/Translation from the Lithuanian language/

GENERAL SERVICE ORDER TERMS AND CONDITIONS OF CUSTOMER UAB EXPRESS HEROES
Valid from 01/11/2026

Cargo transport and inter-relationships under these terms and conditions are regulated by the provisions of these terms and conditions, the Convention on the Contract for the International Carriage of Goods by Road (CMR 1956), the European Agreement on the International Carriage of Dangerous Goods by Road (ADR), the Civil Code of the Republic of Lithuania and other national and international legislation regulating international road freight. In the event that the Parties arrange local cargo transport services, in addition to these terms and conditions and the legislation referred to in this provision, the relationship between the Parties, including the Contractor's responsibility, is also regulated by the mandatory national legislation of the country in the territory of which such local transportation is carried out.

1. GENERAL CONDITIONS OF CARRIAGE

1.1. These general service order terms and conditions (hereinafter referred to as the "Conditions") apply to the provision of all carriage services and related services provided by carrier companies (hereinafter referred to as the "Carriers"). These Conditions, together with the cargo transportation agreement and/or Carriage Order, constitute the Agreement (hereinafter referred to as the "Agreement") under which the Customer orders and the Carrier provides Services.

1.2. The data regarding each separate carriage and the special instructions related to it (loading/unloading place, cargo dimensions, volume, weight, etc.), as well as any other necessary information shall be provided in separate Carriage Orders that form an integral part of these Conditions.

1.3. The Customer shall have the right to cancel or change an order without any compensation, penalty and/or other sanctions/liability 2 hours before the agreed time for the vehicle's arrival to the loading place.

1.4. The Customer shall not indemnify the Carrier for any additional expenses incurred by the Carrier upon crossing borders, unless such expenses are agreed on by the Parties in writing.

1.5. The transshipment of the cargo and/or the transfer of the semi-trailer to another tractor unit not specified in the Order, as well as the transportation of any undeclared (third-party) cargo that could, among other things, conceal the cargo's origin, destination, actual consignee or route, or be used to circumvent applicable sanctions, is strictly prohibited without the prior written consent of the Principal. In the event of a breach of these provisions, the Carrier may be subject to a contractual penalty of up to the amount of one full freight charge, but not less than EUR 300, and shall also be liable to compensate the Principal for all losses arising from the violation of applicable sanctions.

1.6. The Carrier is strictly forbidden to transfer/sell the received Carriage Order to a third

party. In the event that an order is transferred/sold to a third party without the Customer's written consent, a fine in the amount of up to the value of one freight but not less than EUR 300 may be imposed on the Carrier.

1.7. In the event that the Carrier is not executing the carriage, but is outsourcing it to a third party at the Customer's prior written consent, the Carrier shall ensure that this third party meets and follows all requirements and instructions laid down in these Conditions.

1.8. The Parties agree that 24 hours (excluding non-working days and public holidays) are allocated to loading/unloading in the EU countries. For loading/customs clearance/unloading in third countries, 72 hours (excluding working days and public holidays) respectively. After aforementioned periods the Carrier shall be compensated EUR 100 per full day of downtime. In the event of vehicle downtime, the Carrier must obtain confirmation from the consignor/consignee (depending on where the downtime occurred) of the downtime with exact arrival/departure times. In the event of delays in loading/unloading, the Carrier shall not be compensated for the downtime.

2. CARRIER'S RIGHTS, OBLIGATIONS AND LIABILITY

2.1. The Carrier shall provide a vehicle of the type specified in the Transport Order, which is roadworthy, leak-proof, rust-free, clean, odourless and equipped with standard load securing equipment and ADR (if required). Minimum requirements for securing equipment: for awning trailers: 32 pcs. of side boards, 4 cross boards, 20 pcs. of 500 daN securing straps, 50 pcs. of non-slip mats, 40 pcs. of safety corners, 1 TIR cable; for iso-isothermic trailers, 5 metal bars, 50 non-slip mats, secure lock and key for semi-trailer doors (e.g. MULTILOCK lock, "Spanish" lock is not considered secure), 1 thermometer for measuring the temperature of the cargo. Costs for the purchase of missing/unsuitable securing devices shall be borne by the Carrier.

