

# GENERAL TERMS AND CONDITIONS

## I INTRODUCTORY PROVISIONS

The company "Transfera" d.o.o. (Ltd.), with headquarters in Belgrade, Milana Jovanovića Street No. 17, registration number: 17456504, TIN: 102624972 (hereinafter referred to as "Transfera"), provides freight forwarding services as part of its business activities. This includes, on behalf of its clients, arranging for the shipment or delivery of certain goods, either in its own name and on behalf of the client, in the name and on behalf of the client, or in its own name and for its own account. Transfera also enters into transportation contracts and other necessary agreements for the execution of transportation, and organizes and performs other customary tasks and activities. The term "other customary tasks and actions" includes all services related to transportation, customs representation, warehousing, handling, packaging, distribution of goods, and any other services within Transfera's field of activity required for the shipment or delivery of specific goods, as well as additional advisory services related to the aforementioned services. Transfera provides all these services as a unified freight forwarding service or individually, offering each service separately (e.g., warehousing, customs representation, transportation of goods, etc.), either independently or by engaging its business partners to carry out the services.

Transfera places all its capabilities at the disposal of its clients and invests all its knowledge and experience to provide freight forwarding services. The specificity of the services provided by Transfera to its clients and the timely execution of these services necessitate the establishment of certain general rules. The purpose of the General Terms and Conditions of Business of Transfera (hereinafter referred to as "General Terms and Conditions") is to establish clear and binding rules for both clients and Transfera regarding the provision of services. In the business relationship between Transfera and the client, at every stage of that relationship, and regardless of whether a separate written agreement has been concluded between Transfera and the client, these General Terms and Conditions shall apply. Unless expressly agreed otherwise in writing, Transfera assumes no obligations and responsibilities other than those regulated by these General Terms and Conditions.

Transfera will always act in a manner that serves the interests of the client and with the care of a diligent business entity.

## II OFFER AND CONTRACT

These General Terms and Conditions of Business of Transfera regulate the general rules and conditions under which Transfera provides freight forwarding services (which may include organizing transportation and/or warehousing of goods and/or customs representation) or individual services of transportation, warehousing, or customs representation (collectively referred to as "Services"), as well as the rights and obligations of the parties in the business relationship regarding the provision of these Services.

These general terms and conditions apply to all inquiries, offers, and acceptance of offers, as well as all specific written service agreements.

The offer applies only to the services specified in it and does not imply any other service not expressly stated. The offer is communicated to the Client in writing, by fax, or via email. The offer is valid only until

the expiration of the specified acceptance period. The offer will be considered accepted if the Client informs Transfera in writing, by fax, or via email that they agree with it, or provides Transfera with the necessary information and/or documentation for the execution of the service, or makes the goods available for which the service is being provided.

The offer and the acceptance of the offer have the legal effect of a concluded service contract, to which these General Terms and Conditions of Business apply.

Service contracts between Transfera and the Client are generally concluded by an offer and acceptance of the offer. Additionally, mutually signed written agreements are concluded, and all of them are subject to these General Terms and Conditions of Business of Transfera, which are an integral part of these offers and contracts as their mandatory attachment.

By law, it is not necessary to conclude a separate written service contract between Transfera and the client, nor does the absence of such a contract affect the validity of the legal transaction between Transfera and the client. However, if a separate written service contract between Transfera and the client is concluded, it generally encompasses all prior agreements between the contracting parties contained in the offer and acceptance of the offer. In case of any discrepancy between the agreement contained in the executed written contract and the agreement contained in the Offer and Acceptance of the offer, the terms of the executed specific written contract shall prevail.

In case of any disagreements between certain provisions of these general terms and conditions and certain provisions of the offer, acceptance of the offer, and contract, the latter shall prevail.

### **III ORDER**

Transfera provides all Services exclusively on the basis and in accordance with the client's order. It is essential that the order contains all necessary information about the goods and their characteristics, precise instructions regarding their shipment or delivery, and other Services, as well as any other data necessary for the proper and timely execution of the given order.

When the services provided by Transfera to the client include the transportation of goods, the client is obliged to provide Transfera with an Order containing the following information: date and place of issuance (bill of lading); name and address of the sender; place and date of loading of the goods and the destination; place and address of the recipient; usual description of the type of goods and their packaging method; number of packages, their specific markings, and numbers; gross weight of the goods or quantity expressed in another way; value of the goods; and necessary instructions for customs and other formalities.

