

Export Express Solution

Date:

Company Name:

Telephone Number:

Address:

Attention:

Dear Valued Customer,

With Aramex Export Express, you can now choose from the followed services designed to fit your needs.

Priority Export Express is our fastest door-to-door delivery for your urgent packages to anywhere in the world.

Value Export Express is a time-definite door-to-door delivery solution that enables you to export your less urgent heavy weight packages around the world at more economical shipping rates compared to Priority Express.

Shield Service is a service in which shipments valued up to USD 10,000 can be protected from loss or damage.

By using our smart tools available on aramex.com, you can track your export 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.

Door to Door Exporting

Priority Export Express (Door To Door)

Destination	Zone	Destination	Zone	Destination	Zone	Destination	Zone	Destination	Zone
ALBANIA	6	CONGO REP.	5	ICELAND	2	MONTSERAT	6	SOUTH AFRICA	5
ALGERIA	6	COOK ISLAND	5	INDIA	4	MOROCCO	4	SOUTH SUDAN	6
AMERICAN SAMOA	5	COSTA RICA	6	INDONESIA	4	MOZAMBIQUE	5	SPAIN	3
ANDORRA	5	COTE D IVOIRE	5	IRAN	4	MYANMAR	5	SRILANKA	4
ANGOLA	5	CROATIA	6	IRAQ	6	NAMIBIA	5	ST KITTS & NEVIS	6
ANGUILLA	5	CUBA	6	IRELAND	2	NAURU REP.	5	ST. BARTHEMELY	6
ANTIGUA & BARBUDA	5	CURACAO	6	ISRAEL	3	NEPAL	5	ST. EUSTATIUS	6
ARGENTINA	5	CYPRUS	2	ITALY	3	NETHERLANDS	3	ST. LUCIA	6
ARMENIA	6	CZECH REPUBLIC	6	JAMAICA	6	NEVIS	6	ST. MAARTEN	6
ARUBA	5	DENMARK	3	JAPAN	4	NEW CALEDONIA	6	ST. VINCENT	6
AUSTRALIA	5	DJIBOUTI	5	JERSEY	3	NEW ZEALAND	5	SUDAN	2
AUSTRIA	3	DOMINICA	5	JORDAN	1	NICARAGUA	6	SURINAME	6
AZERBAIJAN	6	DOMINICAN REPUBLIC	5	KAZAKHSTAN	6	NIGER	5	SWAZILAND	5
BAHAMAS	5	ECUADOR	6	KENYA	2	NIGERIA	5	SWEDEN	3
BAHRAIN	1	EL SALVADOR	6	KIRIBATI	4	NIUE	6	SWITZERLAND	3
BANGLADESH	4	EQUATORIAL GUINEA	5	KOREA NORTH	4	NORWAY	3	SYRIA	2
BARBADOS	5	ERITREA	5	KOREA SOUTH	4	OMAN	2	TAHITI	6
BELARUS	6	ESTONIA	6	KUWAIT	1	PAKISTAN	4	TAIWAN	4
BELGIUM	3	ETHIOPIA	5	KYRGYZSTAN	6	PALESTINE	2	TAJKISTAN	6
BELIZE	5	FALKLAND ISLANDS	6	LAO'S REPUBLIC	6	PANAMA	6	TANZANIA	3
BENIN	5	FAROE ISLANDS	6	LATVIA	6	PAPUA NEW GUINEA	5	THAILAND	4
BERMUDA	5	FIJI ISLAND	5	LEBANON	2	PARAGUAY	6	TOGO	5
BHUTAN	6	FINLAND	3	LEICHTENSTIEN	6	PERU	6	TONGA	4
BOLIVIA	5	FRANCE	2	LESOTHO	5	PHILIPPINE	4	TRINIDAD & TOBAGO	6
BONAIRE	6	FRENCH GUIANA	5	LIBERIA	5	POLAND	6	TUNISIA	6
BOSNIA & HERZEGOVINA	6	GABON	5	LIBYA	2	PORTUGAL	3	TURKEY	2
BOTSWANA	5	GAMBIA	5	LITHUANIA	6	PUERTO RICO	6	TURKMENISTAN	6
BRAZIL	5	GEORGIA	6	LUXEMBOURG	3	QATAR	1	TURKS & CAICOS	6
BRUNDI	5	GERMANY	3	MACAO	5	RENUNION ISLAND	6	TUVALU	6
BRUNEI	4	GHANA	3	MACEDONIA	6	ROMANIA	6	UAE	1
BULGARIA	6	GREECE	2	MADAGASCAR	5	RUSSIA	6	UGANDA	3
BURKINA FASO	5	GREENLAND	6	MALAYSIA	4	RWANDA	5	UKRAINE	6
CAMBODIA	5	GRENADA	5	MALAWI	5	SAIPAN	6	UNITED KINGDOM	2
CAMEROON	5	GUADELOUPE	5	MALDIVES	5	SAO TOME	6	URUGUAY	6
CANADA	3	GUAM	5	MALI	5	SAUDI ARABIA	2	USA	3
CANARY ISLAND	6	GUATEMALA	5	MALTA	2	SENEGAL	5	UZBEKISTAN	6
CAPE VERDE	5	GIBRALTAR	3	MARSHAL ISLANDS	6	SERBIA	6	VANUATU	6
CAYMAN IS	5	GUERNSEY	6	MARTINIQUE	5	SEYCHELLES	6	VENEZUELA	6
CENTRAL AFRICAN REP	5	GUINEA BISSAU	5	MAURITANIA	5	SIERRA LEONE	5	VIETNAM	5
CHAD	5	GUINEA REP.	5	MAURITIUS	5	SINGAPORE	3	VIRGIN ISLANDS (US)	6
CHILE	5	GUYANA	5	MAYOTTES	6	SLOVAKIA	6	VIRGIN ISLANDS BRITISH	6
CHINA	4	HAITI	6	MEXICO	5	SLOVENIA	6	WESTERN SAMOA	6
COLOMBIA	6	HONDURAS	6	MOLDOVA	6	SOLOMON IS	5	YEMEN	2
COMOROROS	6	HONG KONG	4	MONACO	2	SOMALIA	5	ZAMBIA	5
CONGO	5	HUNGARY	6	MONGOLIA	6	SOMALILAND	6	ZIMBABWE	5

