

RESPONSIBILITY FOR COMPENSATION OF DAMAGES AND TIME TO RESOLVE COMPLAINTS

SG SAWAWA VIETNAM CO., LTD provides express services for all types of letters and postal items according to the pre-announced targets. Ensuring legal rights and benefits of customers, SG SAWAWA VIETNAM CO., LTD. promulgates regulations on compensation liability and effective time to settle complaints from June 1, 2015.

Details of compensation liability and the time to settle complaints of SG SAGAWA VIETNAM CO., LTD are as follows:

1. SOLVING COMPLAINTS PROCESS

Step 1: Request for settlement of complaints

All requests of customer complaints such as damaged goods - lost, service attitude, etc will be received by Customer Service Department. Customers can complain by meeting directly, calling, sending email.

2: Verify, documentation, save and transfer

After receiving customer complaints, Customer Service Department will verify the information provided by customers to classify goods lines, make complaint handling document, save and transfer documents directly to the responsible department.

Step 3: Solution feedback

The responsible department is in charge of verifying customer information, the process of receiving goods, the process of packing, transporting, and then reporting to the Board of Director on resolving complaints.

Step 4: Review and approve

The Board of Directors approves the way to resolve complaints from responsible departments. Approved documents will be transferred to the insurance company to prepare compensation documents.

Step 5: Answer

The insurance company will prepare compensation documents and transfer to the SGV if agreeing with the resolution of the Board of Directors, then the responsible department will

transfer the feedback to Customer Service Department to reply to the customer, and prepares a confirmation record if the customer agrees with the above solution. Process ends.

In case the insurance company disagrees with the resolution of the Board of Directors, the insurance company will issue a refusal to prepare compensation documents and the two parties will discuss until the resolution is found.

2. TIME FOR SOLVING THE COMPLAINTS

Within 60 days since the date Sagawa receive claim request from customer, Sagawa has responsibility feedback claim checking result and directly claim to customer

Time for compensation is within 30 days since the date relevant parties make the documents defines the liability for compensation

3. COMPENSATION PROCEDURE

If the Shipper wishes to claim a loss, damage or delay shipment, the Shipper must comply with the regulations and must follow the procedure below. The company reserves the right to reject the Shipper's claim if the Shipper do not follow the procedure.

3.1 The Shipper must notify the Company in writing of loss, damage or delay immediately after delivery and that the Shipper must send the Company a written claim by sending all information related to Shipment and / or loss, damage or delay that the Shipper has suffered. The Company is not obliged to fulfil any requests before the Shipper pays the charges and the Shipper does not have the right to deduct from such charges;

3.2 The Company will assume that the Shipment has been delivered in good condition unless any damage has noted on the delivery receipt when the recipient signs the receipt. In order for the Company to consider the claim for damages, the Shipper must facilitate the Company to inspect the original goods and packaging.

3.3 Unless otherwise provided by law, the Shipper's right to claim damages shall be canceled unless the Shipper initiates a lawsuit within 1 year from the date of shipment or from the date of the Shipment. should have been delivered either from the date of termination of the shipment, or for a period of 1 year from the date the Shipper acknowledged such loss, damage or delay if the claim relates to the other services.

3.4 In case the Company accepts a part or all of the Shipper's claim, the Shipper must assure the Company that the insurer or any other third party has a right to the Shipment will waive any

right, remedy or mitigation that such party is permitted by the authoritarian principle or otherwise;

3.5 The shipment is only seemed to have been lost if at least 30 days from the date the Shipper notifies the Company that the goods have not been delivered and has not received the goods. We may agree with the Shipper in writing to reduce this deadline.

4. COMPENSATION LIABILITY LIMITATIONS

4.1 In case of loss, damage or transfer of all letters, documents and postal items

- *For domestic postal services: 04 times of charge (including refund amount of used service charges) of used services;*
 - *For international postal services by air: 09 SDR / kg (calculated on each step of volume of 500 grams, the odd part is equal to 500 grams) but not less than 30 SDR / bill, and pay back used service fee;*
 - *For international postal services by another method: 05 SDR / kg (calculated on each scale of 500 grams, the odd part is calculated by 500 grams), and pay back used service fee;*
- SG Sagawa is not obliged to fulfil any requests before the shipper pays the charges, nor does it have the right to deduct from that charge;*

4.2 In case of breach of the signed contract due to failure to guarantee the announced schedule.

- *In case of failing to guarantee the announced quality criteria and customers have documents proving that the time is not guaranteed, SAGAWA SG will refund the used service charge to the customer.*

In order for the company to consider the claim of damage, the shipper must facilitate the company to inspect the goods;

5. RIGHTS AND OBLIGATIONS OF COMPLAINT.

- *Provide all information related to lost, damaged or delayed shipments.*
- *In order for the company consider the claim of damage, the shipper must facilitate the inspection of the company.*
- *When SG Sagawa Vietnam Co., Ltd accepts compensation, the shipper commits that all other related parties will waive their rights and obligations to participate in compensation.*
- *When SG Sagawa accepts compensation, the shipper guarantees that all other related parties will waive their rights and obligations to participate in compensation.*

- *Time limitations for complaints:*

Sagawa will settle claims of losing postal parcel/ for missing, transporting postal parcel late in comparison with the announced delivery period if sender informs to Sagawa within 06 (six) months from ending the norm of delivery period

For claiming of damaged postal parcel, delivery charges and other contents directly related to the item have to be informed to Sagawa within 01 (one) month from the day the postal parcel is delivered to receiver

6. *RIGHTS AND OBLIGATIONS OF SG SAGAWA VIETNAM CO., LTD.*

- *The company can check the weight and volume, the number of items, if it detects any differences compared to the original declaration, the shipper must agree the weight, volume, and item to meet the company's billing purpose.*

- *The sender allows the company to have full control over all shipments of the shipper and allows the company to sale it to liquidate the debt of the shipper.*

- *The Company is not obliged to fulfil any requests before the shipper pays the charges, nor does it have the right to deduct from that charge.*