When the Services provided by Transfera to the client include customs services, the client is required to submit an Order to Transfera with the following information: name of the importer, name of the foreign partner, name of the recipient of the goods, type of foreign trade transaction, country of import, and country of origin, purpose of import, location of the border crossing for the goods, type, value, quantity, tariff code, and designation of the goods, and all other data and instructions necessary for Transfera to fulfill its obligations promptly and without hindrance.

When the Services provided by Transfera to the client include warehousing, the client is required to submit an Order to Transfera with the following information: type, value, and quantity of goods, client's name and address, name and surname of the driver, personal ID, storage conditions (temperature, humidity, etc.),

specifics (dimensions, weight, appearance), as well as any other information necessary for Transfera to fulfill its obligations promptly and without hindrance.

The client is obliged to inform Transfera about any properties of the goods that may endanger the safety of people or property or cause damage.

Transfera will always adhere to the instructions regarding the route, means and mode of transportation, and other instructions received from the client when performing the Services. If it is not possible to follow the instructions provided in the order, Transfera will seek new instructions, and if there is no time or it is impossible to do so, Transfera will act in the best interests of the client. Transfera will inform the client of any deviation from the order.

When the client submits an order to Transfera, it is considered that the client has authorized Transfera to pay freight charges, customs duties, and other expenses, and the client is obliged to timely provide Transfera with the necessary funds for the payment of these costs. Otherwise, the client will be solely responsible for any increased costs and consequences resulting from the failure to provide the necessary funds. Transfera is not obligated, under any circumstances, to make payments for customs duties, inspections, and other administrative costs before the client provides the funds for the payment of these costs, unless expressly agreed otherwise.

The order is delivered to Transfera in writing, and if the order is given orally, the client should confirm it in writing, preferably on the same day but no later than the next working day until the end of business hours. Transfera may, but is not obligated to, confirm the client's oral order in writing.

When the order is obviously incomplete, unclear, or contradictory, Transfera will promptly request the necessary clarifications from the client. If obtaining the necessary clarification is not possible under the circumstances, and the execution of the job cannot be delayed, Transfera is obliged to act with the care of a diligent business entity, while protecting the interests of the client.

The client bears all consequences arising from an incorrect, incomplete, unclear, contradictory, or belatedly given order. If the client modifies an order that has already been commenced, Transfera will proceed with the modified order if possible, and Transfera will not be held responsible for the consequences caused by the modification of the order.

#### **IV DOCUMENT SUBMISSION**

The client is obliged to timely submit to Transfera all documents necessary for the execution of the order. It will be deemed that the client has not timely submitted the documents to Transfera if the client informed Transfera that their business partner would provide such documents, but the client's business partner fails to submit the documents on time.

The client bears all consequences arising from the inaccuracy of the documents, deficiencies in the documentation, or their untimely submission to Transfera.

Regarding the documents necessary for the transportation of goods, Transfera may use existing standard documents - forms that are common in specific branches of transportation. If these documents contain clauses that reduce or exclude the liability of carriers, such clauses also apply to Transfera's liability towards the client.

Transfera does not verify the validity of the authorization of the presenter of accompanying documents or the signatory of the order. Likewise, upon receiving the order, Transfera does not examine whether there are legal or other impediments to the shipment of goods, or whether there are any import, export, or transit restrictions, prohibitions, or the like. In such cases, any associated costs will be borne by the client.

## **V ACCEPTANCE AND DELIVERY OF GOODS**

The client or their partner is responsible for packing the goods according to their nature, characteristics, as well as the requirements of the transportation route and means. The client is liable for the packaging of the goods, and Transfera is not responsible for any damage caused due to inadequate, insufficient, or inappropriate packaging of the goods or unpreparedness of the goods (including the arrangement of goods in the cargo space). The client is responsible for the loading and unloading of goods and bears responsibility for any damage that occurs during or as a result of loading or unloading, unless otherwise expressly agreed.

Transfera has the right, but not the obligation, to refuse to accept goods for transportation if it is determined that they may cause damage to other shipments or cause other types of harm, and Transfera retains the right to subsequently claim compensation for damages from the client.

Unless otherwise agreed, Transfera takes over piece goods based solely on the number of pieces/packages/pallets, and bulk goods according to the client's order or transportation documents, all without responsibility for the content or nature of the goods.

