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|  | General terms and conditions: <b>SPP-01-0</b>                                                | <b>MAURI<br/>TRANSPORT d.o.o.</b>        |
| Revision Date:<br><br>06/2026                                                     | Document:<br><br><b>GENERAL TERMS AND CONDITIONS OF<br/>TRANSPORT AND LOGISTICS SERVICES</b> | page: 1<br>of: 9 pages<br>Attachments: / |

## 1. INTRODUCTORY PROVISIONS

These General Terms and Conditions govern the rights and obligations between MAURI TRANSPORT d.o.o. (hereinafter referred to as the "Carrier") and the Customer.

These Terms and Conditions apply to all transport, logistics, warehousing and related services provided by MAURI TRANSPORT d.o.o., unless otherwise expressly agreed in writing.

By placing an order, the Customer confirms that it is familiar with and fully accepts these General Terms and Conditions.

## 2. DEFINITIONS

Carrier means MAURI TRANSPORT d.o.o.

Customer means any natural or legal person ordering a service.

Sender means the person delivering the goods for transport.

Consignee means the person receiving the goods at the place of delivery.

Goods means any cargo, freight, products or items subject to transport.

Service means transport, logistics, warehousing or any other activity performed by the Carrier.

## 3. ORDERING OF SERVICES

Orders must be submitted in writing.

Valid forms of order placement include:

- e-mail,
- purchase order,
- contract,
- electronic platform,
- any other verifiable written form of communication.

The Customer is responsible for the accuracy of all information provided.

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## 4. INFORMATION ABOUT THE GOODS

Prior to the execution of transport, the Customer must provide:

- correct weight,
- dimensions,
- quantity,
- number of pallets,
- loading meters (LDM),
- ADR information,
- any special loading, transport or unloading requirements.

If any discrepancy in the provided information is identified, the Customer shall bear all resulting additional costs.

The Customer shall be liable for:

- vehicle overloading,
- fines,
- additional kilometres,
- reloading of goods,
- additional vehicles,
- delays,
- other related costs.

## 5. PACKAGING AND PREPARATION OF GOODS

The Customer shall ensure that the goods are properly:

- packed,
- labelled,
- protected,
- prepared for safe transportation.

MAURI TRANSPORT d.o.o. shall not be liable for damage resulting from inadequate packaging or improper preparation of the goods.

## 6. LOADING, UNLOADING AND WAITING TIMES

The transport price includes:

- 1 hour of waiting time for loading,
- 1 hour of waiting time for unloading.

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After the above period has elapsed, the following charge shall apply:

EUR 100.00 for each commenced hour of waiting time.

The following may be charged additionally:

- parking fees,
- road tolls,
- tunnels,
- ferries,
- customs procedures,
- weighing services,
- handling operations,
- warehousing,
- special permits,
- other actually incurred costs.

If loading or unloading cannot be carried out due to reasons attributable to the Customer, Sender or Consignee, all additional costs shall be charged to the Customer.

## 7. PALLETS AND RETURNABLE PACKAGING

The return of pallets is not included in the transport price unless expressly agreed in writing.

If returnable packaging is not returned, the Carrier may charge its value in accordance with the applicable price list.

## 8. ADR TRANSPORT

The Customer must provide accurate ADR information and documentation.

If ADR goods are incorrectly declared or not declared at all, the Customer shall be liable for all consequences, including:

- fines,
- intervention costs,
- cleaning costs,
- damages,
- delays.

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## 9. DOCUMENTATION

The Customer is responsible for the accuracy and completeness of all documentation required for the execution of the service.

MAURI TRANSPORT d.o.o. shall not be liable for costs or delays resulting from incorrect or missing documentation.

The following shall be considered proof of service performance:

- CMR consignment note,
- delivery note,
- electronic signature,
- GPS tracking records,
- electronic proof of delivery,
- other electronic evidence.

Electronic records shall have the same evidentiary value as original documentation.

## 10. ELECTRONIC BUSINESS OPERATIONS

MAURI TRANSPORT d.o.o. operates predominantly in a paperless environment.

Official e-mail address for receiving invoices and documentation:

racuni@mauri-transport.si

The Carrier accepts invoices exclusively in electronic format:

- PDF,
- e-Slog.

Invoices, credit notes, debit notes and other business documentation shall be sent to Customers exclusively in electronic form.

Documents sent to the e-mail addresses of the contracting parties shall be deemed duly delivered.

## 11. PORTALS AND INFORMATION SYSTEMS

MAURI TRANSPORT d.o.o. is not obliged to upload documentation to the Customer's portals, platforms or information systems.

If the parties specifically agree on such a service, additional administrative charges may apply.

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## 12. CLAIMS, DAMAGES AND LIABILITY

Claims shall only be accepted in writing and no later than 8 days after the completion of the service.

After the expiry of this period, the service shall be deemed to have been performed properly and without objections.

The Consignee must inspect the goods upon delivery.

Any visible damage or missing quantities must be recorded on the CMR consignment note or other delivery document.

The Carrier shall not accept subsequent claims for visible damage that was not recorded upon delivery.