2.2. The Carrier undertakes to carry all documents necessary for the carriage (valid CMR insurance, technical certificates, permits, etc.). For the carriage of foodstuffs, the Carrier shall, without further instruction from the Customer, fully comply with and carry out all the requirements laid down in the international IFS and HACCP standards for the carriage of such foodstuffs

2.3. For the transportation of ADR (hazardous) cargo the driver must have an ADR licence and all other required safety equipment. The vehicle must also be equipped for the transportation of hazardous cargo.

2.4. If the cargo requires a temperature regime, the tow vehicle shall arrive to the loading place with the required temperature prepared in advance. The indicated temperature is to be maintained during the entire transportation process. Together with the transportation documents, the Carrier shall present a record of the temperature readings throughout the journey (thermo strip).

2.5. When transporting all cargo, the Carrier must be in possession of Community authorization and/or TIR carnet, a valid Carrier's civil liability insurance of at least the value of the cargo being carried and all other documents required for the proper and lawful transportation of cargo.

2.6. The Carrier may, at its sole discretion, select the route for the carriage of the cargo, unless otherwise specified in the Order, provided that the selected route does not violate any applicable national, European Union, or other applicable international sanctions and is not used for the purpose of circumventing sanctions. Where the Carrier selects the route at its own discretion, it shall bear, at its own risk and expense, all additional costs incurred as a result of such decision.

2.7. The Carrier shall regularly and in writing submit information regarding the progress of the carriage, i.e., provide information on the arrival/departure times (submit GPS data if required), delays, issues during the loading/unloading of the cargo or other problems which occurred in the provision of the service. In the event that the information regarding the progress of the carriage submitted is inaccurate/incorrect or delayed beyond reasonable expectations of the Client, the Carrier shall be fined in the amount of EUR 300.

2.8. The Carrier (driver) is responsible for the loading, fastening and unloading of the cargo, and, in the event when it is done by the sender/recipient, the driver must be present during the loading, fastening and unloading of the cargo, confirm that the correct volume, weight, labelling and numbering of the cargo is indicated in the waybill, and examine the state of the exterior of the cargo and the packaging. At the point of loading, the Carrier (driver) must check that the consignor, consignee and cargo details on the CMR consignment note correspond to those on the transport order. In the event of discrepancies, the Carrier (driver) must immediately and without leaving the loading place inform the Customer's contact person in writing and act strictly in accordance with the Customer's instructions. The Carrier (driver) shall also check that the Bill of Lading correctly states the actual quantity of the cargo, its marking and numbering and check the external condition of the cargo and packaging. If the cargo/packaging is damaged, there are discrepancies in the volume or it was loaded/fastened incorrectly, the Driver shall make substantiated remarks in the relevant transportation documents, take photographs or video recordings of the situation and immediately inform the Customer’s contact person about all issues/problems (any notes in the waybill, defects to the cargo, damage, delays, downtime, improper loading, accidents, etc.) and continue action strictly according to the Customer’s instruction. The Carrier is responsible for the correct unloading of the goods and for the costs resulting from incorrect delivery/unloading.

2.9. After loading, the driver shall submit the documents accompanying the cargo (invoice, EX1, CMR, certificates), their validity dates and their compliance with the cargo.

2.10. The Carrier shall be liable for the damage to the cargo due to improper positioning and fastening of the cargo or overload on the axle if the total weight is within limits.

2.11. The Carrier has the right to refuse carriage of the goods if the goods are not properly packed, not properly loaded (if loaded by the Sender), if false documents are provided, or if any other circumstance exists that could lead to the Carrier being held legally liable. The Carrier is prohibited from detaining the Cargo on any grounds whatsoever, interrupting the Carriage of the Cargo not at the Customer's direction, or unloading the Cargo at a place other than that agreed in accordance with the terms of the Order. Failure to comply with this Condition shall result in the Carrier being liable to pay a fine of

EUR 1 000 at the Customer's request. The amount of the fine referred to in this clause shall be deemed to be the Customer's minimum loss, the amount of which the Customer is not obliged to prove. If the Carrier's failure to comply with its obligations results in a loss greater than the fine, the Carrier shall be obliged to compensate for such loss at the Customer's request.