It is considered that Transfera has received the goods when it takes them over for the purpose of executing the order. Unless otherwise agreed, Transfera may carry out the transport in its entirety or partially. If Transfera has carried out the transport on its own, it has the rights and obligations of a carrier.

Transfera is obligated to inform the client about the main stages of executing the Services. Transfera will promptly notify the client of any damage to the goods, as well as any events of significance to the client, and will take all necessary measures to protect their rights.

If the recipient refuses to accept the goods, Transfera must inform the client and simultaneously take necessary measures to preserve the goods until further instructions, for which Transfera is entitled to separate compensation.

Upon accepting the goods, whether after transportation or warehousing, if the client or the recipient of the goods does not make written objections regarding the qualitative or quantitative condition of the goods, it will be deemed that the goods have been duly received.

In case it is discovered that the transported or received goods have defects, these defects must be recorded in a report signed by an authorized representative of the recipient of the goods and the carrier.

When the shipment arrives at the destination visibly damaged or with visible missing pieces, Transfera is obliged to promptly notify the client of the damage and all events significant to the client, and to take all necessary measures to protect the client's rights against the liable party. If Transfera deems it necessary to take certain actions in the interest of the client and cannot obtain prior instructions, it is authorized to perform those actions on behalf and at the risk of the client.

## **VI ROAD TRANSPORT**

Transfera or the person engaged by Transfera for the transportation of goods will deliver the transported goods to the person designated as the recipient of the goods at the location specified in the order as the place of delivery.

Transfera or the person engaged by Transfera for the transportation of goods will issue the necessary number of consignment notes - CMR or shipping documents as proof of delivery, which the recipient of the goods signs upon taking possession of the goods. The signed consignment note - CMR or shipping document without any quantitative or qualitative objections from the recipient of the goods on the CMR or shipping document will be considered as reliable evidence that Transfera or the person engaged by Transfera for the transportation of goods has timely delivered the transported goods to the place of delivery without any damage.

## **VII MARITIME TRANSPORT**

Transfera will carry out the transportation of goods through maritime and river shipping using vessels on international routes. To fulfill the client's order, Transfera will arrange with the Shipowner or agent the transportation of goods by sea or river from the port of loading to the port of discharge. The contractual relationship between the parties will be governed by all rights, obligations, and liabilities specified on the back of the bill of lading.

If the client has concluded a contract for the shipment of goods by maritime transportation, they are obliged to agree to the customary discharge conditions in the respective ports. Transfera is not responsible for any costs incurred due to the failure of the port organization or Shipowner to fulfill the customary loading and unloading conditions at the port, nor is Transfera liable for any resulting damages.

Transfera is not liable for costs incurred due to congestion in ports, terminals, marshaling and consolidation stations, and other traffic points, lack of storage space, lack of transportation vehicles, waiting time of ships in ports and other transportation vehicles in ports and railway stations, overtime work, waiting on holidays and other non-working days, and interruptions in work due to bad weather and/or other force majeure reasons, nor is it responsible for any damages resulting from such circumstances.

Transfera is not responsible for the content and accuracy of information provided by the Shipowner and its agent regarding the movement and departure of the ship, nor for the information provided by other carriers. Transfera is not liable for demurrage costs that have not arisen due to proven fault on the part of Transfera. In case of general average, Transfera is obliged to inform the client about the facts it has become aware of.

## **VIII AIR TRANSPORT**

Transfera will carry out the transportation of goods through air traffic using international air routes. Transfera will arrange the transportation of goods through air traffic, considering all the advantages offered by this mode of transportation, when contracting the price and conditions of air transport, as a contracted agent of airlines or their authorized agents (IATA cargo agent). All rights, obligations, and liabilities specified on the back of the air waybill apply to these services.

## **IX RAILWAY TRANSPORT**

Transfera will carry out the transportation of goods through railway traffic using international railway lines. To fulfill the client's order, Transfera will arrange the transportation of goods with the Railway from the sending station to the destination station according to the valid Railway tariff. All rights, obligations, and liabilities specified on the back of the railway consignment note and the terms of business of the Railway apply to these services.

## **X INLAND TRANSPORTATION**

When the order does not contain specific instructions regarding the transport route, means of transportation, and the method of dispatching, delivering, or transiting the goods to the destination, Transfera is authorized to select or combine transportation options that it deems most favorable for the client.

