IDS Express Terms of Service

Use of the ids.express platform and the postal services resold by INTERNATIONAL DIGITAL RETAIL S.R.L.

Version: 2.0 In force from: 31.10.2026

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1. Who we are and what these Terms cover

1.1. These Terms are offered by:

INTERNATIONAL DIGITAL RETAIL S.R.L. (IDR SRL)

CUI: 48660664 | VAT: RO48660664

Trade Registry No.: J2023015475407

EUID: ROONRC.J2023015475407

Registered Office: Strada Povestei Nr. 10, COM.12, MOD 02/01, Sector 4, București, 041214, România

E-mail: contact@ids.express

Phone: +40 751 335 655

Website: ids.express

("IDR", "we")

1.2. IDS Express (ids.express) is a brand of IDR. Express.Market is another brand of IDR; it is not a separate company.

1.3. These Terms apply to (a) the use of the platform ids.express — the website, the user account, its tools and the application programming interface (API) (the "Platform") — and (b) the postal services that IDR resells and that are ordered through the Platform, through the API or through a Partner Platform (section 7).

1.4. They apply to consumers and to business users ("you"). Where a rule applies only to one of them, it says so. The mandatory rules protecting consumers always prevail over these Terms.

2. The documents of the contract and their order

2.1. The contract between you and IDR consists of:

- these Terms;

- the General conditions for the provision of postal services of IDR, applicable from 29.10.2026, published on the Platform with their original PDF (the "Postal Conditions"), which form an integral part of these Terms;
- the details of each order as shown and confirmed on the Platform (service, price, addresses, parcels);
- where one has been concluded, an individual written contract with IDR (for example for deferred payment).

2.2. The Postal Conditions are drawn up in Romanian. The Romanian text prevails over any translation.

2.3. For the postal services, the Postal Conditions prevail over any contrary provision of these Terms or of any other text published on the Platform, in particular on the capacity of IDR, its liability, compensation and complaints. An individual written contract may depart from the Postal Conditions only where they allow it (other payment methods or payment deadlines).

2.4. The Privacy Policy explains how IDR processes personal data. It informs you; it is not a contract term.

2.5. By ticking the box when you register, when you activate an invitation or on the consent screen of your account, you expressly accept these Terms and the Postal Conditions, including the following clauses: the limitation of liability and compensation (section 9 of these Terms and the provisions of the Postal Conditions on compensation and on exemption from liability); the suspension and closing of an account by IDR (4.4, 6.6 and 16.2); the governing law and the competent courts (section 18). If you accept on behalf of a company, you confirm that you are authorised to bind it.

3. What IDR does

3.1. IDR resells domestic and international postal services. It does so on the basis of commercial contracts for the resale of postal services concluded in writing with postal service providers, which actually perform the services (the "Performing Provider"). At the date of this version, the Performing Provider of the services offered on the Platform is FedEx — the FedEx group company that performs the order, as shown on its label and in its tracking — which collects, transports and delivers the items.

3.2. IDR is the sole party liable to you for the postal services you order from IDR, within the limits set by the Postal Conditions and by law (section 9). IDR does not decline this liability by referring you to the Performing Provider.

3.3. The Performing Provider collects, transports and delivers the postal items. Where the Postal Conditions say so, its own general conditions apply to the proof of identity of the

sender and of the addressee, the notification of the addressee, the keeping of items pending delivery and their return, cash on delivery and the quality conditions, such as delivery times.

3.4. IDR also provides the Platform itself: the account, the tools to prepare orders, labels and documents, the electronic tracking of items (track & trace), the API, the prepaid balance, payment handling and support at contact@ids.express. IDR may send you e-mails about your shipments; you can switch shipment notifications off in the settings of your account.

3.5. The brand "IDS Express" and the word "Express" in the name of a service of the Performing Provider are assigned to postal services that do not have the characteristics of the express service as defined and regulated by Decision of the President of ANCOM No. 925/2023, unless the order expressly states that the service is the Express service and states its guaranteed delivery time. For all other services the delivery times shown are estimates of the Performing Provider.

