

Aramex

Agreement



aramex
DOMESTIC B2C

Rate Sheet
2025



Aramex Overview

نبذة عن أرامكس

Aramex is a provider of comprehensive logistics and transportation solutions. Established in 1982 as an express operator, the company rapidly transformed itself into a global brand recognized for its customized services and innovative multi-product offering. The range of services offered by the company includes international and domestic express delivery, freight forwarding, integrated logistics solutions, information and document management solutions, consumer retail services and e-commerce solutions.

تأسست شركة أرامكس، المزود العالمي لخدمات النقل والحلول اللوجستية في عام 1982 كشركة تقدم خدمات النقل السريع، ومن ثم تطورت في وقت قياسي لتصبح علامة تجارية عالمية تتميز بتقديم الخدمات المتخصصة والحلول المبتكرة في مجالات النقل المختلفة. وتشتمل خدمات أرامكس على الحلول اللوجستية المتكاملة، وخدمة النقل السريع الداخلي والدولي، وخدمة الشحن، ومجموعة من الخدمات المتاحة عبر شبكة الإنترنت، ومنها حلول الأعمال الإلكترونية، وخدمة التسوق عبر الإنترنت.

In January 1997, Aramex became the first Arab-based international company to trade its shares on the NASDAQ stock exchange. After five years of successful trading, Aramex returned to private ownership in February 2002 and continued to expand and excel as a privately owned company, establishing global alliances and gaining stronger brand recognition. In June 2005 Aramex went public on the Dubai Financial Market (DFM). Today, the Aramex network encompasses more than 600 offices and employs over 15,000 people offering comprehensive logistics and transportation solutions to both retail and wholesale customers worldwide.

في يناير 1997، أصبحت أرامكس أول شركة عربية دولية تتداول أسهمها في بورصة ناسداك. بعد خمس سنوات من التداول الناجح، عادت أرامكس إلى الملكية الخاصة في فبراير 2002 واستمرت في التوسع والتفوق كشركة مملوكة للقطاع الخاص، وأقامت تحالفات عالمية واكتسبت اعترافاً أوروباً بالعلامة التجارية. في يونيو 2005 تم طرح أسهم شركة أرامكس للاكتتاب العام في سوق دبي المالي. تضم شبكة أرامكس اليوم أكثر من 600 مكتب وتوظف أكثر من 15000 شخص يقدمون حلولاً لوجستية ونقل شاملة لعملاء التجزئة والجملة في جميع أنحاء العالم.

SERVICE AGREEMENT

Date: 2025/02/03 التاريخ:
Company Name: إسم الشركة: شركة مراسيل
Address - City: العنوان: الرياض - حي النهضة 7375

Dear Sir/Madame,
We are pleased to
present you with our
Express Services, part of
Aramex's comprehensive
transportation and
logistics solutions.

Domestic Express
Ship from anywhere to
anywhere in the country.

سيدي العزيز/ سيدتي،
يسعدنا أن نقدم لكم
مجموعة متنوعة من
خدمات النقل السريع،
وهي جزء من حلول
النقل والخدمات
اللوجستية الشاملة من
أرامكس.
اكسبرس المحلية
اشحن من أي مكان إلى
أي مكان داخل المملكة.

DOMESTIC EXPRESS RATES

Below is the delivery pricing of the goods that are sold online, and the services offer domestic deliveries to the regions that are served by Aramex.

Weight	Tier 1 (SR)	Tier 2 (SR)	Tier 3 (SR)
Up to 15 KG	19.00	19.00	19.00
Each Additional 1 KG	1.00	1.00	1.00
COD Charges	3.00	3.00	3.00

Please alert the shipment as “ **CDS** ”.

Variable Domestic Fuel Surcharge will be added on the shipping charge as published on

<https://www.aramex.com/sa/en/fuel-surcharge>

Payment Collection (Cash on Delivery) Service ®

This service combines two advantages in one: speedy delivery of your products to your customers and a convenient and reliable payment method in which Aramex collects the value of the sold goods upon delivery. "

Domestic Cash on Delivery Service

Maximum Amount
SAR 3750

Return Service

RTC: Aramex Offers a return service of delivered shipments as per the following rates:

Weight	Tier 1 (SR)	Tier 2 (SR)	Tier 3 (SR)
Up to 15 KG	19.00	19.00	19.00
Each Additional 1 KG	1.00	1.00	1.00

According to the guidelines set by “The Saudi Arabian Monetary Agency (SAMA)”, kindly note that, effective September 15th, 2020, Aramex will be applying a 1.75% online payment gateway charge of the overall due amount, in addition to 0.5 SAR per transaction, plus applicable VAT on all fees and charges.

These charges will apply on all payments processed through digital channels and will be charged back to the shipper.



OUR SERVICES

Shield Service

Shield is a service in which Aramex extends its liability from the normal 25 liability for domestic express, up to 100 for international express, (USD 10,000) in exchange for 2% of the value of the shipment with a minimum of SAR 25 per shipment.

Opening account Procedure

For Aramex to open account, the following documents needs to be attached

1. Company Registration Certificate
2. VAT Copy.
3. Application for Credit Facilities (signed, stamped & attested from the chamber of commerce) with the authorized manager in the commercial register signature
4. Aramex Agreement to be signed & Stamped from the authorized manager in the commercial register signature.
5. Intention letter attested from the chamber of commerce with the Bank details for COD .

a. The customer signs and accepts the Shield service terms and conditions.

b. The customer requests the Shield service before handing over the shipment to Aramex.

c. The customer clearly indicates in the services column of the waybill or marks the service if prepared online for easy identification. In the absence of this, the shipment will be dispatched without protection.

d. The customer requests the Shield service before the actual damage or loss takes place.

