

# GENERAL RULES FOR CARGO DELIVERY OF ROSAN GLOBAL LLC

Approved by the Order of the General Director of Rosan Global LLC No.2905/ОП

## 1. CONCEPTS AND DEFINITIONS

**Sorting station** is a division of an express carrier that is part of the global network of tracking the delivery of IES from the sender to the recipient, where processing, sorting, customs control and customs clearance of IES takes place.

**IES (international express shipment)** are properly packaged international shipments with documents or a commodity enclosure, which are accepted, processed and transported by any type of transport under the international shipping document with the purpose of delivery to the recipient by an expedited method within a specified period.

**Dangerous goods (ADR)** are substances, materials, products, waste from production and other activities, which, due to their properties, in the presence of certain factors, can cause during transportation: explosion, fire, damage to technical means, devices, structures and other objects, cause material damage and damage to the environment, lead to death, injury, poisoning of people and animals.

**SDR (Special Drawing Rights)** is a reserve and payment instrument issued by the International Monetary Fund (IMF). It exists only in non-cash form as records in bank accounts.

**Meest Cargo** is a trademark used by Rosan Global LLC.

**Carrier** is Rosan Global LLC, which carries out the delivery of IES, depending on the subject of the contract, it can act as the Contractor/Carrier/Forwarder.

**Sender** is a person who handed over or is to hand over the goods specified in the shipping document to the disposal of the carrier according to the contract of carriage for delivery to the recipient, and who is specified in the shipping document or who independently delivers these goods to the recipient without using the services of the carrier.

**Recipient** is a person specified in the shipping document to whom the carrier, according to the shipping documents or at the request of the sender, shall hand over the goods.

**Customs regime** is a set of interrelated legal norms that, according to the stated purpose of moving goods across the customs border of Ukraine, determine the customs procedure for these goods, their legal status, and taxation terms and determine their use after customs clearance.

**Customs value** is the value of goods used for customs purposes, which is based on the price paid or payable for those goods.

## 2. PRODUCTS

### Standard logistics services

	Car	Aero Standard	Aero Plus	Ci+
Type of transport	car	air	air	sea
Coverage of the service	European Union	USA, Canada, China	The whole world	USA, Canada
Delivery direction	Import Export	Import Export	– Export	Import –
Type of delivery	Door-door	Door-door	Door-airport	Warehouse-door






### Special logistics services

- Delivery of dangerous goods
- Delivery of valuable goods (worth over 15,000 euros)
- Storage
- Packing and repacking
- Transit delivery of goods

## Customs brokerage services

- Declaration of IES
- Consultation on non-tariff regulation
- Consultation on customs legislation

## 3. STAGES OF CARGO DELIVERY

1		The cargo is accepted by the courier and delivered to the sorting station in the country from where the shipment is to be dispatched
2		The cargo is accepted by the central sorting station in the country of dispatch, the shipment undergoes the necessary customs procedures, and is delivered to the sorting station of the country of destination
3		The cargo is accepted by the sorting station of the country of destination, undergoes the necessary customs procedures and, after payment by the recipient of customs fees (if necessary), is handed over for delivery
4		The cargo is delivered from the sorting station of the country of destination to the recipient
5		The recipient accepts the cargo

## 4. DOCUMENTS REQUIRED FOR CUSTOMS CLEARANCE

### List of documents required for customs clearance in **UKRAINE**

Legal entity				
Customs regime	Export		Import	
Customs value	up to 150 €	over 150 €	up to 150 €	over 150 €
Required documents	Extract from the Register of entities that perform operations with goods			
	Invoice or Proforma Invoice*			
	Foreign Economic Agreement with annexes (if available) or another document that replaces it in international practice if the delivery is made within the framework of the latter			
	Confirmation of the cost (check, expenditure invoice, invoice for payment, bank payment document, information from the Internet)			
	Quality certificate, safety data sheet and/or other documents with product description*			
The document according to which the declaration is made	Written application	Packing list if the necessary information is missing from the invoice*	Written application	Packing list if the necessary information is missing from the invoice*
		Customs declaration		Customs declaration

\* The documents shall contain information about the country of origin, purpose of goods, scope of use, material from which the product is made, technical characteristics, trademark, manufacturer and other information necessary for determining the code according to the Ukrainian classification of foreign economic activity goods (UKTZED).