2.12. The Carrier undertakes to submit to the Customer, via email at pod.lt@expressheroes.eu, a high-quality/clearly legible copy of the CMR consignment note bearing the consignee's acknowledgment (signature and stamp) of receipt, along with copies of other documents confirming delivery, no later than 24 hours after the date of handing over the cargo to the consignee (indicating the transport order number in the subject line); furthermore, the Carrier must forward all original transport documents (CMR consignment notes, cargo accompanying documents, thermograph printouts, documents regarding the exchange or non-exchange of Euro-pallets) to the Customer within 21 days. In the event that the Carrier fails to submit the specified documents within the agreed timeframe, fails to submit them at all, or submits documents of poor/illegible quality, the Carrier shall—upon the Customer's demand—pay a fine of EUR 50, and/or the Customer shall have the right to withhold payments to the Carrier until the Carrier fulfills the obligation to submit the original documents. The Customer reserves the right to pass on to the Carrier any fines imposed on the Customer by its own clients due to the failure to submit documents on time, provided the Carrier is at fault for the failure to submit said documents within the period specified in this clause. The Carrier declares that it is well aware of such business practice and, as a professional in the transport sector, agrees to the specified conditions and accepts them in full.

2.13. CMR waybill must be duly completed with the signatures and stamps of the sender, carrier and the recipient. In the absence of the sender's/recipient's stamp and or the signature of the person responsible on the CMR waybill, as well as in the event that not all transportation documents are sent, the payment for the transportation may be withheld until all duly completed documents are received and/or the Carrier provides evidence that the cargo was delivered to the consignee on time and undamaged.

2.14. If the recipient of the cargo makes any notes in the CMR waybill regarding the state of the exterior of the cargo and/or the packaging, and/or the Carrier damages the cargo, and/or is late to pick-up/deliver the cargo, and the Customer receives a complaint from the Client on these grounds, the Customer shall have the right to postpone the payment for the transportation for the period of one year with effect from the date when the cargo was unloaded, i.e., for the period within which the Customer has the right to pursue a claim for damages and/or to offset homogenous counter- claims.

2.15. The Carrier ensures compliance with Customer's Code of Conduct available at https://www.expressheroes.eu/documents/code-of-conduct-for-business-partners/

2.16. The Carrier shall ensure compliance with the requirements of the procedure for the working time and rest periods of the drivers and all international legislation, including the European Agreement Concerning the Work of Crews of Vehicles Engaged in International Road Transport (AETR), Regulation (EC) No. 561/2006 of the European Parliament and of the Council and relevant national legislation regulating the working

time and rest periods of drivers. The Carrier guarantees that during the period when it operates its transportation services in the territory of a specific country and at the time of service provision, the Carrier shall pay to its employees at least the minimum wage as specified in the law of the country where the services are performed on the day of the provision of the services. The Carrier declares that it shall take all relevant action to ensure that both it and its subcontracting carriers fulfil their obligations under the requirements of the minimum wage law.

2.17. The Carrier shall pay at least the legal minimum wage in the country that is providing the transportation services. In terms of local cargo transportation, the Carrier is bound by the requirements laid down by Regulation (EC) No 1072/2009 of the European Parliament and of the Council of 21 October 2009 on common rules for access to the international road haulage market and other national and international legislation in force in the country of local transportation regulating local and/or cabotage transportation.

2.18. The Carrier shall ensure that all its employees were, are and will be paid at least the timely and appropriate wages and other relevant benefits (daily subsistence allowances, holiday and overtime related allowances, etc.) as specified in the legislation of each relevant country where/through which the transportation in question is being conducted which regulates the minimum wage and the amount of other allowances in force at any given time, and that other requirements regarding employment relationships (including the relevant requirements for the submission of reports, declarations and other documentation), health, safety and hygiene at work, in particular the protection of workers hired by temporary employment undertakings and equality of treatment between men and women and other provisions on non-discrimination were, are and will be duly followed.

2.19. Minimal mandatory equipment which employees must have at all times while performing the order, unless loading/unloading site implements different loading standards are: highly visible safety vest, safety shoes, safety helmet with a chin strap, safety goggles. Each case when the Carrier fails to equip their employees the Carrier shall pay a penalty in the amount of EUR 150 at the Customer's request.