To stay updated on the Variable Fuel Surcharge, please visit:
<https://www.aramex.com/sa/en/service-solutions/fuel-surcharge>
Alternatively, you can scan the QR code below:



Shield service only covers shipments valued up to a maximum of USD 10,000.

Shield service covers shipments from the time of receipt until the final delivery by Aramex to Consignee.

Aramex will invoice the customer for Shield charges at the end of the month, as part of your express monthly invoice

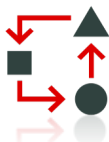
SERVICE LEVEL AGREEMENTS



Overview

Aramex provides your company with delivery service in the Middle East; supported by the features below:

- Dedicated customer relationship team.
- Facilitating COD service.
- Customs clearance.
- Ability to integrate Aramex systems with Company XYZ.com system.
- Web based tracking for the shipments.
- Facilitating deliveries to most of the areas within the Middle East.
- Latest scanner technology.
- Secured Facilities.



Pre-Dispatch Procedure

Aramex will provide your company with ClickToShip (desktop application used to manage bulk shipments), which can be used for:

- Creating Shipping Labels
- Shipments Manifest
- Reports
- Tracking Shipments

ClickToShip enables you to import existing data to help you create shipping labels instead of creating them one by one. You can create and save a template to be used again. ClickToShip enables you to import files of the following types:

- Microsoft Excel Workbook
- CSV Files
- Advanced text files
- Microsoft access database file



Collection

- A uniformed Aramex courier will collect ready shipments from your company once daily, at a mutually agreed on time.
- On arrival, Aramex courier will reconcile all shipments against the manifest, and leave one signed copy verifying total shipments collected.
- When your company requires Aramex to do more than one collection on a given business day, you need to inform Aramex of the same to be arranged.



At Aramex Origin

- Shipments received at Aramex office are packed, scanned, reconciled. A discrepancy report will be sent in case of any discrepancies.
- Shipments will be sorted according to destinations.
- Aramex will use its Line-haul network to ~~send~~ the shipments to their destinations.



At Aramex Destination

1. All shipments will be scanned.
2. ~~Clear~~ COD shipments with addresses will be sorted as per Aramex sorting areas.
3. Remaining Shipments will go through each calling process where customer will be contacted through our communication channel to verify the address and agree on delivery time.
4. Upon capturing the delivery address of the customer, shipment will be sorted according to the area to go out for delivery as per the agreed time with the customer.
5. ~~Customers~~ Customers have the option collect their shipments from Aramex offices.



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Delivery Process

- Aramex couriers are supplied with GPRS scanners to facilitate the delivery process and speed up the data transfer.
- When arriving at the given address; the courier will capture the consignee name and signature, in addition to the time of delivery. The courier will also collect the COD amount.
- The courier will capture the signature of the consignee on a scanner and a delivery run sheet.
- The captured data will be sent through GPRS and details can be tracked www.aramex.com Using EDI (integration) provides you with real- time update of all shipment's statuses at any stage from the time they leave your company until they get delivered.



COD Management

- Upon delivery, the courier will collect the amount of cash for the delivered shipment(s).
- The cash amount will be settled to accounting department within maximum of 30 working days.
- Accounting department at destination will make sure to update the system with payment details. Once a month, Aramex
- Origin will settle payments for all the delivered and updated shipments, settlement will be done as a wire transfer to the client's bank. The client's bank account should have the same name mentioned on the client's Commercial Registration.
A list of settled waybills will be linked to the cheques issued to your company.
- Aramex will generate internal audits to make sure all delivered shipments are
- updated on COD system



Transit Time

- Shipments will arrive to destinations as per the agreed transit time excluding any delays
- Shipments will go through a calling process where each customer will be contacted through our channels to verify the address and agree on delivery time.



Shipments Holding Period

- Aramex will have different types of undelivered shipments:
 - a. Consignee refuses the shipment and requires the order to be cancelled.
 - b. Aramex could not reach the consignee on the provided telephone numbers in the different attempts. Shipments held at
 - c. Aramex to be collected by consignee and consignee does not show up.
Consignee asks to hold the shipment as s/he is out of country. Cash is not yet ready with consignee.
 - d.
 - e.
- Upon completion of all the attempts, Aramex Origin will notify your company of the last status of these shipments on a weekly basis.
- Within 24-48 hours, your company should notify Aramex what is to be done with each shipment
- Your company can chose from below on what is to be done with the undelivered shipments:
 - a. To be returned to Origin To provide
 - b. Aramex with better delivery details in case your company was able to contact the consignee
 - c. Store it with Aramex and have an integration with our inventory system
- The maximum period a Domestic shipment can be held at destination is 14 calendar days.



Return Process

- On a daily basis your company needs to inform Aramex about shipments to be returned.
- Aramex will follow up with destinations and instruct them to return back shipments.
- Shipments will be returned individually and each will have separate airway bill number which is linked in the system with the original airway bill number.
- The returned waybills will be sent to your company at origin.
- Aramex will deliver the returned shipments to your company's warehouse (or agreed on location) and capture the name and signature on the delivery run sheet for each returned shipment.



Reports and KPI reporting

- Aramex provides you with the ability to check the latest status of your customers' shipments (paid, returned, delivered...) through the "Shipments Status Report" available on www.aramex.com
- Aramex can provide you with customized reports upon request, including:
 - a. Shipping reconciliation report
 - b. Cash reconciliation report
 - c. KPI monthly report



Thank you

Aramex - Aramex Saudi Ltd

ارامكس السعودية المحدودة

Client:

العميل:

Name

الاسم

Name

شركة مراسيل لخدمات الأعمال
شركة شخص واحد

الاسم

التاريخ
Date



2025/02/03

التاريخ
Date