

INFORMATION ABOUT RESTRICTED AND PROHIBITED GOODS FOR INTERNATIONAL POST SERVICE (click the following link)

http://www.correos.es/ss/Satellite/site/informacion_cliente-1363187212945-guias_ayuda/includeTemplate=COR_DetalleGuiasAyuda-sidioma=en_GB

GENERAL TERMS AND CONDITIONS FOR NATIONAL POST SERVICE

The following terms and conditions shall apply to the service hired. When you entrust your item to us, you accept this terms on your own behalf or on behalf of any other person who may have interest in the shipment. Our terms and conditions are applicable to any other company whose services we use for collecting, transporting or delivering your items. This document shall be valid for Correos once you or your authorized representative have handed the ticket proving admission of the item.

1.- Obligations of the sender

1.1.- The sender shall comply with applicable regulations in force regarding restricted and prohibited items, regarding what Correos can transport. The sender is responsible for the consequences that may arise from any incorrect, incomplete, false or fraudulent statement concerning the item or any part thereof, freeing Correos from any liability. CORREOS reports that, in legally established cases, the competent authorities can open and inspect an item without previously notifying the sender.

1.2.- All the shipments must comply the size, weight and conditioning requirements for their correct sending (you can consult these requirements on the webpage www.correos.es, at any Correos post office or through the customer service phone number 900400004). Correos will not admit opened shipments, without packaging, not enough protected or those whose shape and content can present any risk of damaging people or things.

2.- Liability Regime

The sender shall cover any damages or impairment suffered during transport and until the delivery of the item caused by accident, force majeure or natural causes and defects of the item. In the case of perishable goods, no compensation will be paid for their loss or damage due to time if goods are delivered within the period guaranteed under those products establishing so. Correos shall not provide with any compensation in the case of items excluded from being transported. Neither will compensation be offered for consequential or special damage, or lost profits or any other indirect loss arising from the loss, damage, delay, misdelivery or non-delivery of your item.

2.1.- The guarantees covering loss, theft, damage or delivery outside the deadlines contracted shall comply with the conditions and amounts established (the guarantees, terms and amounts can be checked on the website www.correos.es, at any Correos post office or by calling customer service at 900400004). These conditions shall be subject to the characteristics of each product.

For the following added values (COD insured value and insurance), please check the products and countries admitting them. COD: If the incident occurs prior to delivery of the item to the addressee, the compensation shall be that determined for the product. In the event of loss or theft of the amount of the COD payable to the sender, Correos shall refund that amount. Please check the products and countries admitting this additional service.

Insured Value: Compensation shall be for the value insured (up to 3000 euros).

Insurance: In case of loss, the compensation shall be the least of the following amounts: 1) the insured value, 2) the replacement of the item lost, and 3) the repair of the damaged item. Coverage excludes fraud, ordinary pills, loss of weight/volume due to natural reduction and use and the wear of items due to own defects. Please, check the products and countries admitting this additional service.

2.2.- Claims: If you should wish to file a claim for the loss, damage or delay of your item, you may do so at any of our offices, calling 900400004 or via Internet (www.correos.es). Correos shall consider that an item has been delivered in good condition unless the recipient states any reservations on our delivery note, in the event of damage and/or partial loss on reception of the item. Claims must be submitted in compliance with the relevant terms and maximum and minimum deadlines. (Please, check these deadlines on the website www.correos.es, at any Correos post office or by calling customer service at 900400004).

3.-Data Protection

Your personal data may be used by Correos for the following purposes:

3.1. Providing services you request.

3.2. According to legal obligations confer to Correos may involve notify to AAPP and tribunals through legal channels.

3.3. For realize statistics studies (prior anonymization) and satisfaction enquires, this information is used to improve our services.

For the development of these aims, your data shall only be kept for the length of time strictly necessary for the purposes for which the submitted information had originally been collected, being later blocked and deleted after time limits expire the actions proposed (5 year for most civil proceedings).