4. Your account

4.1. You must give accurate and complete information when you register and keep it up to date.

4.2. Keep your sign-in details and API keys secret. Actions taken with them are treated as yours; tell us at once at contact@ids.express if they may have been disclosed. A business user is responsible for the actions of its employees and of the programs it connects to the Platform.

4.3. You must not:

- share your sign-in details with unauthorised persons;
- try to break, overload or get around the security measures or limits of the Platform;
- copy or extract the content of the Platform in breach of the rights of IDR;
- use the Platform for unlawful purposes.

4.4. IDR may suspend or restrict an account for a serious reason: fraud or its reasonable suspicion, a security risk, amounts left unpaid, prohibited items, a breach of these Terms or a legal obligation. IDR tells you the reason — beforehand where possible, otherwise without delay — unless the law forbids it. A suspension does not affect the orders already accepted by the Performing Provider, your right to compensation or the refund of your balance (section 16).

5. Ordering a postal service

5.1. Before you order, the Platform shows you the service, its price including VAT where VAT applies and the estimated delivery time given by the Performing Provider; the last step of the order form links these Terms and the Postal Conditions.

5.2. You order by pressing the last button of the order form, after checking the summary of the order; until then you can go back and correct any data. Through the API, you order by a booking request that IDR confirms with a successful response. The contract for that postal service is concluded under the conditions of Article 8 of Government Emergency Ordinance No. 34/2014 when IDR confirms the order by giving it a tracking number and a label. The order, its details, its label and its tracking number stay available in your account.

5.3. The data you give must be accurate and complete: sender, addressee, addresses and contacts, contents, value, weight and dimensions of each parcel and, where needed, customs data. The price is calculated from the weight and dimensions you declare.

5.4. Each item must meet the conditions of acceptance, packaging and labelling of the Postal Conditions (among others: an opaque outer wrapping, packaging suited to the weight, shape and nature of the contents, the marking "Fragile" for fragile goods). The sender is responsible for packing the item and for the details written on it. An item that does not meet these conditions may be refused at collection.

5.5. You must not send items whose transport is prohibited by law, even over only part of the route (for example explosive, toxic, flammable or psychotropic substances, drugs, weapons or parts thereof, ammunition), items contrary to public order or good morals, or items the Performing Provider does not carry under its own conditions (for example dangerous goods, unless the service expressly allows them). You must also comply with export control, sanctions and customs rules. IDR or the Performing Provider may refuse or stop such items; the costs they cause (return, storage, fines imposed because of the contents) are borne by the sender, within the limits of the law.

5.6. Where the service offers it, you may declare the value of the goods in a postal item. The maximum accepted declared value is 5000 RON (or the equivalent in euro at the exchange rate of the National Bank of Romania on the day of the order) per postal item. For an item with declared value, the sender completes, on own responsibility, the declaration about the goods in the item on the form made available by IDR, as the Postal Conditions provide.

5.7. For shipments that cross a customs border, the duties, taxes and charges of the country of destination are not part of the price unless the order states otherwise; they are paid by the person designated in the order as their payer.

6. Price and payment

6.1. The price shown and accepted when you order, including VAT where VAT applies, is the price of the service. IDR may show different prices for different types of account; your prices are those shown in your account when you order.

6.2. You pay when you order, online on the Platform: from your prepaid balance (topped up by card or by bank transfer) or by card where the Platform offers it. Other payment methods or payment deadlines, such as deferred payment, apply only under an individual written contract with IDR.

6.3. The tariff is calculated on the weight and dimensions you indicate in the order. Where the service is charged by volumetric weight, the chargeable weight is the greater of the actual weight and the volumetric weight (length × width × height divided by the divisor the Performing Provider applies to the service), rounded up as that provider's rules set. If, when the Performing Provider collects the item, it measures with appropriate instruments a weight or dimensions greater than those indicated, the tariff may be adjusted to the measured values, using the same formula and the tariffs that applied at the time of the order. IDR shows you the measured values, the evidence of the measurement and the recalculation, and you pay the difference under 6.5.

6.4. The return of an item to the sender is paid by the sender at the tariffs of IDR, as the Postal Conditions provide.

6.5. IDR may settle an amount you owe from your prepaid balance. An amount that remains due is payable within 7 days of the notice; for business users, unless an individual written contract provides otherwise, late payment bears statutory penalty interest.