Door to Door Exporting

Priority Export Express (Door To Door)

Shipping Rates in USD

Weight	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
0.5	17	21	24	29	37	44
1	29	34	38	46	59	65
1.5	39	47	52	61	80	86
2	51	59	66	77	101	107
2.5	63	71	80	94	122	129
3	73	84	94	110	144	149
3.5	85	96	107	126	165	171
4	96	109	121	143	185	193
4.5	107	121	135	159	207	214
5	119	133	148	175	229	234
5.5	130	146	162	191	250	255
6	141	159	177	207	270	278
6.5	153	171	190	223	292	299
7	164	183	203	239	314	319
7.5	175	196	217	255	335	340
8	185	209	231	271	355	362
8.5	197	220	245	288	377	383
9	209	233	257	304	398	404
9.5	219	246	271	320	420	426
10	216	243	268	317	415	422
Up to 20 kilo, each Add. ½ Kg	7	11	12	12	13	13
Over 20 kilo, each Add. ½ Kg	7	10	11	11	12	12

Above rates are in American dollars, Billing will be in Egyptian Pounds according to the official exchange rate defined by the bank.

Shipping rates are subject to a variable fuel surcharge as advised by your local sales team.

Add 20 USD War Risk Surcharge per shipment for shipments sent to LIBYA, PALESTINE & SYRIA.

Add 30 USD War Risk Surcharge per shipment for shipments sent to YEMEN.

Add 25 USD War Risk Surcharge per shipment for document shipments and 30 USD for non-document shipments sent to IRAQ.

Add 10% Postal Agency Fees for shipments up to 35 kg.

Add 14% VAT to the above mentioned rates.