The person concerned can withdraw his or her consent to exercise your rights to access, amend, cancel and oppose this data, as established by Law, by contacting us at the address: Vía Dublin, nº 7, 28070 Madrid, or writing to derechos.protecciondatos.correos@correos.com. In the same vein, you can also apply to AEPD if you consider your rights are violated.

You can find more detailed information at our postal counter.

4.- Law and Jurisdiction

Spanish law shall be applicable. Jurisdiction shall lie with the Courts and Tribunals of the capital of the province in which the item was admitted.

If you should have any query, please feel free to request further information.

GENERAL TERMS AND CONDITIONS FOR PAQ PREMIUM AND PAQ ESTANDAR (click the following link)

http://www.correos.es/ss/Satellite?blobcol=urldata&blobheader=application%2Fpdf&blobheadername0=content-type&blobheadername1=Content-Disposition&blobheadervalue0=application%2Fpdf&blobheadervalue1=filename%3DNuevo_Condicionado_Paqueteria_Empresarial_Junio2017_NUEVO_NAMING.pdf&blobkey=id&blobtable=MungoBlobs&blobwhere=1365531744452&ssbinary=true

GENERAL TERMS AND CONDITIONS FOR INTERNATIONAL POST SERVICE

The following terms and conditions shall apply to the service hired. When you entrust your item to us, you accept these terms on your own behalf or on behalf of any other person who may have an interest in the shipment irrespective of whether that party signs of this NON NEGOTIABLE document. Our terms and conditions are applicable to any other company whose services we use for collecting, transporting or delivering your items. This document shall be valid for Correos, once you or your authorized representative have been handed the ticket proving admission of the item.

1.- Obligations of the sender

1.1.- The sender shall comply with applicable regulations in force regarding restricted and prohibited items, regarding what Correos can transport. The sender is responsible for the consequences that may arise from any incorrect, incomplete, false or fraudulent statement concerning the item or any part thereof, freeing Correos from any liability. Moreover, the sender does hereby state, declare and ensure to have informed the addressee about the information included in this document and to have received the authorization thereof in order to provide CORREOS with the information for the provision of the requested service. CORREOS reports that, in legally established cases, the competent authorities can open and inspect an item without previously notifying the sender.

1.2.- In case the shipping contracted includes a package, the sender shall cover the expenses charged to the returned item, even if abandoned decided.

1.3.- All items shall comply with requirements regarding size, weight and preparation for their correct transport (please, check these requirements on the website www.correos.es, at any Correos post office or by calling customer service at 900400004). Correos shall not accept items that are open, unpacked, insufficiently protected or whose shape and content imply a risk to people or property.

2.- Liability Regime

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2.1.- The guarantees covering loss, theft, damage or delivery outside the deadlines contracted shall comply with the conditions and amounts established (the guarantees, terms and amounts can be checked on the website www.correos.es, at any Correos post office or by calling customer service at 900400004). These conditions shall be subject to the characteristics of each product. For the following added values (COD, insured value and insurance), please check the products and countries admitting them. COD: If the incident occurs prior to delivery of the item to the addressee, the compensation shall be that determined for the product. In the event of loss or theft of the amount of the COD payable to the sender, Correos shall refund that amount. Please, check the products and countries admitting this additional service.

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Insurance: In case of loss, the compensation shall be the least of the following amounts: 1) the insured value, 2) the replacement of the item lost, and 3) the repair of the damaged item. Coverage excludes fraud, ordinary spills, loss of weight or volume due to natural reduction and use and the wear of items due to own defects. Please, check the products and countries admitting this additional service.

2.2.- Claims: If you should wish to file a claim for the loss, damage or delay of your item, you may do so at any of our offices, calling 900400004 or via Internet (www.correos.es). Correos shall consider that an item has been delivered in good condition unless the recipient states any reservations on our delivery note, in the event of damage and/or partial loss on reception of the item. Claims must be submitted in compliance with the relevant terms and maximum and minimum deadlines. (Please, check these deadlines on the website www.correos.es, at any Correos post office or by calling customer service at 900400004).

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3.2. According to legal obligations confer to Correos may involve notify to AAPP and tribunals through legal channels.