6.6. If you dispute with your bank a card payment for a service that was ordered and performed, IDR may suspend new orders until the dispute is resolved.

7. Orders placed through a Partner Platform

7.1. A Partner Platform is an online marketplace or shop that offers the postal services of IDR to its buyers at checkout and books them with IDR through the API. Express.Market, a marketplace operated by IDR under its own brand, is one of them; other Partner Platforms are operated by third parties.

7.2. IDR does not sell the goods offered on a Partner Platform and is not a party to their sale, even where IDR operates that platform: the seller is. The delivery is a separate service of IDR, shown with its own price at checkout and invoiced by IDR.

7.3. In such an order:

- the buyer who chooses the delivery at checkout and pays for it is the customer of IDR for the postal service (the "delivery customer") and the sender of the item within the meaning of the Postal Conditions and of Government Emergency Ordinance No.

13/2013: the buyer initiates the item and has it handed over to the Performing Provider through a third party, the seller;

- the seller hands the item over on the buyer's instruction (the "physical sender"): it prepares, packs and labels the goods and hands them over at the place and time set through the Partner Platform; its name and address appear on the label as the place of collection;
- the addressee is the person at the delivery address, usually the buyer.

7.4. By ordering the delivery, the buyer instructs the seller to hand the goods over for the service ordered. The seller does so under its agreement with the Partner Platform and is bound towards IDR by the obligations of the sender in the Postal Conditions as regards what it hands over: the accuracy of the weight, dimensions, contents and value it declares, packing and labelling, and the ban on prohibited items; it answers to IDR for their breach. A seller that has an account with IDR is also bound by these Terms.

7.5. The buyer pays the delivery price shown at checkout. If the weight or dimensions found when the Performing Provider takes over the item differ from those the seller declared, any adjustment is settled between IDR, the Partner Platform and the seller under their agreement; it is never charged to the buyer.

7.6. The buyer, the seller and the addressee may each file a complaint under section 10, and IDR resolves it under the Postal Conditions. Compensation under section 9 for the same item is paid only once. It belongs to the buyer as sender; where the seller or the Partner Platform has refunded the buyer the price of the goods concerned, the buyer's right to that compensation passes to the seller to the extent of the refund, and IDR pays it to the seller. The tariffs collected for the delivery are refunded to the buyer in every case where section 9 provides for their refund. The rights of the buyer against the seller under the sale, such as a refund for goods not received or not in conformity, are not affected and do not depend on the outcome of a complaint to IDR.

7.7. Until the Performing Provider takes over the item, an order placed through a Partner Platform can be cancelled; the delivery price is then refunded in full, through the Partner Platform, to the payment the buyer made. After the item is taken over, the order can no longer be cancelled; sending the goods back is a new order (7.8).

7.8. A return shipment from the buyer to the seller is a new order of a postal service, booked through the Partner Platform. Who pays for it follows the rules of the Partner Platform (for example the seller, where the goods are defective) and is shown before it is booked.

7.9. At the request of a Partner Platform, IDR may create an IDS Express account for one of its buyers or sellers, or link an existing one. A new account becomes active only after the person confirms it through a letter from IDR and accepts these Terms; an existing account is linked only after its holder confirms. Passwords are never passed between the Partner

Platform and IDR. In the linked account the person sees the shipments booked for them through the Partner Platform. The prices of the linked account apply only to orders the person places directly on the Platform; orders placed through the Partner Platform are priced under the tariff agreed between IDR and that platform. The person may ask IDR to remove the link at any time.

7.10. IDR informs the Partner Platform of the status of the shipments booked through it. Whether IDR also writes to the buyer or to the seller directly depends on the settings agreed with the Partner Platform.

8. Cancelling an order placed on the Platform

8.1. You may cancel an order in your account until the Performing Provider collects the item. If you cancel before the pickup window of the order starts, IDR refunds the price paid in full to the balance it was paid from. If you cancel later, IDR asks the Performing Provider whether the item was collected and tells you the outcome: if it was not collected, IDR refunds the price paid in full; if it was, 8.2 applies.

8.2. Once the item has been collected, the order can no longer be cancelled. The right of withdrawal of consumers is dealt with in section 17.