\*\* According to the tariff for customs brokerage services

**Also, when registering import, the legal entity-recipient pays customs fees in favor of the State. The amount of customs fees to be paid by the recipient of the goods is calculated on the day of customs clearance and consists of the amount of customs duty (the rate is determined depending on the code of UKT ZED) and value-added tax (20%). The specifics of taxation are determined depending on the code of UKT ZED.**

Private entity				
Customs regime	Export		Import	
Customs value	up to 150 €	over 150 € but less than the equivalent of 10 000 €	up to 150 €	over 150 € but less than the equivalent of 10 000 €
Required documents	A copy of the sender's passport certified by the signature		A copy of the recipient's passport certified by the signature	
	Invoice or Proforma Invoice			
	Check, expenditure invoice for the purchase of goods, invoice for payment, bank payment document, information from the Internet and others (if available) *			
The document according to which the declaration is made	Written application	Written application**	-	M 16**

\* The documents shall contain information about the country of origin, purpose of goods, scope of use, material from which the product is made, technical characteristics, trademark, manufacturer and other information necessary for determining the code according to the Ukrainian classification of foreign economic activity goods (UKTZED).

\*\* According to the tariff for customs brokerage services

**Also, when registering import, the private entity-recipient pays customs fees in favor of the State. The amount of customs fees to be paid by the recipient of the goods is calculated on the day of customs clearance and consists of the amount of customs duty (the rate is 10%) and value-added tax (20%). The specifics of taxation are determined depending on the code of UKT ZED.**

#### List of documents required for customs clearance in **POLAND**

Legal entity		
Registration regime	Export	Import
Required documents	Invoice or Proforma Invoice	
	Packing list with gross and net weights (if they are not specified in the invoice)	
	Power of attorney for the right to represent the interests of the declarant with the EORI number specified in it	
	HS code (if available)	
Drawing up a document for customs	Export declaration	Import declaration

Private entity		
Registration regime	Export	Import
Required documents	A copy of the sender's passport certified by the signature	A copy of the recipient's passport certified by the signature
	Invoice or Proforma Invoice	
	Packing list with gross and net weights (if they are not specified in the invoice)	
	Power of attorney for the right to represent the interests of the declarant	
	HS code (if available)	
Drawing up a document for customs	Export declaration	Import declaration

**Also, when registering import, the legal entity-recipient pays customs fees in favor of the State, which consist of customs duty (its rate is determined depending on the HS code of goods) and value-added tax (23%). Depending on the HS code, other fees may be charged.**

## 5. PACKAGING AND MARKING

The Sender is obliged, according to the nature of the enclosure, to properly pack the Shipment to provide it with the usual protection during delivery and handling, without any risk of damage, loss of its contents or damage to the Contractor's representatives. The Sender unconditionally agrees that only they can determine the packaging requirements depending on the specifics of the shipment and its characteristics. The shipment shall be packed in such a way that it is impossible to access the enclosure without damaging the outer packaging and moving the enclosure inside the respective packaging. The shipment is accepted and handed over solely based on the number of items and the integrity of the packaging.

The Sender is obliged to remove all previous identifiers (stickers, labels, etc.) that are not relevant to the forwarding of such Shipment from the packaging that is reused.

The Sender is obliged to provide the Shipment with appropriate shipping packaging that will ensure the preservation of the Shipment and its enclosure during multiple transshipment and transportation. Unsuitable packaging is considered to be one that does not match the nature of the Shipment and the method of its transportation, including one that does not ensure reliable storage of the Shipment when it is repeatedly transshipped and transported.

