

Changes to the Terms and Conditions Effective September 1, 2026

Amended Existing Provisions

- Section 2.6 (formerly 2.5): Provision regarding reweighing/ remeasuring expanded from weight alone to weight and dimensions; rule on the burden of proof
- Section 2.7: Wording regarding notification reworded
- Section 2.14 (formerly 2.13): Scope of application expanded from "not" to "not or incorrect"; cross-reference to Sections 2.2 and 2.5 added
- Section 5.2: Delivery photos may be released to authorized parties under certain conditions; no legal entitlement to them
- Section 6.1: Delivery "next business day" → "next day, including public holidays"

New Provisions

- Section 2.1: Customer's obligation to comply with legal requirements when handing over shipments; nox's right to refuse, withhold, return, or set aside shipments if violations are suspected
- Section 2.8/2.9: New mandatory nox standard label requirement
- Section 2.14: nox's right to refuse to accept shipments for transport if shipment data is incomplete; Elimination of the delivery time commitment if transport is nevertheless carried out
- Section 2.16: Customer's obligations regarding transport-appropriate, safe, and legally compliant packaging and labeling; manufacturer's obligations; take-back; integration of the client's own reusable packaging; separate agreement regarding return/cost allocation for stretch film/load securing
- Section 3.1: New provision regarding waste as defined by circular economy law; exclusion of waste shipments without prior express approval
- Section 5.3: New clause regarding nox's use of digital, automated, and AI-supported systems; the Customer has no right to demand specific systems or disclosure
- Section 5.4: New IT security obligations for the Customer when using nox systems/interfaces; obligation to report security-related incidents; nox's right to temporarily suspend access
- Section 7.3: nox's right to adjust surcharges, fees, and flat-rate expenses listed in the price list
- Section 8.6: new indemnification clause for the Customer regarding damages, costs, and fines resulting from incorrectly declared or inadequately packaged shipments

Changes to Prices and Services Effective September 1, 2026

Amended Existing Provisions

- Incorrect/missing data transmission: Scope expanded from “not” to “not or incorrectly” submitted electronically; fee adjusted to €5.00 per barcode/package
- Manual data entry a): Fee adjusted to €3.50 per barcode/package
- Manual data entry b): Fee adjusted to €4.00 per barcode/package
- Invoice – transfer fee adjusted to €22.80
- Handling: Service description shortened to a reference to the Terms and Conditions (Section 2(12))
- Re-weighing: Renamed to “Re-weighing/measuring”; reference to the Terms and Conditions updated from Section 2(5) to 2(6)
- PickPoint → alternative delivery solutions: Renamed without specifying a particular partner to allow for various partner networks

New Policy / Resumed

- Customs Clearance (CH/LI): New rate - a flat fee of €54.50 per customs clearance transaction, plus a 5% handling fee for shipments subject to import sales tax and customs duties, as well as any additional customs broker fees