



UPS QUALITY SERVICE CHART

1. UPS®

United Parcel Service Italia S.r.l. ("UPS") is a company under Italian law, subject to the activity of direction and coordination of UPS International Inc., with registered offices in Milan, via Fantoli n. 15/2 e 15/8, R.E.A. Milano n. 1228726, fiscal code and VAT number IT08537690151, General Authorization by the Ministry of Economic Development, pursuant to article 6 of legislative decree n. 261 of July 22 1999 (and subsequent changes).

UPS group operates at global level in logistics offering a broad range of solutions including transporting packages and freight; facilitating international trade, and deploying advanced technology to more efficiently manage the world of business. The group serves more than 220 countries and territories worldwide.

As global logistics operator, the mission of UPS is helping customers optimizing their supply chain and offering solutions allowing them to meet their business targets more easily. Some of the tools offered by UPS are:

- The competence and expertise of the largest package delivery company to help companies stay competitive in a global market rapidly evolving;
- Customized solutions and reliable shipping, tracking and invoicing services, developed by a global leader in technology, to help companies be more efficient, saving time and resources;
- Sustainable shipping solutions offered by one of the most efficient transportation networks worldwide, so to reduce the impact on environment and save resources,
- Express palletized shipments to and from more than 50 countries with transit time of 1 (one) to 3 (three) days

More information about the UPS group can be found on the website [UPS.com](https://www.ups.com)

2. Objectives of the Service charter

This Service charter was adopted by UPS as implementation of the general directive for the adoption by postal service suppliers of the service charters approved by the resolution of the Authority for communications guarantees n. 413/14/CONS of July 29 2014.

The service charter applies in regulating commercial relations between UPS and the customers requesting express carrier services from and to Italy.

The UPS Service chart aims to display in a clear and transparent way to customers the information regarding the range of products and additional services offered by UPS, the modalities for the determination of the respective tariffs, the modalities of assistance offered to its customers and the procedures to be followed to manage claims and reimbursement.

This Service chart is available on the website [UPS.com](https://www.ups.com)

Supplementing the provisions contained in the Service charter, UPS expressly refers to the general and special applicable norms and to the [UPS Service and tariff guide](#) published online, to the [UPS terms and conditions of carriage](#) available on the website and to the particular conditions of the service required.

3. Services

UPS offers express carrier services that are not part of the universal service and are not substitutes of it. In fact, UPS services are not carried out in a standard way but with variable modalities depending on the needs of the of the customers (mainly businesses) with whom transportation contracts are negotiated and stipulated in a written form or as shipping orders, providing for specific agreements and adapted to the needs of the customers from time to time. In the absence of specific conditions, the services offered by UPS are regulated by the general [terms and conditions of carriage](#) published online.

UPS offers a fully integrated delivery service that can meet any needs. UPS can help you send your goods domestically or internationally, using three time and day-definite express services to ensure your goods arrive on the scheduled day by 9.00am, 10.30am, typically by 12.00 noon or by the end of day. Additionally, UPS offers economical alternatives for your less time-sensitive shipments. Import services are also available. Consult the receiving tariffs available in the section three of the [UPS service and tariff guide](#) or use [Calculate time and costs](#) on www.ups.com

- a) UPS Express Plus®: early morning delivery for your most critical shipments;
- b) UPS Express®: next day morning delivery to all the European countries and time definite delivery worldwide.
- c) UPS Express Saver®: next business day delivery in Europe and fast delivery worldwide.

Alternatively, scheduled deliveries can be requested through:

- d) UPS Standard®: scheduled day definite delivery across Europe,
- e) UPS Expedited®: scheduled day definite delivery outside of Europe.

Transit times depend on origin and destination of the shipment and can be found using the application "[Calculate time and costs](#)" available online.

Additionally, UPS offers the following services:

- f) UPS Worldwide Express Freight®: fast delivery of palletized shipments weighting above 70 kg to and from about 50 countries with a transit time of 1 to 3 days;
- g) UPS Worldwide Express Freight® Midday: premium service for palletized shipments to selected destinations in more than 30 countries and territories

UPS also offers import services.

In addition to the main service options above, UPS also offers some added value optional services.

More information on UPS services can be found on the website www.ups.com or in the [UPS service and tariff guide](#) available online.