9. Liability and compensation

9.1. For the postal services, IDR is liable to you as set out in the Postal Conditions and in Government Emergency Ordinance No. 13/2013 on postal services, in particular:

- loss, theft or total destruction: the full declared value, for an item sent with declared value; the cash on delivery amount, for an item sent cash on delivery without declared value; otherwise 5 times the tariff of the service; in addition, the tariffs collected are refunded;
- partial loss, partial destruction or damage: the declared value of the missing, destroyed or damaged part, or the share of the declared value corresponding to the missing weight, for an item with declared value; otherwise 5 times the tariff of the service;
- cash on delivery: the full amount not paid over to the sender, or the difference where it was collected only in part;
- statutory penalty interest on these amounts, from the prior complaint or the statement of claim, whichever comes first;
- international items, including those returned to the sender: as domestic items, under national law;
- additional features of the service that were ordered but not performed: the tariffs charged for them are refunded.

9.2. Where the value declared is lower than the actual value, the compensation equals the declared value. The complete loss of the contents is equivalent to the loss of the item. The sender may waive its right to compensation in favour of the addressee. Under Article 41 (1) of Government Emergency Ordinance No. 13/2013, indirect damage and loss of profit are not compensated for the postal services.

9.3. IDR is exempt from liability in the cases listed in the Postal Conditions: the damage was caused by an act of the sender or of the addressee; the user did not provide a service for receiving items; the item was received by the addressee without objection (except complaints about the loss, theft, damage or destruction of its contents); force majeure or a fortuitous event — in this last case the sender is refunded the tariffs paid, except the insurance tariff.

9.4. Except for the Express service, IDR is not liable to you for failing to meet the quality conditions of the services, such as delivery times. For the Express service, if the guaranteed delivery time is exceeded, IDR refunds 10% of the tariff for every 6 hours of delay for domestic items and for every 12 hours of delay for international items.

9.5. For damage caused by the Platform itself (the account, its tools, the API) and not by the performance of a postal service, IDR is liable under the general law for damage caused by its fault. IDR takes reasonable care to keep the Platform available but does not guarantee that it works without interruption. Towards business users, IDR is not liable for loss of profit or other indirect damage, except where caused intentionally or by gross negligence.

9.6. Nothing in these Terms excludes or limits a liability that the law does not allow to be excluded or limited, in particular for damage caused intentionally or by gross negligence, for harm to life, bodily integrity or health, or the rights of consumers under mandatory law.

9.7. You are liable under the law for damage caused to IDR, to the Performing Provider or to third parties by incorrect data, prohibited or dangerous contents or inadequate packaging, including fines and costs imposed for that reason. A business user indemnifies IDR against claims of third parties caused by such a breach.

10. Complaints

10.1. A sender or an addressee dissatisfied with a postal service that was performed improperly or not performed may file a complaint within 6 months of the date the item was posted (the date it was collected).

10.2. The complaint is made in writing: by e-mail to contact@ids.express or, where available, through the complaint form on www.ids.express. Describe the event, state your claims, the payment method you choose for compensation and the details needed to pay it,

and attach the evidence you have (proof of payment, invoice, photographs, the packaging, the damaged goods, an official report).

10.3. IDR enters the complaint in its Register of Complaints and confirms its receipt by e-mail, with its registration number, to the address given in the complaint form or the address the complaint came from.

10.4. IDR resolves the complaint — examines it, replies and grants compensation — within 3 months of the date it was filed. Where the complaint is well-founded, IDR pays the compensation within 30 days of the end of the examination and within those 3 months, by postal order or by bank transfer as you ask, without a separate request.

10.5. If your complaint is not resolved satisfactorily or not answered in time, you may, within one year of the date the item was posted, complain to ANCOM, the regulatory authority, with proof that the prior complaint procedure was completed, or bring an action in court, whether or not you complained to ANCOM.

10.6. For a complaint about the Platform itself rather than a postal service, write to contact@ids.express; IDR answers as soon as possible and at the latest within 30 days.

11. Items that cannot be delivered

11.1. The notification of the addressee, the keeping of the item pending delivery and its return to the sender follow the general conditions of the Performing Provider, as the Postal Conditions provide. The return is paid by the sender (6.4).

