

MASTER SERVICES AGREEMENT

This Agreement No. 00000152 (the “**Agreement**”)

BETWEEN: Emirates Post Group Company PJSC, established by the federal decree-law no.21 of 2019, having its principal address at P.O.BOX 99999 Dubai, United Arab Emirates, hereinafter referred to as (the “**First Party**”), which expression includes its subsidiaries, affiliates, assigns and successors.

AND: **Second Party**, Infinity Logistics Fze
 Address: United Arab Emirates, AJMAN, AJMAN
 Trade License Number: 2206
 Trade License Name: INFINITY LOGISTICS FZE
 Trade License Establishment Date: 20/06/2017
 Category of the Trade License: Free Zone
 Trade License Country: UAE

trading with First Party, collectively, (the “**Parties**”) has entered into Agreement as of the 24/04/2023 (the “**Effective Date**”). Unless otherwise expressly agreed in writing and herein, all terms and conditions of the ‘Master Services Agreement’ and ‘Terms and Conditions of Carriage’ remain in full effect during the validity of the Master Services Agreement.

Background

The First Party is a diversified postal corporation provides transportation services through a network of Universal Postal Union (UPU) post offices, services cover domestic and international, and the collection and delivery of wide range of outbound and inbound shipments but not limited to mail, express and/or freight.

1. First Party Business Services

- 1) Will provide domestic and international transportation services of goods from Second Party to the consignee as stipulated in the Waybill.
- 2) When necessary, will offer pick up services from Second Party premise.
- 3) Can offer to collect due amount from Consignee as Cash on Delivery & Digital Payment and remit the collected amount back to Second Party at an agreed interval by means of bank transfer.
- 4) Any new Products or Services developed by First Party, current or future, may be offered to Second Party as an addendum to this agreement.

2. Second Party

- 1) To Avail First Party’s products and ancillary services to facilitate transportation of goods to their end user’s or consignee.
- 2) Will adhere to the maximum dimensions and weight per piece:

Length (cm)	Width (cm)	Height	Cubic Meter	Weight (Kg)
120	80	60	0.58	30

Second Party must seek written approval from First Party for any changes to the maximum dimensions or weight per piece. The right to acceptance and transport shipments that do not adhere to the maximum dimensions or weight per piece is at the discretion of First Party

3. Shipping Services

International Premium

4. Booking Process and Shipment Preparation

- 1) Second Party is responsible for booking the Shipping Services and Ancillary Services with First Party.
- 2) Second Party shall integrate with First Party to create bookings, print waybill and/or make use of the First Party online tools for shipment creation. Integration solutions include:
 - Application Program Interface (API) Integrations <https://developers.emiratespost.ae/>

- Electronic Data Interchange (EDI) Integration
 - e-Commerce plugins such as Shopify etc.
- 3) For Multiple Piece Shipments (MPS), the Second Party shall ensure these are packed separately and AWB is marked as 1/3, 2/3, 3/3 etc. along with a copy of the airway bill, pasted on each of the individual pieces.
 - 4) Second Party will prepare the shipment in accordance with the description of goods as stated in the Waybill with adequate packaging to sustain the normal wear and tear of transportation. At no point, First Party is responsible for the condition of the contents inside the individual packaging.
 - 5) For fragile items, Second Party is responsible for labelling "Fragile Stickers" on two opposing side of the packaging.
 - 6) Second Party will ensure to provide an accurate and complete consignee delivery address, including contact information and geo location, for each shipment. Unless exclusively agreed herein, incomplete, and incorrect consignee information is subject to address correction charges.
 - 7) For international carriage, Second Party must ensure to declare the nature of goods, quantity, unit price, Harmonized System (HS) code & Country of Origin with complete packing list and proforma invoice electronically.

5. Shipment Pick Up Process

- 1) Based on prior mutual agreement, First Party personnel may collect the shipment(s) from Second Party.
- 2) Second Party will make the shipment ready for inspection for First Party personnel at Shipper location to verify the contents of the package in accordance with the description of goods; alternatively, First Party could choose to verify the contents at First Party site.
- 3) First Party personnel will scan the shipments on his Personal Digital Assistant (PDA) for proof of collection, reconcile shipment(s) against the manifest and provide a signed copy stating the shipments collected.