In the case of rail transport and if the client has only indicated the recipient's place of residence without specifying the destination station, Transfera, if unable to obtain necessary clarifications from the client in a timely manner, will dispatch the shipment to the station it deems most favorable for the client. In this case, Transfera is not responsible for the choice of station.

Transfera may dispatch individual shipments in consolidated traffic unless otherwise indicated in the order.

## **XI CUSTOMS CLEARANCE**

Transfera will issue a bank guarantee for the client's needs, only if such service is agreed upon or stated in the offer, for which the client is required to pay separately, unless otherwise specified in the contract or offer. Customs clearance is done directly, and in the process of customs clearance, Transfera acts on behalf and for the account of the client unless otherwise defined in a written contract or prescribed by law. Transfera submits customs documents based on the client's data or its business partner's data. Transfera is not obliged to perform a physical inspection of the goods and is not responsible if the data does not match the actual condition of the goods.

If the client does not provide the tariff code for the goods in their order, Transfera will classify the goods into the appropriate tariff code based on the available documentation provided by the client, but it is not responsible for the accuracy of the tariff code, nor for any damage that may arise from incorrect classification of the goods. The client assumes full responsibility and liability for any damage resulting from incorrect classification of the goods, considering that the correct tariff classification of the goods can only be determined based on the Binding Tariff Information issued by the Customs Administration. If necessary and upon the client's specific request, Transfera can submit an application to obtain the relevant information. Transfera is not responsible in case the document regarding preferential origin is not in compliance with regulations or is not valid.

For performing customs representation tasks, Transfera is entitled to a separate fee. The customs clearance order does not impose an obligation on Transfera to pay customs duties on behalf of the client; such obligation must be separately agreed upon in writing. When the place of customs clearance is not specified in the order, Transfera will determine it.

The client is obligated to provide Transfera, in a timely manner and in writing, with the order in accordance with these General Terms and with all the necessary data for each individual action that Transfera is required to perform to fulfill its customs representation obligations.

The client is obliged to timely provide all necessary and correct documentation for Transfera to fulfill its contractual obligations, as well as to provide any necessary explanations regarding the goods and documentation that Transfera may additionally request. If the client fails to comply with these requirements, they shall be liable for compensating Transfera for any damage that may result from such behavior, and Transfera will not be responsible for any damage that the client may suffer as a consequence.

The client guarantees the accuracy of the data in the documentation that they are required to provide to Transfera for the performance of the services. In case it is determined in the control process that any data provided by the client is inaccurate or does not correspond to the accompanying documentation, resulting in any damage to Transfera, the client undertakes to immediately compensate Transfera for any such damage.

## **XII STORAGE**

Transfera will promptly inform the client of any deficiencies in the condition or quantity of the goods, as well as any other visible defects, upon receiving the goods in the warehouse. Transfera will also timely notify the client about any changes noticed on the goods and any potential risks of damage to the goods. When taking delivery of the goods from the warehouse, the client or any other authorized person is obliged to inspect the goods.

## **XIII DEADLINES**

Transfera is responsible for the deadline of dispatch or delivery only if it has expressly committed to it, and even then, within the limits of liability of carriers and other participants in the transportation of goods it engages.

In case of transshipment at the transshipment point, Transfera is obliged to act diligently and carefully to ensure that the transshipment is carried out in the most favorable manner. Transfera is not responsible for disruptions and delays in the transshipment of goods caused by the negligence of carriers, transshipment and other organizations, or force majeure events. Transfera is not responsible for the untimely positioning of transportation vehicles by carriers, as well as for the untimely arrival of goods due to objective circumstances such as traffic jams, delays at border crossings, vehicle breakdowns, traffic accidents, and other exceptional situations.

## **XIV INSURANCE**

Transfera can insure the goods received for transportation at the written request of the Client for an additional fee, according to the price list provided upon request. Additional insurance or insurance coverage for higher value does not constitute a declaration of value or interest and does not lead to increased liability limits. Insuring one shipment does not create an obligation for Transfera to insure all subsequent shipments of the client. When the insurance order for the transportation services does not include specific risks to be covered by insurance, Transfera is obliged to cover only the basic transportation risks with standard CMR insurance.

## **XV COMPENSATION FOR SERVICES AND EXPENSES**

Transfera is entitled to compensation for its services in accordance with the Offer, as well as reimbursement of expenses incurred during the provision of services. The Offer, in the form of a total sum (shipment with a fixed fee that includes freight charges, customs brokerage costs, warehousing, and other similar expenses), is valid based on the circumstances existing at the time when the offer was made. Costs not covered by the fixed fee must be separately reimbursed by the client to Transfera.