Value Export Express (Door To Door)

Shipping Rates in USD

Country	Each Additional KG					
	Shipping Rate For 5 KG	Up to 10 KG	Up to 25 KG	Up To 50 KG	Up To 70 KG	Above 70 KG
Austria	24.8	6.5	6.0	5.5	5.0	4.7
Bahrain	22.5	4.4	4.2	4.0	3.8	3.6
Bangladesh	40.8	9.8	9.6	9.3	9.1	8.9
Belgium	37.6	7.3	7.9	7.8	7.7	7.6
Bulgaria	28.9	6.8	6.3	6.2	6.1	6.0
Canada	76.5	15.3	14.2	13.6	13.1	12.5
Cyprus	63.0	7.2	6.7	6.5	6.3	6.2
Czech Republic	27.2	5.3	4.0	3.8	3.7	3.6
France	25.6	5.3	5.2	5.0	4.8	4.7
Germany	30.0	4.8	4.1	3.9	3.8	3.7
India	60.8	9.2	7.9	7.7	7.5	7.3
Iran	63.0	8.3	6.8	6.6	6.4	6.3
Iraq	98.0	12.3	9.0	8.8	8.6	8.4
Ireland	31.5	6.3	4.1	4.0	3.9	3.8
Italy	34.9	6.0	4.1	3.9	3.8	3.7
Jordan	16.4	3.4	3.2	3.0	2.8	2.6
Kuwait	35.0	5.5	4.0	3.8	3.6	3.3
Lebanon	43.2	6.8	6.3	6.2	6.1	6.0
Luxembourg	27.2	5.4	4.1	3.9	3.8	3.7
Monaco	39.1	7.8	6.8	6.6	6.4	6.3
Morocco	77.0	9.3	7.9	7.7	7.5	7.3
Nepal	35.7	9.3	9.0	8.8	8.6	8.4
Netherlands	25.5	5.0	4.1	3.9	3.8	3.7
Oman	25.6	5.2	5.1	4.9	4.7	4.6
Pakistan	38.3	8.3	7.9	7.7	7.5	7.3
Portugal	34.0	6.6	6.3	6.2	6.1	6.0
Qatar	36.0	5.2	5.2	5.0	4.8	4.7
Saudi Arabia	20.9	4.8	4.5	4.0	3.5	3.0
Sir Lanka	49.2	7.3	6.3	6.2	6.1	6.0
Spain	31.5	6.3	6.4	6.3	6.2	6.1
Sudan	77.0	9.2	7.9	7.7	7.5	7.3
Syria	76.5	9.2	6.2	6.1	6.0	5.9
Turkey	50.3	7.0	6.7	6.5	6.3	6.2
United Arab Emirates	16.2	4.3	4.0	3.8	3.6	3.3
United Kingdom	20.4	4.2	4.0	3.8	3.7	3.6
United States	79.1	15.0	13.7	12.7	11.7	11.2

Important Note:

To benefit from “Value Export Express” rates, please inform your Aramex representative that you would like to ship “Value Export Express”; and clearly mark your shipment as “Value Export Express”; otherwise, your shipment will be treated as “Priority Export Express”.

Above rates are in American dollars, Billing will be in Egyptian Pounds according to the official exchange rate defined by the bank. Shipping rates are subject to a variable fuel surcharge as advised by your local sales team.

Add 10% Postal Agency Fees for shipments up to 35 kg.
Add 14% VAT to the above mentioned rates.

Shield Service

Shield is a service in which Aramex extends its liability from the normal USD 100 liability for express up to USD 10,000 for an agreed shipment up to its declared amount in exchange for 1.5% of goods value or a minimum of USD 3 per shipment.

A shipment is covered by Shield only when:

- a) The customer signs and accepts the Shield service terms and conditions.
- b) The customer requests the Shield Service before handing over the shipment to Aramex.
- c) The customer clearly indicates in the services column of the waybill or marks the service if prepared online for easy identification. In the absence of this, the shipment will be dispatched without protection.
- d) The customer requests the Shield Service before the actual damage or loss takes place.

Important Notes:

- Shield service only covers shipments valued up to a maximum of USD 10,000.
- Shield service covers shipments from the time of receipt until the final delivery by Aramex to Consignee.
- Aramex will invoice you for Shield charges at the end of the month, as part of your express monthly invoice.