6. Shipment Handling and Delivery Process

- 1) Prior to delivery, First Party may inspect to verify the contents of the package in accordance with the description of goods at First Party Distribution Centers.
- 2) First Party reserves the right to refuse the shipment due to nature of goods.
- 3) First Party reserves the right to refuse shipments that are not adequately packed to withstand the duration of the transportation journey.
- 4) First Party will sort and reconcile shipments at the operations centers and report back to Second Party in the event of discrepancy.
- 5) First Party Will make all endeavors to deliver as per the Shipping Services booked by Second Party.
- 6) First Party will Schedule for delivery as per Shipping Services booked.
- 7) First Party will use their linehaul network to send shipments to Consignee.
- 8) First Party will provide tracking milestone electronically and/or provide tracking information via emiratespost.ae
- 9) Where delivery address is incomplete, First Party will contact Consignee as per the contact information provided on the Waybill via phone calls, emails, SMS and/or WhatsApp.
- 10) Undelivered shipments from Day 1 shall have a second delivery attempt made on Day 2.
- 11) In the event Consignee is not available at the address mentioned on waybill, shipments can be delivered to an alternate contact with no additional cost for the first change of address request. The Second Party agrees that in case the receiver requests for a change of delivery location, they shall have no objection to the same.
- 12) In the event, Consignee encounters any issues with the product and/or package, First Party will not be liable, and any such query or complaint will be directed to Second Party to obtain an immediate resolution.
- 13) Upon request from Consignee, shipments may be collected from any of the First Party Delivery Centers. Shipments can also be collected by the receivers at First Party Service Points that offers Pick-up and Drop off locations and Lockers. The Second Party agrees and shall have no objection to the same.

- 14) Unless mutually agreed in a Service Level Agreement, in event the Consignee is unreachable at the end of total two attempts, they are considered as 'Not Reachable'. Undelivered and Customer Refused shipments shall be "Returned to the sender" (RTS).
- a) Return Process (Undelivered Shipments).
An undeliverable Shipment is one that cannot be delivered for reasons that include, but not limited to: (i) the Consignee/ Recipient's address is incomplete, illegible, incorrect or cannot be located, (ii) the shipment was addressed to an area not served by the First Party, (iii) the Consignee/ Recipient's place of business is closed (iv) delivery is impossible because of the unavailability or refusal of an appropriate person to accept delivery or sign for delivery of the shipment on the initial delivery attempt or re-attempts, (v) the shipment is unable to clear customs, (vi) the Shipment would likely cause damage or delay to other shipments or property, or injury to persons, (vii) the shipment contains prohibited items, (viii) the Consignee/Recipient is unable or refuses to pay the shipment bill, (ix) the shipment was improperly packaged or (x) the shipment's contents or packaging are damaged to the extent that re-wrapping is not possible.
If a shipment is undeliverable for any reason, the First Party may attempt to notify the Customer to arrange for the return of the shipment, without prejudice to any local regulatory constraints. If the Customer cannot be contacted within five business days or fails to give instructions within a reasonable period of time as determined by the First Party, then the First Party at its sole discretion, may return the shipment to the Customer, or place the shipment in a general order warehouse or customs-bonded warehouse or dispose of the shipment. If a shipment cannot be delivered, cleared through customs or returned, the shipment may be transferred or disposed of by the First Party at its sole discretion. The customer will be liable for any and all costs, charges and fees incurred in returning, storing or disposing of an undeliverable shipment, unless the shipment was undeliverable due to the fault of the First Party. If for any reason a package has not been returned to Customer within the established period, and without incident previously reported by the First Party, then the First Party shall have a maximum of five business days after the notice to return it. Otherwise, it will be considered lost.
Return Charges including any other charges incurred by the First Party such as but not limited to duties, taxes and storage fees, if applicable, will be asserted to Customer together with the original charges, unless the shipment was undeliverable due to the fault of the First Party.
The return leg charge is inclusive of the freight charge quoted for Domestic. The standard holding time to keep the shipments on hold with the first party is seven calendar days from collection date at the second party premise. First Party will retain the shipment for seven calendars in the event of failed deliveries, beyond which First Party reserves all rights to return the shipment back to sender or dispose subject to sender approval and may bill the Second Party an inconveniencing fee.
- b) For International Shipments, First Party's partner will hold the shipment for seven calendar days. Beyond which, Second Party must choose to either return the shipment back to origin at Second's party expense through First Party's shipping services or authorize the disposal of the shipment. Disposal of shipment at destination may incur cost depending on the nature of goods.
- 15) Unless otherwise agreed by both Parties First Party shall capture the receiver's name & signature on the PDA device / airway bill as proof of delivery (POD). The Second Party, as proof of delivery, shall accept electronic signatures. Delivery details shall be updated in the track & trace system.

