

E-commerce Domestic Solution

Date:

Company Name:

Telephone Number:

Address:

Attention:

Dear Valued Customer,

Aramex is pleased to present you with its E-commerce Domestic services and solutions which enable businesses to sell products and services online, conveniently and reliably. Aramex delivers online orders placed on websites and delivers them to customers locally, offering full supply chain solutions from storage of products to order fulfillment, coupled with the latest technologies.

By using our smart tools available on aramex.com, you can track your Domestic shipments online.

Aramex also provides you with shipping rates in your local currency included in a consolidated invoice at the end of the month detailing all your exports.

For more information, please visit aramex.com or contact your local team.

Priority E-commerce Domestic (Door To Door)

Shipping Rates in EGP

First 1 Kg		TO					
		Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
FROM	Zone 1	27	35	48	55	82	171
	Zone 2	35	35	48	55	82	171
	Zone 3	48	48	48	55	82	171
	Zone 4	55	55	55	55	82	171
	Zone 5	82	82	82	82	82	171
	Zone 6	171	171	171	171	171	171

Each Additional 1 Kg		TO					
		Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
FROM	Zone 1	5.5	6.5	10	12	13	15
	Zone 2	6.5	6.5	10	12	13	15
	Zone 3	10	10	10	12	13	15
	Zone 4	12	12	12	12	13	15
	Zone 5	13	13	13	13	13	15
	Zone 6	15	15	15	15	15	15

Zone	Area	Service Coverage
1	Metropolitan Cairo Cairo & Giza "Remote Areas"	Cairo and Giza Al Obour City, 10th of Ramadan City, Badr City, Al Shorouk City, Al Sadat City and Shoubra El Khema.
2	Alexandria Suez Canal	Alexandria. Port Said, Ismailia and Suez.
3	Delta	Qaliyobiya, Minoufiya, Sharqiya, Gharbiya, Daqahliya, Behaira, Damietta and Kafr el Sheikh.
4	Central Egypt	Fayoum, Beni Suef, Miniya, Assiut and Sohag.
5	Upper Egypt Touristique	Qena, Luxor and Aswan. Red Sea, South Sinai, North Coast and Matrouh.
6	Remote Areas	New Valley, North Sinai, Abu Simbel, Marsa Alam, Salloum and Halayeb & Shlateen. Oases and other towns and villages outside main city limits in Zones 4 and 5.

Payment Collection Service (Cash on Delivery):

COD (Cash on Delivery) service is a service where the cost of shipped goods is collected from consignee at the time of delivery.

Zone	1	2	3	4	5	6
COD amount up to 1500 EGP	10	10	10	10	20	20
COD amount exceeds 1500 EGP up to 4000 EGP	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%

AWB Preparation:

I would like to prepare my AWBs Automatically via aramex E-tools. (Yes) (No)

In case of choosing No, we will add 3 EGP per each Manual AWB.

Insurance Service:

I would like to insure on total cost of goods, which will be sent by Aramex on monthly basis. (Yes) (No)

If yes, please select one option from the below;

1. The insurance premium will be 1% to cover 100% from the total cost of goods per month. ()
2. The insurance premium will be 0.50 % to cover 75% from the total cost of goods per month. ()

If no, Aramex liability is 100 EGP per shipment in case of damaged or Lost Shipments.

Note: We should receive the claim within 24 hours from the delivery date in order to proceed the compensation process. Otherwise, Aramex does not hold any liabilities after delivering the shipment.

Important Notes:

- Above rates are in Egyptian Pounds (EGP).
- Add 10% fuel surcharge to the above-mentioned rates.
- 5 EGP Emergency Situation Surcharge (ESS) will be added per shipment until the COVID-19 Pandemic status is declared normal
- Add 14% VAT to the above-mentioned rates.

Terms and Conditions

These Terms and Conditions are made and entered into by and between the company identified in the Application Form ("Customer") and Aramex for the use of Aramex shipping services ("Service"). The Service is provided to the Customer under the terms and conditions below and any updates or amendments as published from time to time by Aramex on its website, aramex.com:

1. Special packing and handling of heavy weight or fragile shipments shall be quoted on request.
2. Customer hereby authorizes Aramex to ship, collect or receive any and all packages addressed to the Customer until the Customer notifies Aramex in writing of its intent to terminate the Service.
3. Aramex will calculate shipping rates based on the higher value of shipment Gross weight or Volumetric weight (L x W x H / 3,000).
4. Customer Production review is performed periodically to ensure the given rates comply with the production criterion at Aramex.
5. Customer undertakes not to use the Service for any illegal, immoral, obscene or fraudulent purposes or for any other purposes prohibited by Aramex, or by the Country or any other regulations. Customer further undertakes that any use of the Service shall be in conformity with all local laws. Such laws include but are not limited to laws related to banking, money laundering, trade sanctions and terrorist activities.
6. Aramex shipping rates and any other related charges are subject to change upon the sole discretion of Aramex at any time whatsoever, with thirty (30) days prior written notice to the Customer.
7. Shipping rates are subject to a variable fuel surcharge in line with movements in fuel prices.
8. Customer agrees that Aramex may cease to provide such Service to the Customer for good cause. Good cause shall include, but is not limited to:
 - a. Customer's use of the Service for illegal, obscene, or fraudulent purposes or for any purpose prohibited by Aramex, the country or any other regulation or law;
 - b. Customer's failure to pay monies owed to Aramex when due; and
 - c. Customer's violation of any provision of these Terms and Conditions.Customer acknowledges that, for the purpose of determining good cause as provided herein, the actions of any person authorized by Customer to use the Service will be attributed to Customer.
9. **Aramex's liability for loss or damage to Domestic shipments is limited to one Hundred Egyptian Pounds per shipment. Regardless of the nature of the claim, Aramex shall not be liable for indirect, incidental, or consequential damages, such as loss of profit.**
10. The Applicable Rates are valid for a period of 6 months from the issue date. Once signed, the Agreement shall be valid for a term of one (1) year commencing on the date this Agreement is signed by Customer, and shall be automatically renewed for further term(s).
11. This Agreement is revocable by either Party, by giving 30 days written notice of such revocation in advance.
12. Aramex will not be liable for any penalties imposed or loss or damage incurred due to the Customer's documents or goods being impounded by official authorities, and the Customer hereby indemnifies Aramex against such penalty or loss it may incur.
13. Aramex reserves the right to disclose Customer's personal information to any law enforcement agency requesting it in order to comply with applicable laws and lawful official authority requests, to operate the Service properly, or to protect Aramex, its customers, or suppliers.
14. Aramex shall not accept certified/registered mail, Cash on Delivery shipments and/or postage due mail on the Customer's behalf unless otherwise requested by the Customer and agreed by Aramex on a case by case basis. In consideration for Aramex's acceptance of such items, the Customer expressly releases Aramex from all responsibility for loss, damage, or other disposition of such items and waives any and all rights of claim against Aramex.
15. Customer warrants not to ship bearer/blank cheques with Aramex.
16. Customer is responsible to ensure that content of Shipment is Packed correctly to prevent damage. Aramex will not be responsible for damage due to poor packing.
17. Customer is responsible for obtaining its own insurance, upon customer's request Aramex can arrange for insurance for the declared shipment value.
18. Customer agrees to protect, indemnify, safeguard, and hold Aramex and its respective affiliates, subsidiaries, parent corporations, franchisees, officers, agents, and employees harmless against any and all losses, damages, expenses, claims, demands, liabilities, judgments, settlement accounts, costs and causes of action of any type or nature arising out of or in connection to the use of the account and the Service, including without limitation any demands, claims, and causes of action for personal injury or property damage arising from such use, from failure of the Country of Origin postal services, other relevant postal authority, or any commercial courier service to deliver on time or otherwise fail to deliver any shipment, from damage to or loss of any shipment or account contents by any cause whatsoever, and from any violation by Customer of applicable international, federal, state or local laws.
19. These Terms and Conditions shall be construed and interpreted in accordance with the laws of Egypt.
20. The effective date of the Applicable Rates shall be the date of Customer's approval of this Agreement. To approve the Agreement, please sign below and return to Aramex.
21. If any section or any portion of any section of these Terms and Conditions is construed to be illegal, invalid or unenforceable, such provision or portion shall be deemed obsolete and deleted from these Terms and Conditions, while all other sections of these Terms and Conditions and the remaining portion of any section which is construed to be illegal, invalid or unenforceable shall continue in full force and effect.
22. Failure by any party to enforce at any time any term, provision, or condition of these Terms and Conditions, or to exercise any right herein, shall in no way operate as a waiver thereof.
23. By signing this Contract, Customer accepts and agrees to be bound by the provisions of Aramex's Code of Conduct as published on aramex.com/CodeOfConduct.
24. **Invoicing and Credit Terms**
 - a. Aramex will invoice the Customer for all shipments that were shipped under the Customer's account; including Domestic Shipments that were not delivered due to fact that the address on the shipment is not clear, consignee refused to accept delivery or if the customer requested the shipment to be returned; Aramex will apply return charges on the customer in addition to the original shipping charges.
 - b. Aramex will invoice the Customer on a monthly basis, and the Customer undertakes to settle the full amount of any outstanding invoice within 30 days from the invoice date.
 - c. Any discrepancy in the invoice, should be brought to Aramex's attention within 7 (seven) days from receipt of the invoice.
 - d. Credit Limit – Aramex has assigned an initial credit limit of _____ to Customer's account to cover all transportation services extended to the Customer. However, the Customer may request for a change in credit limit any time, subject to approval of Aramex. It may also kindly be noted that opening a credit account is subject to normal credit checking procedures and approval.

Authorized Person Name

Signature

Date

Aramex Team Member Name

Signature

Date