The sender is responsible for all consequences of improper packaging of the Shipment (battering, breakage, deformation, leakage, damage, lack of enclosure, etc.), as well as for the use of packaging that does not correspond to the characteristics of such Shipment, its weight, or established standards and technical conditions.

When ordering a Shipment that requires special handling during its transshipment and transportation, the Sender is obliged to put a special marking on each Shipment with the inscription "Top", "Glass", "Caution", "Do not tilt", "Do not lay flat/horizontally", "Fragile", including for LED TVs, monitors, etc.

The Sender is responsible for the lack of special marking and any resulting consequences.

When accepting the Shipment, the Sender applies their own marking, which is determined by their technological rules and is intended for internal use.

When accepting a shipment marked "Fragile", the representative of the Carrier has the right to check the contents of the shipment in the presence of the Sender (or their representative) for the adequacy of its internal packaging and the integrity of the enclosure.

The Carrier has the right not to accept Shipments that do not meet the above-mentioned requirements and the requirements for packaging and marking contained in the current legislation of the Sending and Receiving countries.

**The packaging rules are posted on the Contractor's website and available at the link <https://cargo.meest.com/wp-content/uploads/2025/10/Packaging-Rules.pdf> and are mandatory when using the Carrier's services.**

The Customer is responsible for compliance by the Sender with these requirements and the Packaging Rules.

## 6. SERVICE RESTRICTIONS

### 6.1. Shipments not accepted for delivery

The Customer (Sender/Recipient) undertakes not to include in the shipment items prohibited for forwarding according to the legislation of Ukraine, namely:

- firearms of all types and ammunition for them (except for defective parts of guns, which are sent by hunting and fishing equipment stores and the Board of the Society of Hunters and Fishermen to the address of manufacturing factories or workshops for repairing guns, as well as by these factories or workshops to the address of the respective stores and the Board of the Society of Hunters and Fishermen);
- melee weapons and other items specifically designed for attack and defense (knife sticks, stilettos, sprays with paralytic liquid, etc.);
- explosive, flammable or other dangerous substances, unless otherwise provided by law;
- narcotic drugs, psychotropic substances, their analogs and precursors included by the Drug Control Committee in the list of narcotic drugs, psychotropic substances, their analogs and precursors, which are subject to special control according to the legislation;
- toxic and radioactive substances, mercury, acids, poisonous and caustic substances;
- animals and poisonous plants;
- national currency (except for numismatic coins and their collections), foreign currency, with the exception of senders who have appropriate licenses for this type of activity;
- food products the storage period of which does not exceed 10 days;
- valuables such as precious stones and metals, jewelry, money, negotiable documents and unprotected furniture.

At the same time, the Customer (Sender/Recipient) when submitting the shipment for forwarding, agrees that they have been properly familiarized with the list of Shipments that are prohibited for forwarding, and bears full

responsibility according to the current legislation in case of detection of the latter, including compensates the Carrier for the damage caused by such Shipments.

The Customer agrees to bear all risks and damages in case of using the Carrier's Services for the delivery of the following types of Shipments:

- that are not protected or packaged according to their weight, shape, content and duration of delivery;
- that do not have the necessary documents that confirm the content of the enclosure and its value if the provision of such documents is required by these terms and conditions or the current legislation of Ukraine;
- in damaged packaging;
- that require a special temperature regime for transportation and storage;
- of exceptional and/or difficult-to-estimate value, such as works of art, jewelry, precious stones or other unique items;
- that contain perishable goods, fragile goods, or goods that require specific protection and handling;
- delivery (transportation) of which is prohibited by the current legislation of the sending, receiving and transit countries, including weapons, or which require the passage of specific official or other procedures, the application of protective measures or approval;
- radioactive, flammable and those belonging to the ADR categories if this type of cargo is not agreed upon for delivery with the Carrier.