7. Unacceptable Shipments

- 1) Second Party must ensure that the shipments must not contain any items included under the restricted or prohibited categories, including (but not limited to) articles of unusual value (such as works of art, antiques, precious stones, stamps, unique items, gold or silver), money or negotiable instruments (such as cheques, bills of exchange, bonds, savings books, pre-paid credit cards, share certificates or other securities), firearms and dangerous goods.
- 2) Complete list available on First Party website: <https://www.emiratespost.ae/dangerous-goods>

8. Liability & Claims

- 1) At instances of loss or damages to shipments, First Party standard liability shall be limited to the lesser of the declared value stated in the Waybill, provided that the Second Party provides the commercial invoice, or the market value of the goods, subject to a maximum standard liability of AED 100/- per shipment.
- 2) First Party liability shall be limited to direct loss and/or damage. All other types of loss or damage caused by indirect loss or damage, or loss or damage by delays are excluded, including but not limited to lost profits, interests, future business, etc. In all circumstances, liability shall be limited to AED 100/- per shipment.
- 3) Second Party may avail **Protect+** to extend the standard liability coverage.

9. Exclusions of Liability

- 1) First Party will not be liable for damages to shipments or contents which are caused by insufficiency or unsuitability of packing or preparation of the goods.
- 2) First Party will not be liable for consequential losses such as loss of income, profit, markets, reputation, customers, use, or of an opportunity, even if First Party was aware that such damages or losses might arise of any indirect, incidental, special or consequential damages or loss howsoever, arising including but not limited to, breach of Agreement, negligence, willful act, default, or any loss or damage alleged to have been suffered by the Shipper or by any other person in consequence of the carriage of the shipment by First Party, its employees, or agents; or in consequences of any breach by First Party or its employees, or Parties of the agreement to carry the shipment.
- 3) First Party will not be liable if it fails to fulfill any obligation towards the company as a result of:
 - a) Circumstances beyond or control, including but not limited to:
 - Acts of God including earthquakes, cyclones, storms, flooding, fire, disease, fog, snow, or frost,
 - An act or omission of First Party employees or agents,
 - Force Majeure which shall include but not be limited to industrial or political disputes, hijacking, war or threat of war, acts of foreign governments, strikes, civil commotions or local disputes, embargoes, perils of the air, and any other cause not reasonably within the control of the First Party,
 - The act of default or omission of the shipper or the Consignee or any other party who claims an independent interest in the shipment including any breach of any condition herein, or any person other than First Party or any Customs or other government official, of any postal service, forwarder or other person to whom a shipment is tendered by First Party for transportation to any location not regularly served by First Party regardless of whether the shipper requested or had knowledge of such third-party delivery arrangements,
 - Ground transportation networks and mechanical problems to modes of transport or machinery; latent defects, characteristic, pre-existing damages, or inherent vice in the contents of the nature of the shipment or vice thereof, and
 - Criminal acts of third parties such as theft and arson.
 - b) The Second Party's acts or omissions or those of third parties such as the Second Party being in breach of (or any other party claiming an interest in the shipment causing to breach) its obligations under these terms and conditions and warranties stipulated in clause (9.3.a)
 - c) The contents of the shipment consisting of any substance/item that is prohibited, even though the First party may have accepted the shipment by mistake.

10. Claim Process

If Second Party wishes to make a claim for a lost, damaged, or delayed shipment, it shall comply with the following procedures otherwise. First Party reserves the right to reject the Second Party's claim.

- 1) In case of damaged shipments, Second Party company shall notify First Party in writing within 48 hours from the time of delivery.
- 2) For missing shipments Second Party may file a formal claim within 07 working days from the date of dispatch.
- 3) Following details and supporting documents required:
 - Date, time & location of the loss / damage
 - Nature & type of loss/damage
 - Description and estimate of the loss/damage
 - Airway bill copy & commercial invoice for the items included in the shipment
 - Packing list (if applicable)
 - Photographs of damage, if applicable
 - Signed Claim Form
- 4) All claims will be settled as per the First Party Terms & Conditions of the Waybill unless otherwise agreed by both parties.