3.3. For realize statistics studies (prior anonymization) and satisfaction enquires, this information is used to improve our services.

For the development of these aims, your data shall only be kept for the length of time strictly necessary for the purposes for which the submitted information had originally been collected, being later blocked and deleted after time limits expire the actions proposed (5 year for most civil proceedings).

The person concerned can withdraw his or her consent to exercise your rights to access, amend, cancel and oppose this data, as established by Law, by contacting us at the address: Vía Dublin, nº 7, 28070 Madrid, or writing to derechos.protecciondatos.correos@correos.com. In the same vein, you can also apply to AEPD if you consider your rights are violated.

You can find more detailed information at our postal counter.

4.- Law and Jurisdiction

Spanish law shall be applicable. Jurisdiction shall lie with the Courts and Tribunals of the capital of the province in which the item was admitted.

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GENERAL TERMS AND CONDITIONS FOR FAX - BUROFAX

1. GENERAL TERMS AND CONDITIONS

1.1. Service Delivery

Burofax: It is an available public telecommunications service which consists of the sending of messages or documents by recorded delivery (under signature of the addressee), from Correos post office of origin to the target distribution units, where the content is printed and the shipment is delivered at the address, list or Post Office (P.O.) Box by the delivery personnel.

The Burofax is personal and therefore can only have one recipient (either natural or legal person). If the sender desires to direct communication to multiple recipients, it will be necessary to make a shipment to each. Allows authentication purposes to prove the content of the message sent or of referral or receipt.

Service Delivery Though fax terminal does not support Certification Application Delivery. For more information consult at any of our post offices, on the website www.correos.es or by calling 902 197 197.

1.2. Optional added values

Acknowledgement (PC): The Burofax shipper receives information about the date and time of the delivery and about the person that delivered the Burofax. It must be requested at the time of admission of Burofax.

Electronic Proof of Delivery (EPD): Is the same proof of receipt of Burofax, with the same content as the PC, exclusively in electronic format.

Certified Copy: A certification of the message content sent by Burofax that has value of legal evidence against third parties. It must be requested at the time of admission.

Content Certification: A certification of the content of the message sent by Burofax that has legal test value against third parties. It can be requested up to five years after the admission of the shipment. Does not apply to telefax (FAX) and international Burofax.

Custody 120 months: It's an extension of the time that a Burofax can be guarded. It extends from 60 to 120 months, if the customer needs to request a certification of the content afterwards.

1.3. Scope.

The scope of supply is national (including Andorra) and international (only certain countries, consult at our post offices, on the webpage www.correos.es or the phone 902 197 197).

1.4. Delivery Schedule.

This service is provided urgently. It depends on the date, time and admissions office and the district of destination. For more information consult any of our post offices, the webpage www.correos.es or phone 902 197 197.

1.5. Guarantees.

Correos will indemnify the customer with the refund of the fee paid in breach of the terms involved in the delivery (Added values requested are excluded from such compensation).

1.6. Admission.

The admission form should always contain the identification data sender and recipient (name, for legal persons, and/or the company name, for companies) with its address. The shipping will contain the message and attachments that the client wants to send. If admitted in office, support message will always be in paper.

Once data is entered, the application form will be validated and obligatory signed by the client (showing conformity). The admissions staff will deliver the bottom of the application and receipt of the charge, in addition to these conditions.

1.7. Delivery.

Burofax delivery will take place in the destination address requested by the sender and appearing on the cover of Burofax (address, list, or Post Office box) Two delivery attempts will be made except in certain populations. Consult in any of our post offices, on the webpage www.correos.es or at the phone 902 197 197.

If delivery is not possible in the address provided, a notice will be left to the addressee in which the holding period will be indicated as well as the reference Office for collection.

1.8. Claims.

In case of disagreement with the service received, the customer will be disposed with the information and means necessary to make its complaint or claim at the post Office of Correos, on the phone customer 902 197 197 or on the webpage www.correos.es.

2. INFORMATION ON PERSONAL DATA PROTECTION

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