The carrier is not obliged to check the Customer's compliance with the obligation to ship goods, the delivery of which is contrary to the current legislation of Ukraine or these Rules. In case the Shipment is unacceptable for delivery, the Carrier can refuse to provide the Services, even if such Shipment was previously accepted.

## 6.2. Delivery of dangerous goods

The Carrier can ensure the delivery of dangerous goods by road transport from EU countries that do not fall under the classification of the Agreement concerning the International Carriage of Dangerous Goods by Road (ADR). At the same time, the Carrier at its own discretion, guided by the internal rules of the company decides on the possibility of delivering these or those dangerous goods in each individual case.

Information on whether goods are dangerous is provided by the sender. If the Sender has not provided information about this in writing, the goods are transported as ordinary cargo without observing any special requirements.

The Carrier does not deliver dangerous goods by air. Dangerous goods include goods specified in the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air.

## 7. LIABILITY AND INSURANCE OF GOODS

The Carrier is responsible for the loss or damage of cargo according to the legislation of Ukraine and international standards:

- For road transportation according to the Convention on the Contract for the International Carriage of Goods by Road (CMR)
- For air transportation according to the Rules for air transportation of cargo approved by the Order of the State Aviation Administration dated 19.11.2021 No. 1795

## 8. STORAGE

Storage at the sorting center.

By providing the Car service, the Carrier declares export and import to the customs authority of the EU and Ukraine. Export and import declaration to the EU customs authority takes place at the sorting station in Poland. Declaration of export and import to the customs authority of Ukraine takes place at the sorting station in Ukraine. If the customs clearance procedure is delayed for more than five days due to the customer's fault, the Carrier provides the Customer with an additional Storage service.

**Storage at the sorting station in Poland** for five days (including the day of arrival and departure of the cargo) is free of charge. Storage at the sorting station in Poland is paid after five days of storage and is calculated according to the following formulas:

**Cargo weight ratio** = cargo weight / 100 kg. The result of the calculation is rounded to a larger whole value

Example: 560 kg (cargo weight) / 100 kg = 5.6. The cargo weight ratio is 6.

**Cost of storage** = (number of days of storage - 5 free days of storage) x 2 euros x cargo weight ratio

Example: (10 (days of storage) - 5 (free days of storage)) x 2 euros x 6 = 60 euros

**Storage at the sorting station in Ukraine** for twenty-five days is free of charge.

After the twenty-fifth day, the Carrier initiates the procedure of returning IES to the sender.

## 9. COMPLAINTS

When handing over the cargo from the courier to the customer, the recipient is obliged to examine each place from all sides and make sure that there are no signs of access to the contents. Namely: the outer packaging of the box/pallet and the control tape shall be intact, without damage.

If damage to the outer packaging of the box/pallet is found, the Recipient shall open the cargo in the presence of the courier, count the entire quantity of goods and make sure that the cargo is not damaged. If part of the cargo is missing or if damage to the goods is found, the Recipient shall submit an Act. The form of the Act shall be provided by the courier, if there is no Act form, it is necessary to submit the Act of arbitrary form in two copies (one for the courier and the other for the Recipient), which shall contain:

- date and place of submitting the Act;
- the number of the shipment;
- description of the issue;
- condition of the packaging;
- condition of the enclosure;
- signatures of the parties (the courier and the recipient).

After drawing up the Act in the register of shipments kept by the courier, it is necessary to put a signature and write «accepted with the Act» next to it.

To receive compensation, the Recipient submits a Claim and attaches a copy of the Act. The Claim is sent by email at [claims@meest-cargo.com](mailto:claims@meest-cargo.com). The period during which the Claim is accepted is 21 days.

The response to the Claim is submitted within 15 working days. It states the decision on satisfaction, non-satisfaction or partial satisfaction of the Claim.

In case of satisfaction or partial satisfaction of the Claim, the Carrier shall compensate for the losses specified in the Claim. The cargo or part of the cargo, for which the Claim is satisfied, is handed over to the property of the Carrier.