11. Ancillary Services

- 1) **Cash on Delivery (COD)**

First Party can offer Cash on Delivery (the “COD”) services, for delivery of Shipments from Second Party to Consignee or Receiver whereby First Party collects the total invoiced value up to AED [REDACTED] /- from Receiver within United Arab Emirates. Collected amounts will be remitted to Second Party at an agreed interval (the, “Settlement Period”) by means of bank transfer.

- a) On first business day of the agreed settlement period, First Party will remit to the Second Party via bank transfer the total collected values of all delivered shipments.
- b) First Party will provide statement of account for all shipments delivered and its respective total value in AED for the remittance.
- c) First Party will not be responsible for the reporting or settlement of any Value Added Taxes (the “VAT”) that arises as part of this business service on behalf of the Second Party.
- d) Second Party will be responsible for any applicable bank remittance charges.
- e) For any discrepancy, Second Party must notify Second Party’s designated account manager within seven calendar days, if not, the remittance is considered full and final.

12. Term of Agreement

- 1) Agreement duration:

The two parties agreed to execute the subject of this Agreement commencing 24/04/2023 for a period of 12 months renewable for a similar period automatically with the same terms and conditions.

- 2) Agreement Renewal:

If any of the contractual Parties does not wish to renew the Agreement, a minimum of thirty calendar days prior notice shall be served in writing prior to the expiry of the initial term of the Agreement or any renewal thereof. Any liquidation of this Agreement along with the financial and contractual obligations shall be settled within sixty calendar days from the date of receipt of the termination letter.

13. Payment terms

First Party shall invoice the Second Party . The Second Party hereby undertakes to settle the full amount of any outstanding invoice within calendar days from the invoice date, or as per the assigned credit limit, whichever comes earlier.

14. Agreement jurisdiction and governing law

- 1) This Agreement does not create any exclusive relationship between its parties.
- 2) The two parties acknowledge that their contractual relationship is based upon goodwill and mutual confidence, therefore:
 - a) It is understood and agreed by the two parties that all secrets or news of activities related to the other party and accessed by the party or one of its employees in any way, form, or cause, shall be kept confidential.
 - b) If amicable dispute settlement proves impossible, the competent federal courts in United Arab Emirates, in accordance with the laws of the state “UAE” shall have jurisdiction to determine such cases in final form.

15. Force Majeure

Neither party of this Agreement shall be considered negligent or in violation of the Agreement if unable to execute its obligations by virtue of this Agreement because of a circumstance outside either party’s control, including force majeure.

16. Addresses, Correspondence and Point of Contacts

All notices or other communications given hereof to of the parties may be via email and shall be deemed to have been received provided that the notices/communications are to be addressed to the following.

- 1) For First Party:

Emirates Post Group: P. O. Box 99999 Dubai - U.A.E

Point of Contacts

- Account Manager: Jude Lewcock | jude.lewcock@emiratespost.ae
- Sales Director: Hubert D Souza | hubert.dsouza@emiratespost.ae

- 2) For Second Party:

United Arab Emirates, AJMAN, AJMAN

Point of Contacts

- Primary Commercial Contact: NIPIN NARAYANAN | nipin@infinitylogisticsme.com
- Primary Billing Contact: MEGHA SUDHEER | pricing@infinitylogisticsme.com
- Primary Operation Contact: MEGHA SUDHEER | pricing@infinitylogisticsme.com

17. Assignment

The Parties, irrevocably and unconditionally, agree and acknowledge that the First Party has the right to assign this Agreement in whole and/or in part, to any of its existing or in future incorporated subsidiary(ies), without being required to have any prior written consent from the other Party or any third party, including the need for a court order.