4. Tariffs

The price of the shipping/transportation services and of the added value services offered by UPS is determined by the free negotiations of the parties.

As an indication, UPS refers to the tariffs that can be calculated using the application "[Calculate time and costs](#)" available online.

In general, the tariffs applied by UPS vary on the basis of the following elements:

- Option of the base service desired (e.g. UPS Express Plus®, UPS Express®, UPS Express Saver®, UPS Standard®, UPS Expedited® or UPS Worldwide Express Freight®),

- Shipping cost billing place (origin country or destination country),
- Zones of origin/destination,
- Weight and dimensions of the package
- Additional costs for optional services.

In order to respond to evolving costs and taxes and to ensure a competitive service, UPS reserves the right to amend or introduce rates and charges.

Tariffs and surcharges are regulated by [the terms and conditions of carriage](#) available on UPS.com and more information on how they are calculated can be found in the [UPS service and tariff guide](#) available online on www.ups.com.

5. Customer service

UPS offers assistance channels that allow customers to get additional information, supplementing the information material available consulting UPS.com website.

UPS Customer Service offers support during the whole process, from the preparation of the shipments to tracking and post-shipment operations.

UPS Customer Service can be contacted in the following ways:

- Navigating in the section “[Support](#)” of the website of UPS.com
- Contacting UPS Customer Service at the toll telephone 02 30 30 30 39, active from Monday to Friday from 8 am to 7 pm and from 8.30 am to 1 pm on Saturday or the toll free number 800 877 877 active from Monday to Friday from 8 am to 7 pm and from 8.30 am to 1 pm on Saturday.

- Sending an e-mail to the company clicking on “[E-mail UPS](#)” indicating name and e-mail address and the reason of the request of assistance.

More information on the ways to contact UPS Customer Service are available on www.ups.com

6. Responsibilities

All the shipment are subjected to the [UPS terms and conditions of carriage](#) available online on www.ups.com and summed up in the [UPS service and tariff guide](#) available online. Here below we provide a summary of the essential provisions:

International Transportation:

Where carriage is international, international conventions may apply: in particular the Warsaw or Montreal Convention in the case of carriage by air and the CMR Convention in the case of carriage by road.

Where they apply, the rules of the Warsaw, Montreal and CMR Conventions govern and in most cases will limit our liability for loss, damage or delay to a shipment.

- The Warsaw and Montreal Convention limit is usually 19 Special Drawing Rights¹ (SDR's) per kilogram of the goods affected
- The CMR Convention limit is 8.33 SDR's per kilogram (but restricted to the amount of the carriage charges in the case of delay)

Other carriage:

Where Convention rules do not apply, we will only pay compensation for loss, damage or delay of a package caused by our negligence and only up to a maximum of:

EUR 85,00 per shipment; or,

– If greater, 8,33 DSPs per kilo of the goods affected, subject (as in all cases) to proof of loss.

7. Claims

UPS customers can file a claim:

- Contacting UPS Customer Service at 02 30 30 30 39, active from Monday to Friday from 8 am to 7 pm and from 8.30 am to 1 pm on Saturday or the toll free number 800 877 877 active from Monday to Friday from 8 am to 7 pm and from 8.30 am to 1 pm on Saturday.

- Sending an e-mail to the company from the link on the home page “[E-mail UPS](#)” indicating name and e-mail address and selecting the relevant category in the field “Assistance”

- Writing a letter and sending it to Customer Service – United Parcel Service Italia S.r.l., via 11 Febbraio 99, Vimodrone 20090 (Milano).

Corporate customers can also contact their dedicated commercial representative.

In general, any claim against UPS must be notified to UPS as soon as possible and in any case:

Within 14 (fourteen) days after delivery in case of damage (including the partial loss of a shipment),

In the case of delay, within 21 (twenty-one) days from the date the goods being placed at the disposal of the person entitled to delivery and,

In case of loss, within 60 (sixty) days of the goods being consigned with UPS for carriage.

In addition, all claims against UPS in connection with any shipment shall be prescribed and barred by expiration of time, unless legal proceedings are brought and written notice of them is given to UPS within (eight) months after delivery of the goods concerned or, in the case of non-delivery, within 8 (eight) months from the scheduled date for delivery. However, these dispositions do not affect the rights due to shipper under the Conventional Standards or other national mandatory regulations.

