances All goods subject to dangerous goods regulations (ADR, IATA/ICAO), in particular explosives, fireworks, ammunition, aerosols and spray cans, lighters and refill gas, flammable liquids (e.g. paints, varnishes, solvents, perfume in larger quantities, alcohol above 70 %), flammable solids, oxidizing substances, poisons, corrosive substances (e.g. acids, alkalis, wet batteries), radioactive substances, infectious substances, dry ice, magnets with high field strength as well as loose or individually packed lithium batteries and rechargeable batteries. Electronic devices with a permanently installed battery are only permitted insofar as the conditions of the shipping service provider allow this and the labelling prescribed there is complied with.

2. Weapons Weapons within the meaning of the German Weapons Act, firearms and essential parts thereof, air and spring guns, imitation and replica weapons, ammunition, cutting and thrusting weapons, prohibited items under Annex 2 of the German Weapons Act.

3. Narcotics, medicinal products, excisable goods Narcotics and intoxicating substances, prescription medicinal products, medicinal products requiring refrigeration, tobacco and tobacco products, e-cigarettes and liquids, alcoholic beverages and other excisable goods.

4. Cash, means of payment, securities and valuables Cash, coins and foreign currency, cheques, bills of exchange, securities, savings books, share certificates, prepaid and stored-value cards, vouchers and coupons, valid postage stamps, tax stamps, admission and travel tickets, pay-TV cards and other documents for which no blocking or replacement procedure is possible in the event of loss; precious metals in any form (gold, silver, platinum, bars, coins, dental gold), precious stones and pearls. Works of art, paintings, antiques, unique items and collectors' items with collector's value are excluded. Jewellery and watches (except wearables) are only permitted within the value limit under No. 5.

5. Value limit Shipments with a value of goods exceeding EUR 500.00 gross per parcel.

6. Animals, plants and animal products Live animals, animal carcasses, body parts and human remains including ashes, hides and furs of wild animals, ivory and ivory products, products of protected species, plants, seeds.

7. Perishable and temperature-sensitive goods Food and other goods that must be transported refrigerated or temperature-controlled or that may perish within the usual transit time.

8. Unlawful and restricted contents Goods whose possession, transport, export or import is prohibited in the country of dispatch, transit or destination or requires an authorization that is not available (in particular dual-use goods, sanctioned or embargoed goods and recipients as well as shipments to destination countries excluded under Section 15.13); counterfeit goods and brand piracy; counterfeit money and forged documents; pornographic content, content harmful to minors or criminal content; goods that infringe intellectual property rights.

9. Shipments with special requirements Shipments requiring special handling, authorization, official notification or special equipment of the shipping service provider; removal goods and unaccompanied baggage;

cash-on-delivery shipments; liquids in glass containers and liquids or gels together with electronic devices in one shipment; goods that are liable to injure persons or to damage or contaminate other shipments.

10. Dimensions and weight Shipments exceeding the dimensions and weights displayed in the portal for the selected shipping service provider and the selected product.

11. Excluded destination countries and territories (Section 15.13) Shipping labels and forwardings are not created for shipments to the following countries and territories (as of 16 September 2026; the list displayed in the portal is decisive):

a) countries and territories subject to comprehensive sanctions or embargo measures of the European Union: Russian Federation, Belarus, Iran, North Korea, Crimea and Sevastopol as well as the areas of the Donetsk, Luhansk, Zaporizhzhia and Kherson oblasts not controlled by the Ukrainian government;

b) countries and territories that are not served or only served to a limited extent by the shipping service providers used or for which the provider does not offer shipping for legal or factual reasons: Syria, Cuba and all other countries that cannot be selected in the portal when creating a label.

Irrespective of the destination country, shipments to persons and organizations listed on sanctions lists of the European Union or the United Nations are excluded.