18. Authorized Signatures

This Agreement has been read, agreed, and executed by First Party and Second Party in duplicate on the signing date, affixed their signatures hereon, and each party received an original copy to act thereupon accordingly

For **Second Party**

Signature



Name

Nipin Narayan

Title

Managing Director

Date

Apr 11, 2023

Approved:

Approved:

Approved:

For **First Party**

Signature

Name

Title

Date

Exhibit 1

Terms and Conditions of Carriage of Non-Negotiable Air Waybill

<https://www.emiratespost.ae/terms-and-conditions>

Exhibit 2

Commercial Proposal

1) Currency: AED

Weight Break	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
0.5	57	61	59	60	64	67	97	98
1	73	74	77	88	83	82	133	134
1.5	89	87	95	116	102	102	169	170
2	105	100	113	144	121	122	205	206
2.5	121	113	133	162	140	142	241	240
3	137	126	153	180	159	162	275	274
3.5	153	139	173	196	174	186	309	308
4	169	153	193	212	189	210	343	342
4.5	185	167	213	228	204	234	376	392
5	201	181	234	244	219	258	409	442
5.5	217	195	255	260	234	282	442	492
6	233	209	276	276	249	306	475	542
6.5	249	223	297	292	264	329	508	592
7	265	237	318	308	279	352	541	642
7.5	281	251	339	324	294	375	574	692
8	297	265	360	340	309	398	607	742
8.5	313	279	381	356	324	421	642	779
9	329	293	402	372	339	444	677	816
9.5	345	307	423	388	354	467	712	853
10	357	321	444	404	369	489	747	890
10.5	369	335	465	420	384	511	781	926
11	381	345	486	436	399	533	815	962
11.5	393	355	507	452	414	555	849	998
12	405	365	528	468	429	577	883	1,034
12.5	417	375	549	484	442	598	917	1,070
13	429	385	564	500	455	619	951	1,106
13.5	441	396	579	516	468	640	985	1,142
14	453	407	594	532	481	661	1,019	1,178
14.5	464	418	609	548	494	682	1,053	1,215

15	475	429	624	564	507	703	1,087	1,252
15.5	486	440	639	580	520	724	1,121	1,289
16	497	451	654	596	533	745	1,155	1,326
16.5	509	462	669	612	545	766	1,189	1,363
17	521	473	684	628	557	788	1,224	1,400
17.5	533	484	699	644	569	810	1,259	1,436
18	545	495	714	660	582	832	1,294	1,472
18.5	557	506	729	676	595	854	1,328	1,508
19	569	517	744	692	608	876	1,362	1,544
19.5	581	528	759	708	621	898	1,396	1,580
20	593	539	775	724	634	920	1,430	1,616
20.5	605	550	791	740	647	941	1,464	1,652
21	617	561	807	756	660	962	1,498	1,688
21.5	629	571	823	772	673	983	1,532	1,724
22	641	581	839	788	686	1,004	1,566	1,760
22.5	653	591	855	804	699	1,025	1,600	1,796
23	665	601	871	820	712	1,046	1,634	1,833
23.5	677	611	887	836	725	1,067	1,668	1,870
24	689	621	903	852	738	1,088	1,702	1,907
24.5	701	631	919	868	751	1,109	1,737	1,944
25	712	642	935	884	764	1,131	1,772	1,981
25.5	723	653	951	900	777	1,153	1,807	2,018
26	734	664	967	916	790	1,175	1,841	2,054
26.5	745	675	983	932	803	1,197	1,875	2,090
27	756	686	999	948	815	1,219	1,909	2,126
27.5	768	697	1,015	964	827	1,240	1,943	2,162
28	780	708	1,031	980	839	1,261	1,977	2,198
28.5	792	719	1,047	996	851	1,282	2,011	2,234
29	804	730	1,063	1,012	864	1,303	2,045	2,270
29.5	816	741	1,079	1,028	877	1,324	2,079	2,306
30	828	752	1,095	1,044	890	1,345	2,113	2,342

International Premium Zone Guide

Country	Export Zone	Import Zone	Transit Days (Export)
Afghanistan*	7	7	3
Albania	7	7	2
Algeria	8	8	3
American Samoa	8	8	4
Andorra	7	7	3
Angola	8	8	3
Anguilla	8	8	5
Antigua	8	8	4
Argentina	8	8	3
Armenia	8	8	3
Aruba	8	8	4
Australia	6	6	2
Austria	7	7	2
Azerbaijan	8	8	3
Bahamas	8	8	3
Bahrain	1	1	1
Bangladesh	2	2	1
Barbados	8	8	3
Belarus	7	7	3