If the client instructs Transfera to seek compensation and reimbursement of expenses from the client's business partner, the client must ensure beforehand that their business partner agrees to this arrangement. However, the client remains responsible to Transfera in any case if their business partner fails to make the payment within the agreed-upon period.

Objections to invoices can be made within eight days from the date of their receipt. If part of the claim is disputed, the client is obliged to settle the undisputed part within the agreed-upon period and submit a written objection for the disputed part within three days from the date of receipt of the invoice. If the client utilizes Transfera's bank guarantee, they undertake to pay all expenses incurred during the import or export of goods for customs duties within the legally prescribed period. If the client fails to pay the customs duty within the legally prescribed period, Transfera will re-invoice them for interest based on the invoice from the Customs Administration and additionally charge for the use of the bank guarantee service.

If the client fails to settle their debts within the agreed-upon period, they are obliged to pay the legally determined default interest for the delay.

The agreed or Offer-determined compensation can be modified in case of changes in fuel prices and other costs affecting the transportation and other services, or changes in prices determined by the entities engaged by Transfera to perform the services. In the event of price changes, the client may accept the new price or terminate the contract with proportional compensation for the already performed actions and reimbursement of expenses, unless otherwise agreed.

## **XVI LIABILITY AND LIMITATIONS OF LIABILITY**

For the loss or damage of goods and delays in delivery, Transfera is liable according to the Convention on the Contract for the International Carriage of Goods by Road from 1956 (CMR Convention) and other applicable laws and transport regulations (such as the Law on Contracts for Carriage in Road Traffic, CIM, Hague Rules, etc.). The liability of Transfera is limited to one harmful event and for all harmful events occurring in one month, up to the amount invoiced by Transfera to the client for transportation services in the month in which the harmful event(s) occurred. Liability limitations in accordance with the applicable transport regulations (such as CIM, CMR, Hague Rules, etc.) and these General Terms and Conditions apply even if the documentation accompanying the goods or issued by Transfera states a value or insured value that exceeds the liability limitations determined in the aforementioned regulations.

Transfera is responsible for the damages incurred by the client due to Transfera's negligence in providing customs representation services, and the liability of Transfera is limited to one harmful event and for all harmful events occurring in one month, up to the amount invoiced by Transfera to the client for customs representation services in the month in which the harmful event(s) occurred. The liability of Transfera is limited in the same manner for all other services not explicitly mentioned in this article.

Regarding the storage services, Transfera is liable for the loss or damage of goods up to the amount of 25,000.00 euros per harmful event and up to the amount of 25,000.00 euros annually.

Transfera shall not be liable for any damage, loss, or delay that occurred during the provision of services and was not caused by Transfera's fault, especially those that were caused by:

- circumstances it could not avoid
- consequences it could not prevent



- defects or natural properties of the goods or inadequate packaging
- force majeure
- late or incorrect submission of relevant data by the client required for service execution
- the fault of the client or their business partner
- instructions provided by the client or the recipient of the goods

Transfera is not liable for inaccurately calculated freight charges, customs, and other public duties. Transfera is obligated to file a claim only if explicitly requested by the client. In such a case, the client must submit to Transfera the transportation, customs, and other documentation necessary for filing the claim.

If the client or its business partner fails to timely place the goods at the loading location or if the client changes important data for transportation, loading, or unloading after submitting the Work Order, resulting in damage to Transfera, both parties agree that the client is obligated to compensate Transfera for the incurred damage. For any vehicle retention not specified in the Work Order and not caused by Transfera's negligence, the client will be obliged to pay Transfera compensation in the amount of 150 EUR/day in the equivalent amount in dinars according to the NBS selling exchange rate on the day of payment.

If the Client fails to provide accurate information or documentation to Transfera, they shall be obliged to compensate Transfera for all damages incurred, while Transfera will not be liable for any damages that the Client may potentially suffer. Additionally, if, during the inspection process, it is found that the type, quantity, designation, tariff number, or item of goods do not correspond to the information provided by the client to Transfera and/or accompanying documentation, resulting in damage to Transfera, the client will be obliged to immediately compensate Transfera for all incurred damages.

