

Annex 6: Minimum content elements of the Customer Portal to be developed by the Customer for *LockerReturnService*

The purpose of this Annex is to define the minimum content elements of the customer portal or customer software (hereinafter collectively referred to as the "Customer Portal") to be developed by the Customer for the *LockerReturnService*.

The *LockerReturnService* is described in section 4.2 of the General Terms and Conditions.

The Customer shall design the Customer Portal with content that

- a) it is capable of communicating with the myGLS API,
- b) provide the following information to the Service Provider when ordering the service:
 - the name, exact address and email address of the Sender (i.e. the person who wishes to return the parcel to the Customer);
 - the name of the Recipient (i.e. the Customer) and the address of the return address.

When providing the address details, please note that the return address must be a Hungarian address only.

The Customer is responsible for ensuring that all the mandatory information is provided to the Service Provider and that this information is accurate. If the Customer fails to send any of these data or if the data sent are untrue or incorrect, the Service Provider shall not be liable for any damages resulting therefrom.

The following information must be posted on the Customer Portal:

- a) information on the packaging conditions required by the Service Provider
- b) information on the scope of goods excluded from carriage used by the Service Provider (specifically for GLS Automata),
- c) information on the compartment sizes of the GLS Vending Machine (in particular the maximum compartment size)
- d) information on the maximum weight of postal items,
- e) information that the parcel must be marked with the parcel number.

Orders placed by the Sender through the Customer Portal must be designed in such a way that the Sender has the opportunity to acquaint himself with, read and ensure that he expressly accepts the Service Provider's General Terms and Conditions and Privacy Policy prior to placing the order. The above information can also be fulfilled by redirecting (placing a link) to the sub-page containing the information on the Service Provider's website <https://gls-group.eu/HU/hu/home>.

If the Client does not fulfil the above requirements or does not fulfil them in full, the Service Provider shall call upon the Client to remedy the deficiencies or to correct them. If there is no change following this request, the Service Provider shall be entitled to refuse to provide the *LockerReturnService*. Refusal to perform for this reason shall not affect the performance of other services between the Service Provider and the Customer.

If any authority or court determines that the Service Provider is liable to pay damages or any other amount, which is causally related to the fact that the Customer has not fulfilled the above obligations, the Service Provider shall be entitled to charge the Customer for this amount.