2.20. Upon request, the Carrier shall provide proof that the requirements laid down in provisions 2.16 and 2.17 are being fulfilled. The Carrier undertakes to protect Customer from any claim from third parties based on the minimum wage law. This provision shall also apply in terms of claims from social insurance providers and the tax inspectorate. The Carrier also declares that it shall protect Customer from all financial penalties which may be imposed for any violations of the provisions of the minimum wage law and/or other legislation regulating employment relations.

2.21. The Carrier is responsible for implementing and maintaining adequate security and control measures in accordance with applicable legal acts to prevent the transport, entry or hiding of unauthorized persons, including migrants and stowaways, in any type of vehicle.

2.22. The Carrier shall be solely responsible for any unauthorized migrants or stowaways found in or transported by the vehicle, regardless of whether such transportation occurred knowingly, negligent or without the Carrier's knowledge.

2.23. The Carrier shall fully indemnify and hold harmless the Customer against all resulting losses, fines, penalties, damages, costs and third party claims, or any other liabilities arising out of or related to such event. When the presence of unauthorized persons result in the destruction, rejection, detention or loss of value of the cargo, the Carrier shall reimburse the full value of the cargo.

3. OTHER CONDITIONS OF CARRIAGE

3.1. In the event that the Carrier does not provide a vehicle to the Customer / cancels the order / Non-compliance with the terms and conditions of the transport order (violation of neutrality / temperature conditions, etc.), the Carrier shall pay a fine in the amount of 20% of the agreed carriage price but not less than EUR 200 and/or pay for the damage caused as result. The amount of the fine indicated in this provision is considered to be the minimum loss sustained by the Customer the amount of which the Customer shall not be required to prove.

3.2. In the event of late arrival to the loading/unloading place, the Carrier shall pay to the Customer penalties in the amount of EUR 35 for each hour of delay, but not more than EUR 350 for each day of delay, or cover the losses incurred by the Customer.

3.3. The Carrier shall arrive to the loading/unloading place at the time specified in the Carriage Order or, if the particular time is not specified, before 9 a.m. local time. If the Carrier fails to arrive to the loading/unloading place at the specified time, the Customer does not guarantee the loading/unloading of cargo in 24 hours. In the event of delay in the arrival to the loading place, the Customer may at any time cancel the order, seek for another vehicle for the carriage, claim the difference between the carriage prices from the Carrier and not indemnify the Carrier for any losses it sustained due to the delay in the arrival to the loading place and/or the cancellation of the order.

3.4. All communication, agreements and notices under those Conditions or Agreement shall be conducted in writing and executed via electronic means of communication (email, electronic freight exchange platforms, Skype and/or other websites, etc.) or sent to the addresses of the Parties. Unilateral deletions and/or any additions to the Conditions or Agreement made by hand are not valid and have no legal power.

3.5. The Carrier shall be responsible for sufficient proof of TARE replacement or non-replacement during loading and unloading. Irrespective of whether tare replacement was arranged or not, the Carrier must receive a clear and unambiguous confirmation from the loading and unloading place on the CMR or Euro- pallet waybill. In the event that the Carrier violates the order instructions to replace the tare at the loading place, the Carrier shall return the tare in good state to the loading place or a place specified by the Customer within 14 days after the date of order completion. This requirement is compulsory when the cargo is being transporter on Euro-pallets (EU-PAL), Dusseldorf pallets (DD-PAL), H1 pallets, E1 boxes, E2 boxes or gitter boxes (Gi-Box). If the Carrier does not provide properly filled out documents regarding the replacement or non-replacement of tare the Carrier shall be issued an invoice with the minimal sums which may be subject to an increase: EUR 15 per Euro-pallet, EUR 10 per Dusseldorf pallet, EUR 12 per E1 box, EUR 12 per E2 box, EUR 100 perH1

or Gi-Box and EUR 35 administrative fee.