11.2. An item that can be neither delivered to the addressee nor returned to the sender is kept at the disposal of the users for 9 months from the date it was posted. After that period, an unclaimed item passes from the ownership of the sender into the ownership of IDR.

12. API and integrations

12.1. Business users and Partner Platforms may use the API with keys issued by IDR. A booking confirmed through the API has the same effect as an order confirmed on the Platform. Terms specific to the API may be published; once accepted, they apply in addition to these Terms.

12.2. Keys for the test environment are meant for tests and book no real shipment. IDR may limit the number of requests and may suspend or revoke a key that is misused or exposed, informing its holder.

13. Personal data

13.1. IDR processes personal data as the controller for both of its brands, IDS Express and Express.Market, as explained in the Privacy Policy. The Performing Provider processes the shipment data as an independent controller. A Partner Platform is the controller of its own processing (for Express.Market: IDR itself).

13.2. If you give IDR personal data of other persons (addressees, contacts, buyers), you confirm that you may lawfully do so and that you have informed them, where the law requires it.

14. Changes to these Terms

14.1. IDR may change these Terms for a valid reason: a change in the law or a decision of an authority, a change of the Postal Conditions or of the conditions of the Performing Providers, a new service or feature, security, or the correction of errors.

14.2. Each version is published with its number and the date it takes effect. Earlier versions remain available on the Platform at their permanent addresses and as PDF files, and the settings of your account show which versions you accepted and when.

14.3. IDR announces a change at least 15 days before it takes effect, by e-mail or in your account, unless the change is required by law or by an authority, or is only in your favour. A change applies to an existing account once you accept it on the consent screen of your account. If you do not accept it, you may close your account (section 16).

14.4. An order already placed stays subject to the version in force when it was placed.

15. Duration of the contract

15.1. The contract for the use of the Platform lasts for as long as your account exists. Each order of a postal service is a contract of its own.

16. Closing an account and refund of the balance

16.1. You may close your account at any time by writing to contact@ids.express.

16.2. IDR may close an account for a serious reason under 4.4, telling you the reason, or without a particular reason with 30 days' notice.

16.3. When an account is closed, IDR refunds the remaining balance you paid in, without charges, after deducting the amounts you owe to IDR, by the payment method used or by bank transfer; IDR may first verify your identity or that of your company to prevent fraud. A bonus balance granted free of charge is not refunded. Orders already placed are completed, and invoices and records that the law requires IDR to keep are kept.

17. Consumers

17.1. If you are a consumer, you keep the rights that Romanian and European consumer law gives you and that cannot be waived.

17.2. Under Article 16 (1) letter l) of Government Emergency Ordinance No. 34/2014, the right of withdrawal does not apply to the transport of goods where the contract provides for a specific date or period of performance; IDR considers that each order, with its pickup or shipping date, is such a contract. Until the item is collected you can in any case cancel the order and get the price back in full under section 8.

17.3. This does not affect the rights of a consumer who buys goods on a Partner Platform: if you withdraw from that purchase, the delivery ordered with it ends without costs for you, as Article 15 of that Ordinance provides, and the delivery price is refunded through the Partner Platform within the time the law sets.

17.4. Besides the complaint procedure of section 10, you may contact the National Authority for Consumer Protection (ANPC, www.anpc.ro) and use its alternative dispute resolution (SAL) service. For postal services the competent authority is ANCOM (10.5).

18. Governing law and disputes

18.1. These Terms are governed by Romanian law. A consumer keeps the protection of the mandatory rules of the country of their habitual residence where European law gives it.

18.2. Disputes with business users are settled by the competent courts of Bucharest. A consumer may bring an action before the court competent under the law, including the court of their domicile.

19. Final provisions

19.1. These Terms are drawn up in English. The Postal Conditions are drawn up in Romanian, and the Romanian text prevails (2.2).

19.2. If a provision is held invalid, the others remain in force. Not exercising a right is not a waiver of it.

19.3. You may not transfer this contract without the written consent of IDR. IDR may transfer it as part of a reorganisation of its business, after telling you, provided that your rights under these Terms are not reduced; if you do not agree, you may close your account (16.1).

19.4. Questions about these Terms: contact@ids.express.