Shield contact details *(to receive notifications on your shipments)*

Name	Email

Terms and Conditions

1. 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.
2. Aramex will calculate shipping rates based on the higher value of shipment Gross weight or Volumetric weight (L x W x H / 5,000). The weight of any single piece should not exceed 30 Kg and 110x85x85 centimeters in dimension.
3. Shipping rates are subject to a variable fuel surcharge as advised by your local sales team.
4. Customer hereby authorizes Aramex to complete on the Customer's behalf any documents legally required to complete exporting or importing formalities. However, Aramex is not in any way obligated by virtue of the aforementioned authorization to sign or execute any documents on the Customer's behalf.
5. Aramex shall not be under any obligation to pay any customs duties, fees and/or applicable taxes on behalf of the Customer. The Customer shall pay customs duties, fees and applicable taxes on imported shipments prior to Aramex releasing the shipment and/or the shipping documents.
6. 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 of Origin, or by the Country of Destination, or any other regulations. Customer further undertakes that any use of the Service shall be in conformity with all international, federal, state and local laws. Such laws include but are not limited to laws related to banking, money laundering, trade sanctions and terrorist activities.
7. 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.
8. Aramex may amend these Terms and Conditions from time to time and without notice to the Customer. Any and all amendments to these Terms and Conditions shall be published on aramex.com and shall be effective on the date of publication thereof. Customer is responsible for checking these Terms and Conditions periodically to remain updated and in compliance with these terms. Customer's use of the account after any amendment to the Terms and Conditions shall constitute acceptance by the Customer of the amended Terms and Conditions, and Customer also agrees to be bound by any such changes/revisions.
9. 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: Customer's use of the Service for illegal, obscene, or fraudulent purposes or for any purpose prohibited by Aramex, the country of origin, country of destination or any other regulation or law; Customer's failure to pay monies owed to Aramex when due; and 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.
10. **Liability Terms**
 - a. For shipment covered by Shield service, Aramex's liability is extended up to US\$ 10,000 in exchange for a fee of 1.5% of goods value or minimum of US\$ 3.
 - b. For shipments that are not covered by Shield service, and without prejudice to any and all of the aforesaid terms and conditions, the Customer's attention is specifically drawn to Aramex's limited liability of US\$ 100 (One Hundred United States Dollars Only) or its equivalent in local currency per each international express shipment and to the provisions relating to prohibited shipments. Regardless of the nature of the claim, Aramex shall not be liable for indirect, incidental, or consequential damages, such as loss of profit.
11. 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).
12. This Agreement is revocable by either Party, by giving 30 days' written notice of such revocation in advance.
13. 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 customs or other official authorities, and the Customer hereby indemnifies Aramex against such penalty or loss it may incur.
14. 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.
15. Aramex may, at its sole discretion, discard, destroy, auction, or otherwise dispose of any of the Customer's shipments within sixty (60) days after receipt to the Customer's account, if the Customer does not claim the shipments received to the Customer's account.
16. 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.
17. Customer warrants not to ship bearer/blank cheques with Aramex.
18. 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
19. Customer is responsible for obtaining its own insurance, upon customer's request Aramex can arrange for insurance for the declared shipment value.
20. 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.
21. Aramex is only responsible for shipping packages that have the same name as the Customer stated on the Application Form. For any package received to an account which does not match the corresponding name on the Application Form, Aramex may, at its sole discretion, elect not to deliver the shipment.
22. These Terms and Conditions shall be construed and interpreted in accordance with the laws of Egypt.
23. 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.
24. 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.
25. 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.
26. 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
27. **Invoicing and Credit Terms**
 - a. Aramex will invoice the Customer for all shipments that were shipped under the Customer's account; including Export 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.

