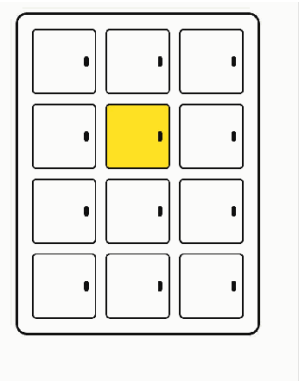

incomedia

WEBSITE X5 · E-COMMERCE

Incomedia price lists

Shipping and returns via PUDO points and lockers

Activate and connect the PUDO and parcel locker networks of the carriers you already work with. Add optional services to suit your e-commerce business.

Technology only labelling tariffs

Use your own carrier contracts. These tariffs cover the technology fee for each label; transport remains subject to your agreement with the carrier.

Optional services

Click & Collect and insurance can be activated separately on the GEL Proximity Platform, with their own terms and fees.

All tariffs and fees in this document exclude VAT. VAT will be added to the amounts shown.

TECHNOLOGY ONLY LABELLING TARIFFS

Use your own carrier contracts

If you already have a pricing agreement with one or more carriers for deliveries to collection points and parcel lockers, GEL Proximity's technology lets you connect these contracts to the Platform and pay only for the technology service for activated labels. Transport and your commercial and operational relationship with the carrier remain governed by your own contract.

Activation and use

Access requires you to register an account with GEL Proximity and accept the General Terms and Conditions for the Platform licence. You can view network details and activate or deactivate networks without notice. There are no fixed or subscription fees for using the technology. The service is charged on a pay-per-label basis: the fee applies when the label is activated on the Platform.

What the technology includes

Data exchange via API, service selection at checkout with a map, point search and location, label generation, transactional emails and shipment status tracking.

Choose a plan based on the services enabled

Feature	Tech Delivery	Supply Chain
Number of services enabled	Up to 2	Unlimited

Labels activated per month	Tech Delivery euros per label	Supply Chain euros per label
Up to 100	0.35	0.50
101 to 500	0.30	0.45
501 to 2,000	0.25	0.40
2,001 to 5,000	0.20	0.35
5,001 to 10,000	0.15	0.30
10,001 to 25,000	0.10	0.25
Over 25,001	0.08	0.20

The pricing bands apply progressively. The tariff depends on the number of your own contracts and services activated for each carrier (shipping and/or returns) and the monthly volume of activated labels.

These tariffs cover technology only. Transport prices, fuel, SCS and peak season surcharges, limits and carrier operating conditions follow your own agreement; surcharges under the Prenegotiated Tariffs do not automatically apply to Labelling.

For over 25,001 labels activated per month, the tariffs in the table apply: €0.08 per label for Tech Delivery and €0.20 per label for Supply Chain, excluding VAT.

Optional services on the Platform

Click & Collect at your own locations

Bring your network of shops, hubs and warehouses online. Activate your own locations on the map and let customers choose them at checkout alongside third-party locations. Platform filters let you customise the network displayed.

Activating the feature and its cost

Adding and activating your own locations costs €0.35 per parcel handled. Click & Collect can be activated separately from Prenegotiated Tariffs and Labelling.

The feature fee excludes VAT. Your own locations are activated and configured on the Platform.

Insure transport and storage

Activate insurance on the Platform and choose whether to absorb the cost or offer it as an option to customers at checkout. Activation is separate from the choice of transport tariff.

Item	Condition
Minimum cost	€1.90 per shipment for an insured value of up to €500
Additional charge	€1.00 for every additional €250 of insured value
Transport limit	€5,000
Storage limit at collection points or parcel lockers	€10,000 per claim on a first loss basis; €50,000 per insurance year
Deductibles and co-insurance	None
Territorial scope	Italy, Republic of San Marino, Vatican City, European Union, Switzerland, Norway and United Kingdom

Goods and risks covered

Cover applies to new goods sold or marketed by e-commerce businesses. Returns are included provided the goods are completely undamaged when sent back, their condition is documented with photographs, and the customer follows the seller’s procedures, particularly for packaging and return shipping.

During transport, cover is on an All Risks basis. During storage at collection points, it covers fire, water damage, weather events, theft or robbery, vandalism and terrorism. Cover is activated through data exchange between the Platform and the insurer on behalf of the party entitled to cover.

Commencement and duration

Cover applies to land transport and storage at depots, PUDO points or parcel lockers. It starts when the goods are taken into the custody of the persons responsible for transport and ends upon delivery to the recipient or, in any event, 10 days after the carrier's vehicle arrives at the destination locality. It includes stops and transhipments necessary for transport or delivery, on board vehicles or in freight forwarders' warehouses.

Excluded goods

Excluded goods are: weapons and ammunition other than those solely for sporting use; containers; plants; live animals; fresh fruit and vegetables; cement; copper and aluminium in bars, tubes or ingots; scrap metal; money and documents; jewellery, watches and used items made of precious materials; used furs; cigarettes and tobacco; used mobile phones, used computers and related used accessories; goods requiring temperature control, heating or refrigeration.

GEL Proximity will provide all operational information for activating insurance during service setup.