## **XVII FORCE MAJEURE**

Force majeure refers to any circumstance or event whose impact could not be foreseen, avoided, or prevented, and which prevents Transfera or the client from duly fulfilling all or certain obligations. Neither party shall be held responsible towards the other party for the inability to fulfill its obligations or for damages arising from the force majeure event. Force majeure includes, but is not limited to, earthquakes, floods, fires, extreme weather conditions, breakdowns in electrical installations and networks, power supply disruptions, war, civil unrest, strikes, demonstrations, acts of authorities, criminal acts by third parties, and all other events whose impact could not be foreseen, avoided, or prevented. Transfera shall not be held liable to the client for non-performance or inadequate performance of its obligations in cases where such non-performance is a result of the client's failure to fulfill its obligations properly.

If either party is prevented or delayed in fulfilling any of its obligations due to force majeure, the affected party shall inform the other party as soon as reasonably possible about the occurrence of force majeure, after which they will jointly seek an appropriate solution for the situation. If the inability to fulfill the obligations lasts for a period that is unacceptable to the other party, the other party has the right to terminate the contract by providing written notice, and all rights and obligations accrued until that moment shall be deemed valid until their fulfillment.

## **XVIII LIEN AND RETENTION**

For the purpose of securing the payment of its claims arising from the services provided by Transfera, Transfera has the right of lien and retention on the goods handed over for shipment and in connection with the shipment, as long as it holds them or has a document that enables it to dispose of such goods.

## **XIX CONFIDENTIALITY**

The Client and Transfera shall treat as confidential all information, data, or documents of any nature and shall not disclose their content to any third party during the term of their business cooperation and after its termination. In the event that the Client or Transfera breaches the obligation from the preceding paragraph, they shall be obliged to compensate the other party for any damage incurred as a result of the breach of the confidentiality obligation. The obligation to maintain confidentiality shall not apply to information that must be disclosed in accordance with applicable legal regulations in the Republic of Serbia.

## **XXI DURATION AND TERMINATION OF CONTRACT**

Unless otherwise agreed, contracts are concluded for a fixed term and terminate upon complete fulfillment of contractual obligations by both contracting parties.

If it is agreed that the client has the right to withdraw from the contract, and the client exercises that right, they shall be obliged to pay Transfera a proportional part of the compensation for the work done up to that point and to reimburse Transfera for all expenses incurred until then.

The provisions from Article XVI and XIX shall apply in case of termination of the agreement for any reason.

## **XXII SEVERABILITY OF CONTRACT / GENERAL TERMS**

The invalidity or nullity of certain provisions of the contract concluded with the client or these General Terms and Conditions shall not affect the validity of other provisions of the contract and the contract as a whole, or these General Terms and Conditions, if they can survive without such provisions and if they were not the decisive reason or the sole purpose for its conclusion or adoption.

## **XXIII APPLICABLE LAW AND JURISDICTION**

For all matters not regulated by the Offer and Acceptance of the Offer, and these General Terms and Conditions, the provisions of the Law on Obligations and other applicable regulations of the Republic of Serbia shall apply, excluding provisions regarding conflicts of law with the laws of other countries.

Any General Terms and Conditions of the client shall not apply to the business relationship between Transfera and the client, even if the client has provided them to Transfera, referred to them in the Work Order, or in any other document, and Transfera has not explicitly objected to their application.

In case of a dispute that the contracting parties cannot resolve amicably, the competent court is the Commercial Court in Belgrade or any other court with jurisdiction in Belgrade.

## **XXIV FINAL PROVISIONS**

Any delay or failure to request fulfillment of a specific contractual obligation or exercise any right under these General Terms and Conditions, the offer, or the contract, shall not be deemed as a waiver of such obligation or right.

These General Terms and Conditions apply to all services provided by Transfera to its clients. Transfera informs the client about the application of these General Terms and Conditions by displaying a notice of their application on any document it communicates with the client, along with providing the General

Terms and Conditions or indicating the internet address where they can be found. By giving an order or concluding a contract, the client and other business partners declare that they are familiar with all the details in these General Terms and Conditions, have no doubts regarding the full meaning of the terms used, and fully and unconditionally accept them.

These General Terms and Conditions are published on Transfera's website at the address: <https://transfera.com/wp-content/uploads/2017/04/OUP-Transfera.pdf> and are available to all existing and future users of Transfera's services.

In Belgrade, on January 1, 2017.