Shield Terms and Conditions

1. These terms and conditions “Shield Terms” apply to shipments that the customer tenders to **Aramex** for carriage and for which the customer has (i) subscribed for Shield Protection by accepting the Shield Terms online or by signing the Shield Application Form; (ii) declared a value for the shipment; and (iii) paid the agreed fees for Shield Protection as stated online at aramex.com or on the front face of the Shield Application Form (such shipment is hereinafter referred to as a “Shield Shipment”).
2. These Shield Terms are supplemental to (i) any terms and conditions which may have been agreed between Aramex and the customer “T&C”, and (ii) the Conditions of Carriage stated on the standard WAYBILL issued by Aramex in relation to the Shield Shipment (a copy of the Conditions of Carriage applicable to Export Express shipments is available at aramex.com/packweb/Shipping_Terms.aspx?product=EXP . Furthermore, copies of the WAYBILL are available on request by the customer.
3. Aramex and the customer agree that all provisions in any applicable T&C and the WAYBILL (both as varied by the Shield Terms) are deemed to be incorporated in these Shield Terms with the intention that the terms of any applicable T&C and the WAYBILL (both as varied by these Shield Terms) will remain binding upon Aramex and the customer.
4. Terms defined in any applicable T&C and the WAYBILL will have the same meaning in the Shield Terms, unless otherwise expressly stated in these Shield Terms.
5. The enhanced liability provisions contained in clause 7 of these Shield Terms will only apply to Shield Shipments which comply with the following restrictions:
5.1.Shield Shipments must not contain any of the following items (including but not limited to): animals; art works; dangerous goods; biological samples; drugs (excluding prescription drugs for medical or scientific purposes); exhibition good stands; fish catch; fishmeal; fruits and vegetables; jewelry; lottery tickets, gambling devices tickets, related advertisement for illegal lotteries; negotiable currency; offensive items; paintings; passports; plants (including raw tobacco); precious metals; prototype goods; pornography; radioactive material; remains (humans and animals); toxic and infectious substances; trophies; weaponry; or other goods prohibited by applicable laws, statutes or regulations governing country of origin and/or country of final destination, unless otherwise expressly agreed to by Aramex in writing. For a complete and detailed list of prohibited items, please visit aramex.com/Shield/Exceptions
5.2. This list may be amended from time to time by Aramex without notice to the customer. It is the customer’s responsibility to review these Shield Terms prior to shipping a Shield Shipment to ensure compliance under clause 5.1.
6. Shield Protection is not available for exports transits in the following countries:
6.1. Afghanistan, Cameroon, Central African Republic, Chad, Democratic Republic of Congo, Eritrea, Iran, Libya, North Korea, Somalia, and Syria. Additional countries may be excluded under this clause 5.1 of these Shield Terms in accordance with applicable laws and regulations of the respective country from which the Shield Shipment is sent. **6.2.** Other Countries: countries identified on the JCC cargo watch list having a risk scale rating of 5 or above (For an updated list of these countries, please refer to <http://watch-exclusive-analysis.com/jccwatchlist.html> countries where Aramex services have been suspended due to sanctions, embargo or prohibitions as per applicable sanction laws or other applicable laws. **6.3.** The list of countries under clause 6 of these Shield Terms may be amended from time-to-time, by Aramex, without notice to the customer. It is the customer’s responsibility to review these Shield Terms prior to shipping a Shield Shipment to ensure compliance under clause 6 of these Shield Terms. For an up-to-date list of these countries please refer to aramex.com/Shield/Countries **6.4.** Shield Shipments which do not comply with the restrictions contained in these Shield Terms including clauses 5 and 6 of these Shield Terms may be rejected by Aramex, or at Aramex’ sole discretion, may be carried by Aramex subject to any applicable T&C and WAYBILL without the benefit of the enhanced liability provisions contained in clause 7 of these Shield Terms. **6.5.** The provisions of clause 5 and clause 6 of these Shield Terms are in addition to the provisions of Section 7 of the WAYBILL and any similar provisions contained in any applicable T&C.
7. Subject to clause 8 of these Shield Terms where the value declared by the customer for a Shield Shipment exceeds the applicable limit on Aramex’s liability stated in Section 4(a) of the WAYBILL, the amount of the declared value shall be substituted for that limit and Aramex’s liability, if any, shall not exceed the declared value of the Shield Shipment. Any partial loss or damage shall be adjusted pro- rata on the basis of the declared value of the Shield Shipment.