Country	Export Zone	Import Zone	Transit Days (Export)
Chad	8	8	5
Chile	8	8	3
China	1	1	2
Colombia	8	8	3
Comoros	8	8	3
Congo	8	8	3
Cook Islands	8	8	5
Costa Rica	8	8	3
Croatia	7	7	2
Cuba	8	8	5
Curacao	8	8	3
Cyprus	7	7	2
Czech Republic, The	7	7	2
Denmark	7	7	2
Djibouti	8	8	2
Dominica	8	8	4
Dominican Republic	8	8	4
East Timor	6	6	4
Ecuador	8	8	3

Belgium	4	4	2
Belize	8	8	3
Benin	8	8	3
Bermuda	8	8	3
Bhutan	6	6	3
Bolivia	8	8	4
Bonaire	8	8	4
Bosnia & Herzegovina	7	7	2
Botswana	8	8	2
Brazil	7	7	3
Brunei	6	6	3
Bulgaria	7	7	2
Burkina Faso	8	8	4
Burma (Myanmar)	6	6	2
Burundi *	8	8	2
Cambodia	6	6	2
Cameroon	8	8	4
Canada	3	5	2
Canary Islands, The	7	7	3
Cape Verde	8	8	4
Cayman Islands	8	8	3
Central African Republic	8	8	5

Egypt	1	1	2
El Salvador	8	8	3
Equatorial Guinea	8	8	4
Eritrea	8	8	3
Estonia	7	7	2
Ethiopia	8	8	1
Falkland Islands	8	8	3
Faroe Islands	8	8	3
Fiji Islands	8	8	4
Finland	7	7	2
France	1	1	2
French Guiana	8	8	3
Gabon	8	8	3
Gambia	8	8	4
Georgia	8	8	3
Germany	4	4	2
Ghana	8	8	3
Gibraltar	7	7	2
Greece	7	7	2
Greenland	8	8	3
Grenada	8	8	4
Guadeloupe	8	8	3

Country	Export Zone	Import Zone	Transit Days (Export)
Guam	8	8	4
Guatemala	8	8	3
Guernsey	7	7	3
Guinea Bissau	8	8	5
Guinea Republic	8	8	3
Guyana	8	8	4
Haiti	8	8	3
Honduras Republic	8	8	3
Hong Kong	6	6	2
Hungary	7	7	2
Iceland	7	7	2
India	1	1	1 Feb
Indonesia	6	6	2
Iran	5	3	1
Iraq *	7	7	Refer to Notes
Ireland, Republic Of	4	4	2
Israel	8	8	Refer to Notes
Italy	4	4	2
Ivory Coast	8	8	3

Country	Export Zone	Import Zone	Transit Days (Export)
Macedonia	7	7	2
Madagascar	8	8	3
Malawi	8	8	3
Malaysia	6	6	2
Maldives	8	8	2
Mali *	8	8	3
Malta	7	7	3
Marshall Islands	8	8	5
Martinique	8	8	3
Mauritania	8	8	4
Mauritius	8	8	1
Mayotte	8	8	3
Mexico	8	8	3
Moldova, Republic Of	7	7	3
Monaco	1	1	2
Mongolia	7	7	5
Montenegro	7	7	3
Montserrat	8	8	4
Morocco	8	8	2

Jamaica	8	8	3
Japan	6	6	2
Jersey	7	7	2
Jordan	5	3	1
Kazakhstan	8	8	3
Kenya	8	8	1 Feb
Kiribati, Republic Of	8	8	5
Korea, North	6	6	5
Korea, South	6	6	2
Kosovo	8	8	3
Kuwait	1	1	1
Kyrgystan	8	8	4
Laos	6	6	3
Latvia	7	7	2
Lebanon	5	3	2
Lesotho	8	8	2
Liberia	8	8	3
Libya *	8	8	Refer to Notes
Liechtenstein	4	4	2
Lithuania	7	7	2
Luxemborg	4	4	2
Macao	8	8	2

