

ARAS KARGO Service Commitments

Services	Distance	Working Hours	Delivery Durations*	Service Descriptions
Aras Standart	Less than 600 km	Monday - Friday 09.00-18.00	1 Working Day	Aras Kargo transporting standards apply
	More than 600 km	Saturday: 09.30-15.00	2 Working Days	
Aras Günaydın	Less than 600 km	Monday - Friday 09.00-18.00	1 Working Day	Shipments under the Aras Günaydın Service are delivered to the recipient until 10:00 on the next working day.
	More than 600 km	Saturday: 09.30-15.00	2 Working Days	
Aras Güniçi	Inner-city	Monday - Friday: 09.00-18.00	Same Day	This applies to shipments delivered to our branches no later than 11.00.
Aras Tahsilatlı	Less than 600 km	Monday - Friday 09.00-18.00	1 Working Day	Aras Kargo transporting standards apply.
	More than 600 km	Saturday: 09.30-15.00	2 Working Days	
Aras Uçak	Less than 600 km	Monday – Friday 09.00-18.00	1 Working Day	In the provinces, where Aras Standard delivery times are 2 working days and which are suitable for air transportation, the delivery time is reduced to 1 working day by Aras Uçak service.
	More than 600 km	Saturday: 09.30-15.00		
Aras Geri Dönüşlü	Less than 600 km	Monday – Friday 09.00-18.00	1 Working Day	The documents shipped are signed at the point of delivery and sent back to the departure point
	More than 600 km	Saturday: 09.30-15.00	2 Working Days	
Aras Yurt Dışı	Economy	Monday – Friday 09.00-18.00 Saturday: 09.30-15.00	2-6 Working Days (Zone1-8)	With the Aras Yurt Dışı service, express service can be used for time-sensitive shipments, and economy service can be used for shipments that are not time-sensitive.
	Express		1-4 Working Days (Zone1-8)	

* Delivery times stated above are valid for operations under normal conditions. Exceptional weather, circumstance, and road conditions, as well as mobile areas, may cause changes in these periods. (Mobile area: The locations or settlements that are operationally outside the standard service areas and where deliveries are made on certain days of the week). You can access our mobile area list at the address www.araskargo.com.tr/en/services/individual-services/additional-services/mobile-area on our website.

- To access shipment transport standards and shipment acceptance times of the branches: <https://www.araskargo.com.tr/en/rights-and-liabilities/operational-transportation-standards>

and how long it takes for the shipments to arrive and the provinces where the service is available: <https://www.araskargo.com.tr/en/rate-calculator>

- To access detailed information concerning overseas shipments: <https://www.araskargo.com.tr/en/services/individual-services/international>

1. DELIVERY SAFETY

The shipments delivered to our service units are transported safely and delivered to their recipients with the assurance of "Aras Kargo Yurtiçi Yurtdışı Taşımacılık A.Ş.". You can track the stage and delivery status of the shipment from the "Delivery Tracking" section on the official website. www.araskargo.com.tr/en

2. NON-STANDARD (NON-TRANSPORTABLE) SHIPMENTS BASED ON PRODUCT CONTENT

Shipments Containing Liquid Content: All deliveries with liquid content, regardless of being owned by Individual and Corporate customers, are considered non-standard shipments and therefore cannot be transported.

Shipments Containing Chemical Substances: All kinds of shipments containing flammable, explosive, toxic liquids and gases and the shipments, the contents of which are determined by warning stickers on the outside indicating that they contain biological hazards, of all our customers are non-standard shipments and cannot be transported.

Heavy, Numerous, or Long shipments:**

- a) Shipments exceeding 100 Ds/Kg in one piece from branch to branch,
- b) Shipments in the form of slats and bars with a length of more than 270 cm,
- c) Pallets with a perimeter size exceeding 400 cm (assuming that the Euro pallet is 120x80, it goes beyond the standard above this size and poses a danger.)
- d) Shipments with a pallet height of more than 180 cm or a weight of more than 1,000 Kg,
- e) Shipments containing more than 50 pieces in 1 waybill,
- f) Chain store deliveries, are considered non-standard shipments and therefore cannot be transported.

Shipments with Insufficient Packaging:** Shipments with pointed ends, cutting parts, and protruding parts that will go out of the packaging, as well as all shapeless shipments that do not allow stacking, are non-standard shipments. In addition, the packaging must be strong enough to bear the weight of the product placed in it. The packaging should be firm; there should be no wetness, holes, or tears on it. It should be taped from the bottom to the top and sides. All shipments, other than the ones meeting these conditions, are also considered non-standard shipments.

Shipments Containing Foodstuffs: All shipments that may deteriorate and be damaged during transportation and have odors that will negatively affect the shipments around them are considered non-standard.

In addition to all these, Cold Chain, Glass-containing products, all kinds of securities and minerals, firearms, and narcotic drugs are non-standard shipments.

** : Heavy and Long shipments and shipments with insufficient packaging can be transported with an extra fee above the current transportation prices. +1 business day can be added to the delivery times of the shipments that fall within this scope.

3. EXCEPTIONAL CIRCUMSTANCES:

The delivery durations are specified taking into account the operational processes under normal conditions. The justified reasons, such as force majeure, traffic accidents, aircraft delays, flight cancellations, road and weather conditions, vehicle malfunction, and other reasons preventing the driver from driving, periodic increases in shipments above the branch distribution capacity, decisions, and actions of judicial/administrative authorities, reasons arising from the customer, etc., are excluded. Our company shall not be liable in cases that are not caused by our Company and in cases where there are reasons for non-liability specified in the Turkish Commercial Code no. 6102 and the relevant legislation.

The delivery durations in the table do not apply to the mobile areas where delivery to the address is made only on certain days of the week. The shipment is delivered on the first delivery day following its arrival at the arrival branch/agency. (To can access the list of places where delivery to the address is made on certain days of the week: www.araskargo.com.tr/en/services/individual-services/additional-services/mobile-area)

4. COMPLAINTS AND APPLICATIONS:

In case of failure to provide the services (damage, loss, missing, delay) or in case you have complaints about our services, you can submit them via our call center number 444 25 52 or the "Feedback Form" section of our website.

www.araskargo.com.tr/en/customer-relations/feedback-form

Aras Kargo's service commitments can be changed if necessary. The changes made will be published on our website and take effect as of the publication date.