

CHARTER OF POSTAL SERVICES

Under AGCOM Directive no. 413/14 of 29.7.2014

1. The undersigned company, Italsempione SpA, in performing its tasks as an International Shipping Agent, occasionally sends post and packages weighing up to 30 kilograms.
2. This service is subject to the regulations regarding postal services contained in the Legislative Decree no. 261 of July 22 1999, amended by the Legislative Decree no. 58 of March 31 2011. For this purpose, the undersigned company has a general authorisation for postal services, no. 567 in the year 2000.
3. The service is not a Universal Service and never replaces it. It is not performed in a standardised manner. Rather it uses variable methods that depend on the requirements of customers (prevalently enterprises) and includes added value services such as guaranteed delivery by a certain date, pick-up at the address specified by the sender, preparation of on-line shipments, personal delivery to the recipient, the possibility of changing destination or recipient during shipment, providing the sender with confirmation of delivery, search and tracking systems.
4. The service is therefore regulated by a written or verbal agreement stipulated in each specific case between the underwritten company and the customer requesting this service (hereafter referred to as the customer).
5. The price of the service is freely negotiated by the parties.
6. The service is advertised on the undersigned company's web site, www.italsem-pione.it
7. The customer will be paid compensation if the package is damaged. If the goods are not insured, compensation will be calculated within the limits set by Art. 1696 of the Civil Code. If the goods are insured in response to the customer's request, compensation will be calculated within the limits of the amount insured.
8. Claims procedure: the customer must present a claim in writing within 30 days of the shipment service, by e-mail to the address ma-nagement@italsempione.it, by telephone to no. 02/903501, or by fax to no. 02/90350300
9. The results of the claim will be communicated within 45 days of receiving the claim.
10. If there is no reply, or the reply is unsatisfactory, the customer may present a request for arbitration under Art.3 of the AGCOM Regulations approved with Resolution 184/13/CONS (available at www.agcom.it). If the customer considers the result of the arbitration procedure unsatisfactory, the customer may ask AGCOM to settle the dispute under Art. 6 of the above-mentioned regulations.
11. The customer may also take the dispute to court, independently of presentation of the claim or arbitration request, or, alternatively, implement procedures for settlement of the dispute out of court in accordance with Legislative Decree 28/2010.
12. This Charter of Postal Services may be consulted at the web site www.italsempione.it starting on 29/10/2014
13. The undersigned company does not perform this activity in premises open to the public.