Mozambique	8	8	2
Namibia	8	8	2
Nauru, Republic Of	8	8	5
Nepal	6	6	3
Netherlands, The	4	4	2
Nevis	8	8	4
New Caledonia	8	8	5
New Zealand	6	6	3
Nicaragua	8	8	3
Niger *	8	8	4
Nigeria	8	8	2
Niue	8	8	5
Norway	7	7	2
Oman	1	1	1
Pakistan	1	1	1 Feb
Panama	8	8	3
Papua New Guinea	8	8	4
Paraguay	8	8	3
Peru	8	8	4
Philippines	1	1	2
Poland	7	7	2
Portugal	7	7	2

Country	Export Zone	Import Zone	Transit Days (Export)
Puerto Rico	8	8	2
Qatar	1	1	1
Reunion, Island Of	8	8	2
Romania	7	7	2
Russian Federation	7	7	2
Rwanda	8	8	3
Saipan (Mariana Islands)	8	8	3
Samoa	8	8	3
San Marino	8	8	3
Sao Tome & Principe	8	8	3
Saudi Arabia	5	3	1
Senegal	8	8	3
Serbia	7	7	2
Seychelles	8	8	3
Sierra Leone	8	8	3
Singapore	1	1	2
Slovakia	7	7	2
Slovenia	7	7	2
Solomon Islands	8	8	5

Country	Export Zone	Import Zone	Transit Days (Export)
Suriname	8	8	4
Swaziland	8	8	2
Sweden	7	7	2
Switzerland	4	4	2
Syria *	5	3	4
Tahiti	8	8	5
Taiwan	6	6	2
Tajikistan	8	8	4
Tanzania	8	8	2
Thailand	6	6	2
Togo	8	8	3
Tonga	8	8	5
Trinidad And Tobago	8	8	3
Tunisia	8	8	3
Turkey	7	7	2
Turkmenistan	8	8	4
Turks And Caicos Islands	8	8	3
Tuvalu	8	8	5
Uganda	8	8	2

Somalia	8	8	5
Somaliland	8	8	5
South Africa	7	7	2
South Sudan *	8	8	2
Spain	7	7	2
Sri Lanka	2	2	1
St. Barthelemy	8	8	4
St. Eustatius	8	8	4
St. Kitts	8	8	4
St. Lucia	8	8	4
St. Maarten	8	8	4
St. Vincent	8	8	4
Sudan	8	8	2

Ukraine	7	7	3
United Kingdom	2	2	1 Feb
United States	3	5	2
Uruguay	8	8	3
Uzbekistan	8	8	4
Vanuatu	8	8	5
Venezuela	8	8	4
Vietnam	6	6	2
Virgin Islands (British)	8	8	3
Virgin Islands (Us)	8	8	3
Yemen *	5	3	Refer to Notes
Zambia	8	8	2
Zimbabwe	8	8	3

Please Note:

- All Rates stated here are in AED & are inclusive of government levy
- Rates exclude Fuel Surcharge
- Rates provided do not apply for dangerous and hazardous goods
- "Elevated Risk Surcharge" of AED 85.00 per shipment applicable to countries with * in Zone guide
- Rates exclude destination customs duties, taxes and clearance related charges
- Shipments should meet the required standards of packaging
- Volumetric Weight calculation: $L \times W \times H \text{ (cms)} / 5000$. Shipment will be charged as per actual or volumetric; whichever is higher

2) Domestic Fuel Index

The index for fuel surcharge on Domestic services will be based on the ADNOC published prices in AED per liter for Special-95 gasoline-type fuel (ADNOC Distribution). For more information refer to Emirates Post Website <https://www.emiratespost.ae/all-services/domestic-fuel-surcharge>

3) International Fuel Index

The index for fuel surcharge on international services will be based on Platts Jet Fuel Price Index published by S&P Global Platts for International Products (Platts). For more information refer to Emirates Post Website. <https://www.emiratespost.ae/all-services/domestic-fuel-surcharge>

4) Cash on Delivery (COD)

(Delete as necessary)

- First Party will charge Second Party 1.5% of the Total declared COD Value of the shipment for the Business Service, excluding delivery charges or;
- First Party will charge Second Party a flat fee of AED X per shipment for the Business Service, excluding delivery charges or;
- First Party will charge Second Party a flat fee of AED X or 1.5% of the declared COD value of the shipment excluding delivery charges, whichever is higher.

Exhibit 3

Remote Areas

<https://www.emiratespost.ae/remote-area-list>

Exhibit 4

Dangerous and Prohibited Items

<https://www.emiratespost.ae/dangerous-goods>