When submitting a damage claim, the Customer must provide:

- photographs of the goods,
- photographs of the packaging,
- CMR documentation,
- other relevant supporting evidence.

Damage to goods and other loss events shall be handled in accordance with the CMR Convention and through the Carrier's insurance provider.

Payment of freight charges shall not depend on the resolution of any claim or damage procedure.

Damages may not be offset against freight charges.

Unilateral set-offs, compensations, payment withholdings or deductions without the prior written consent of MAURI TRANSPORT d.o.o. are not permitted.

## 13. INVOICE CORRECTIONS

If the Customer requests:

- an invoice correction,
- a credit note,
- reissuance of an invoice,
- modification of invoice data,
- modification of a purchase order,
- modification of references,
- change of payer,

the original due date shall remain unchanged.

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For each correction that is not the result of an error by the Carrier, an administrative fee of EUR 35.00 + VAT shall be charged.

#### 14. PAYMENT TERMS

The standard payment term of MAURI TRANSPORT d.o.o. is **30 days from the date of completion of the service** and is stated as such on invoices issued by the company.

Where a different payment term has been agreed between MAURI TRANSPORT d.o.o. and the Customer by contract, transport order, written agreement or other binding document, such agreed payment term shall be taken into account for the purposes of monitoring outstanding receivables, issuing payment reminders and initiating debt collection proceedings.

MAURI TRANSPORT d.o.o. shall not be required to amend the standard payment term stated on an issued invoice or to issue a corrected or replacement invoice solely because a different payment term has been individually agreed with the Customer.

The existence of a separately agreed payment term shall not affect the validity of the issued invoice, the date of completion of the service or any other information stated on the invoice.

Payment shall be deemed completed on the day the funds are credited to the bank account of MAURI TRANSPORT d.o.o.

For payments not received by the expiry of the applicable payment term, MAURI TRANSPORT d.o.o. reserves the right to charge:

- statutory default interest,
- reminder costs,
- debt collection costs,
- legal fees,
- court costs,
- any other costs incurred in the recovery of overdue receivables.

A claim, damage procedure, request for a credit note or any other unresolved issue shall not suspend the obligation to pay the undisputed portion of the invoice.

If the Customer has overdue outstanding obligations, the Carrier may:

- suspend the execution of ongoing orders,
- refuse new orders,
- require advance payment,
- require additional payment security,
- suspend services until all overdue obligations have been settled.

For new Customers or Customers with an increased risk of non-payment, the Carrier may require:

- advance payment,
- a bank guarantee,

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- a security deposit,
- another appropriate form of security.

The Carrier reserves the right to withdraw from an order or contract if the Customer fails to settle overdue obligations despite receiving a payment request.

**Unilateral set-offs, compensations, payment withholdings or deductions from freight charges without the prior written consent of MAURI TRANSPORT d.o.o. are not permitted.**

## 15. JOINT LIABILITY FOR PAYMENT OF TRANSPORT SERVICES

If the Customer fails to settle its obligations, MAURI TRANSPORT d.o.o. reserves the right to enforce its claims against other persons liable for payment under applicable legislation, including the provisions of Article 110.a of the Slovenian Road Transport Act (ZPCP-2).

## 16. WAREHOUSING

If the goods are not collected within the agreed time, the Carrier may arrange storage at the Customer's expense.

The following charges may apply:

- storage fees,
- handling costs,
- reloading costs,
- administrative costs,
- other related costs.

## 17. SUBCONTRACTORS

MAURI TRANSPORT d.o.o. may use subcontractors for the performance of its services.

All subcontractors must comply with the applicable legal requirements for carrying out transport activities and must possess the appropriate permits, licences and insurance coverage.

## 18. CABOTAGE AND LEGAL COMPLIANCE OF TRANSPORT OPERATIONS

The Customer guarantees that its instructions do not result in violations of regulations concerning:

- cabotage,
- ADR transport,
- posting of workers,

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- other transport regulations.

Any fines, penalties or costs arising from incorrect instructions provided by the Customer shall be borne by the Customer.

## 19. FORCE MAJEURE

The Carrier shall not be liable for delays, non-performance or improper performance of obligations resulting from circumstances beyond its control, including but not limited to:

- traffic congestion,
- traffic accidents,
- adverse weather conditions,
- strikes,
- customs procedures,
- road closures,
- natural disasters,
- wars,
- epidemics,
- other force majeure events.

## 20. PERSONAL DATA PROTECTION

MAURI TRANSPORT d.o.o. processes personal data in accordance with the GDPR and applicable legislation.

## 21. FINAL PROVISIONS

Matters not governed by these Terms and Conditions shall be subject to:

- the Slovenian Code of Obligations,
- the Road Transport Act,
- the CMR Convention,
- other applicable legislation of the Republic of Slovenia.

All contractual relationships shall be governed by the laws of the Republic of Slovenia.

These General Terms and Conditions shall enter into force on 1 June 2026.

MAURI TRANSPORT d.o.o.  
Lesno Brdo 17  
1360 Vrhnika

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Slovenia

VAT ID: SI98855824

Company Registration Number: 8247048000

In the event of any discrepancy between the Slovenian and English versions of these General Terms and Conditions, the Slovenian version shall prevail.