8. The enhanced liability provisions contained in clause 7 of these Shield Terms shall not apply to any shipment whose value exceeds USD 10,000 (Ten Thousand United States Dollars).
9. In accordance with the provisions of Section 4(d) of the WAYBILL, the maximum value which may be declared by the customer in respect to any Shield Shipment shall not exceed USD 10,000 (Ten Thousand United States Dollars). In accordance with this clause 8, the customer hereby confirms and acknowledges that, in respect to the Shield Shipment, the declared value is a true reflection of the value of the goods and that all statements and information provided to Aramex are complete and true.
10. Basis of valuation: The value of any Shield Shipment shall be calculated by reference to Section 4(c) of the WAYBILL.
11. Section 4(b) of the WAYBILL shall not apply to any Shield Shipment. The amount of the value declared by the customer in relation to the Shield Shipment shall be substituted for the limit of USD100/shipment stated in Section 4 of the WAYBILL for Export Express shipments.
12. The enhanced liability provisions contained in clause 7 of these Shield Terms will not apply where loss or damage to the Shield Shipment arises out of or results from:
12.1. willful misconduct of the customer, the shipper, the carrier, or the consignee; **12.2.** ordinary leakage, ordinary loss in weight or volume, or ordinary wear and tear of the content of the Shield Shipment; **12.3.** insufficiency or unsuitability of packing or preparation of the Shield Shipment; **12.4.** inherent vice or nature of the Shield Shipment; or **12.5.** the use of any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
13. Where any exclusion contained in clause 12 of these Shield Terms applies to a Shield Shipment, the enhanced liability provisions contained in clause 7 of these Shield Terms will not apply and the liability of Aramex for any loss or damage to the Shield Shipment will be determined and limited in accordance with any applicable T&C and/or the WAYBILL.
14. Any claim for loss of or damage to the Shield Shipment must be submitted, through the online application, to the nearest Aramex office, within seven (7) days of delivery, or expected date of delivery, of the Shield Shipment to the consignee, failing which Aramex shall have no liability whatsoever. (Section 12 of the WAYBILL will not be applicable to Shield Shipments.) It is the sole responsibility of the receiver to immediately open any Shield Shipment that shows signs of damage upon arrival at the delivery address and to take immediate actions to mitigate any further damage.
15. At the time of filing the claim, the customer must provide a description and estimate of the damage or loss. The customer agrees the claim value will be the lesser of (i) value stated in the commercial invoice; or (ii) market value of the goods.
16. The customer must provide the following documentation to Aramex at the time of filing the claim:
16.1. WAYBILL for the Shield Shipment; **16.2.** Commercial invoice for goods included in the Shield Shipment; **16.3.** Photographs of damage, if applicable; and **16.4.** Packing list, if applicable. Aramex reserves the right to request additional documentation and/or information from the customer, as required.
17. For claims related to a damaged Shield Shipment, the customer must make the Shield Shipment available to Aramex for inspection by Aramex appointed investigators.
18. Upon confirmed receipt of all required documentation from the customer, including any additional documentation as may be required by Aramex, Aramex will proceed to review and settle the claim within 30 days, subject to any additional information and/or documentation Aramex may require to review the claim.
19. Upon settling the claim, customer shall release Aramex from any and all liabilities related to the settled claim. Customer agrees to complete any documentation Aramex may requires for such release.
20. In the event a lost Shield Shipment is recovered after the settlement of a claim under clauses 14 to 19 of these Shield Terms, the customer agrees to refund, in full, the claim amount paid by Aramex to the customer. In the event the customer does not refund the claim amount, in full, within ten (10) days of date of notice, the customer forfeits rights in the Shield Shipment in favor of Aramex.
21. Sections 14(b) and 14(c) of the WAYBILL shall not apply to any Shield Shipment
22. Aramex reserves the right to amend these Shield Terms at any time and without notice to customers. Any amendment to these Shield Terms will be effective ten (10) days from the date posted on Aramex website at aramex.com/Shield

Authorized Person Name

Signature

Date

Aramex Team Member Name

Signature

Date