

# Special Service Terms

**Transportation Services** (hereinafter “Service”) – valid from 01.09.2025

Based on the General Terms and Conditions of ALSO Schweiz AG (GTC), the parties agree on further terms and conditions in accordance with these Special Service Terms for Postal Arrangements (hereinafter “**SST PA**”) for the Service. These SST PA shall take precedence over the GTCs. In case of conflict of these SST PA and the GTC, these SST PA shall prevail. GTC, SST PA form the entire agreement regarding additional Transportation Services between the Parties (hereinafter “Agreement”).

## 1. Service Description

1.1. ALSO offers the customer various transport-related services:

a. Pick-Up from ALSO

Orders can be picked up directly from ALSO in Emmen, Meierhofstrasse 5. Customers order is manually filtered out of the highly automated process chain and made available for collection on a half-day basis.

b. End Customer Delivery

Direct delivery from ALSO's warehouse in Emmen to the end customer as defined by the Customer. Customer shall provide ALSO the exact and correct end customer address. For additional customized notification of delivery services see below (lit. f).

c. Scheduled Delivery

The Products will be delivered on the date requested by the Customer. The deadline requested by the Customer must be between 3 working days and 30 days from receipt of the order. ALSO does not guarantee the dates requested by the Customer, even if these are confirmed. If there is a risk that the requested date cannot be met, ALSO will inform the Customer in good time and in an appropriate manner. Specific time slot deliveries can be offered on request.

d. Collective Delivery (complete delivery)

A collective order is the ordering of several different products, which are delivered together after the last product arrives. ALSO collects products for a maximum period of 30 days after receipt of the order. As soon as the last order item of the collective order is ready for delivery, the entire order is delivered in one shipment. This service is free of charge. If an order placed as a collective delivery is still not complete after the maximum collection period of 30 days, all order options already available will be delivered. The missing items will be delivered later.

e. Returns

Products purchased from ALSO can be returned in accordance with the GTC.

f. Customized Notification of Delivery

ALSO delivers on behalf of its Customers with an according delivery notification. Customer therefore must provide ALSO with its logo.

g. Floor delivery

Deliveries are not made to the curb or ramp, but directly to the desired floor—provided that a freight elevator is available and usable.

1.2. ALSO offers various ways to save shipping costs, allowing the Customer to directly influence the amount of its delivery costs and the control of the delivery. Customers can benefit from three levels:

a. Reduction in shipping costs for delivery within 48 hours

Customers decide whether goods should be delivered within 24 hours or 48 hours. With the standard delivery time of 48 hours, the Customer benefits from a reduction in shipping costs. However, for urgent orders, the delivery can be switched to 24-hour or express delivery.

b. Free shipping for orders over CHF 2'000.00

As soon as the products to be shipped exceed the invoice value of CHF 2,000.00, shipping is free of charge. In order to reach the limit of CHF 2,000.00, the Customer can collect the orders (see section 1.1, d).

c. Subsequent deliveries without additional shipping costs

The total weight of the order is decisive for calculating the shipping costs. Due to this calculation method, the shipping costs are only charged once with the first invoice. Subsequent deliveries from the same order do not generate any additional transportation costs for the Customer.

## 2. Terms and Conditions of the Service

2.1. ALSO's maximum liability for damage in connection with transport is as follows:

- General cargo (per delivery note) CHF 1'000'000.00
- Postal parcel (per parcel) CHF 1'500.00
- Domestic registered letter (per letter) CHF 500.00
- Foreign letter with proof of delivery (per letter) CHF 150.00
- Standard letter with or without proof of delivery CHF 0.00

2.2. ALSO dispatches the products with the carrier selected by ALSO under the following conditions.

## 3. Prices

### 3.1. Delivery Costs

The total weight of the order is decisive for calculating the shipping costs.

Weight	Delivery within 24 hours	Delivery within 48 hours
Up to 30 kg	CHF 11.00	CHF 9.00
Up to 50 kg	CHF 55.00	CHF 44.00
Up to 100 kg	CHF 76.00	CHF 61.00
More than 100 kg	CHF 120.00	CHF 100.00

Delivery Costs include:

- Packaging materials
- Postage and freight cost
- Limited shipping insurance (see clause 2.1)

Express deliveries against surcharge on request. Express deliveries are offered according to the then applicable terms and conditions of the carrier specified by ALSO.

### 3.2. Handling Costs

Service	Fee
Pick Up From ALSO	CHF 5.00 per order
End Customer Delivery	CHF 3.00 per order
Scheduled Delivery	In addition to the Delivery Costs (clause 4.1): - Orders < CHF 10'000.00 additional CHF 25.00 - Orders > CHF 10'000.00 additional CHF 50.00
Returns	CHF 50.00 per order
Customized notification of delivery	CHF 20.00 per order plus a one-off fee of CHF 300.00 for the layout design and initialization. Subsequent adjustments are charged at CHF 100.00 per adjustment.
Floor delivery	CHF 50.00 per order
Transactional fee for orders under CHF 250.00	CHF 10.00 per order

In case ALSO needs to charge additional expenses to the Customer, the hourly rates are

Performing area	Fee
Logistics	CHF 79.00 per hour
Administration	CHF 99.00 per hour

## 4. Miscellaneous

- 4.1. ALSO may unilaterally change this Special Service Terms at any time. The current version at the time of the order shall apply. Customer's continued provisioning of the Service after a change has been notified, constitutes Customer's acceptance of the modified Special Service Terms. A notice from Customer to ALSO stating that the modified Special Service Terms are not accepted is invalid. If Customer does not accept a change to this Agreement, ALSO may suspend his account.
- 4.2. These SST PA are provided in English, German and French. In the event of any controversy or dispute, the German version shall prevail.
- 4.3. Unless a contrary indication appears, terms defined in the GTC have the same meaning in this SST PA. References to the GTC shall be read and construed as including this SST PA.