3.6. When cargo is transported on/in EU-PAL, DD-PAL, H1-PAL, E1 boxes, E2 boxes or Gi-Box and the instructions are to take the empty tare from the unloading place, the driver shall request only such tare that is suitable for replacement (bright and not broken). In the event that there are any issues regarding such replacement and/or the driver does not understand what is written on the document, as well as in all other cases where there is any note or stamp on any of the carriage waybills, the Carrier shall immediately inform the Customer by telephone and/or email. Upon the failure to inform the Customer in the cases described in this provision, all associated risk and liability for the consequences falls to the Carrier.

3.7. The carriage price (freight) shall be indicated in the Carriage Order and shall include all other expenses related to the carriage that may be incurred by the Carrier, including, but not limited to, expenses for fuel, wages in all relevant jurisdictions, road taxes, exchange rate fluctuations, additional equipment required for the transportation and/or fastening of the cargo, permits, licenses, etc., with the exception of costs agreed on by the Parties in the Carriage Order or in writing.

3.8. The Customer has the right to unilaterally set off the financial claims caused by the Carrier's actions or omissions arising from these Conditions or the Contract of Carriage and which the Customer has the right to demand compensation.

3.9. In the case of cabotage transport within the territory of Germany (national cargo transportation inside the Federal Republic of Germany) conducted by the Carrier, a fine in the amount of up to 40 SDR units per 1 kg of lost and/or otherwise damaged cargo shall be imposed on the Carrier.

3.10. When carrying out cargo transportation and separate carriage orders under these conditions, and in order to ensure the safety of the cargo, the drivers of the Carrier shall only use secure parking lots for rest stops over 45 minutes in length.

4. FINAL PROVISIONS

4.1. For any direct contact with the client, the Carrier shall be fined in the amount of EUR 10 000.

4.2. The fines and penalties referred to in this Agreement are considered to be the minimum losses agreed on by the Parties in advance the amount of which they shall not be required to prove.

4.3. The Conditions apply to each and any Contractor who provides either systematic or continuous transportation services and the Customer who receives/carries out one-off orders.

4.4. The terms and conditions of this Agreement were arranged via means of electronic correspondence, and the Parties to the Agreement are aware of and understand them. These conditions are verified by the carriage order by both Parties and are considered to be the original document.

4.5. The Parties undertake to comply with all applicable economic, financial, and trade sanctions imposed by the European Union, the United Nations, and any other relevant jurisdictions, as well as with applicable export control laws and regulations. The Parties shall ensure that the Customer, consignor, consignee, subcontractors, cargo, and transaction are screened against available sanctions lists and other relevant sources of

information and undertake not to perform any services where such performance would violate or could result in a violation of applicable sanctions. The Parties further undertake not to participate in any activities directly or indirectly intended to circumvent sanctions.

4.6. By entering into the Agreement, the Carrier confirms that neither the Carrier nor its ultimate beneficial owners are included on any sanctions lists. The Carrier undertakes to immediately notify the Customer of any sanctions imposed on it. Failure to comply with this obligation, including the concealment of such information, shall constitute a material breach of the Agreement and shall entitle the Customer to terminate the Agreement unilaterally.

4.7. The Customer shall have the right to suspend or terminate the Order at any time if, in its assessment, there is a risk of sanctions being violated, and such actions shall not constitute a breach of the Agreement.

4.8. Any disputes, claims or disagreements arising out of or related to these Conditions, as well as violations shall be settled by negotiations between the Parties. If the Parties fail to reach an agreement, the disputes shall be resolved in the courts of the Republic of Lithuania under the law of the Republic of Lithuania (lex fori) depending on the amount of the dispute and according to the location of the establishment of the Customer.

4.9. Terms of payment: 45 days after the receipt of the invoice and all documents related to the transportation (original CMR waybills, thermo strip, etc.)

4.10. The Customer is exclusively competent for all issues related to the determination of civil liability and claims administration. Under the provisions of Article 6.249(4)(2) of the Civil Code of the Republic of Lithuania, a EUR 55 claims administration fee applies to each case and is be paid together with the direct and indirect losses.

4.11. The Parties shall protect mutual agreements, conditions of this Agreement and correspondence between the Parties, not disclose or disseminate them to any third parties, and consider them a commercial secret which may by disclosed only in the cases laid down by law.

4.12. This is a translation of the original terms and conditions in Lithuanian language. In case of differences between Lithuanian and English text of the present terms and conditions, the Lithuanian wording shall be prevailing.