UPS, once the necessary checks have been carried out and all the information necessary to verify the existence of any responsibilities in relations to the disservices reported, commits to communicating, within 45 days of receipt of the complaint, the outcome of the complaint to the customer, motivating their own conclusions.

In case of non-response or unsatisfactory response, customer may present a conciliation application as per article 3 of regulation in terms of settling disputes coming from complaints from postal sector approved with decision of the Communications Authority 184/13/CONS of 28 of February 2013. Moreover, if the customer considers the outcome of the conciliation procedure unsatisfactory, he may refer to the Communications Authority for the settlement of the dispute under article 6 of the above mentioned regulation, using for that purpose “Form CP” available [here](#).

The customer still has the right to take legal proceedings independently from the complaint submission and from any request for conciliation, or alternatively to activate the mechanisms for extrajudicial or out of court settlement of dispute under D. Lgs. 28/2010.

8. Quality indicators

In order to ensure compliance with the recognized standards at European and international level, UPS has internal systems aimed at verifying and guaranteeing a high level of quality for their services.

The quality/delivery targets for each service are indicated below:

a) UPS Express Plus®:

- Next business day delivery by 9.00 am to most business addresses in Italy and the rest of Europe
- Next business day delivery as early as 8.00 am, and typically by 9.00 am, to most business addresses in the US and major business areas in Canada.
- Second business day delivery by 9.00 am to key business areas in Asia.

b) UPS Express®:

- o Delivery to most business areas within Italy by 10.30 am or 12.00 am noon the next business day.
- o Next business day delivery as early as 10.30 am, and typically by 12.00 noon to most business addresses in Europe
- o Second business day delivery by 10.30 am, 12.00 noon or 2.00 pm to most business addresses in the US and major business areas in Canada.
- o Delivery in 2 to 3 business days by 12.00 noon or 2.00 pm to most business areas in Asia.

c) UPS Express Saver®:

- o Next business day delivery to most business addresses in Italy.
- o Next business day delivery to almost all other European business areas.
- o Second business day by the end of the day to most business addresses in the US and all major business areas in Canada.
- o Within 2 to 3 business days by the end of the day to Asia.

d) UPS Standard®:

- o Day-definite service for shipments to destinations within the EU, Liechtenstein, Norway and Switzerland.

e) UPS Expedited®:

- o Day-definite service for less urgent shipments to destinations outside the EU, Liechtenstein, Norway and Switzerland.

f) UPS Worldwide Express Freight®

- o Delivery of palletized shipments weighing more than 70kg within 1-3 business days, depending on destination.

g) UPS Worldwide Express Freight Midday®

- o Delivery of palletized shipments weighing more than 70kg, within 1-3 business days, by 12pm or 2pm to selected areas in more than 30 countries and territories

9. Reimbursement and compensation

For certain services and destinations, UPS offers, on request, a money back guarantee on the shipping charges, in case of failed attempt of delivery within the committed time.

Details of its applicability, terms and conditions and of the corresponding delivery and latest pick up time for the relevant service and destination are as set out in the Guide and on the UPS website (www.ups.com), each as current at the time the goods are accepted for carriage, For the avoidance of doubt, details on the money back guarantee, terms and conditions as well as the corresponding latest pick-up and delivery time for the relevant service and destination are as set out in [the UPS service and tariff guide](#), each as current at the time the goods are accepted for carriage, and can also be confirmed by contacting UPS Customer Service.

The liability of UPS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time.

Indication of reimbursement and compensation provided for each product in case of disservices can be found on [the UPS service and tariff guide](#) available online.

10. Data Treatment

UPS manages the personal data information acquired during its activities with the maximum compliance with applicable regulations.

The UPS Privacy Notice describes the types of personal information UPS collect about consumers, how they may use the information and with whom they may share it. The notice also describes the measures UPS takes to safeguard the personal information and how consumers can ask to (i) access or change the personal information we maintain about them, (ii) withdraw the consent they previously provided to us, (iii) refrain from sending them certain communications, and (iv) answer questions they may have about our privacy practices.

For further information in regards to UPS Privacy Notice, UPS makes a section of its website available [here](#)