

GENERAL AND PARTICULAR TERMS AND CONDITIONS OF USE

Ownership of the website and company presentation

The site, <https://www.luggit.app>, is owned by the commercial company **Bus Terrace Technologies SA.**, with headquarters in Via do Conhecimento, Edifício Central, Parque da Ciência e Inovação 3830-352 Ílhavo, Portugal, District of Aveiro, Municipality of Ílhavo, Parish of Ílhavo (São Salvador), with the collective No. 515274003 and which operates in the market under the brand **LUGGit**, being thus designated below.

LUGGit is dedicated to the transit activity and holds a permit issued by the Directorate-General for Land Transport (DGT), permit No. 901035.

As a transit company, **LUGGit** may perform all necessary or convenient acts to provide goods collection and delivery services and assume in its name or on behalf of the customer or recipient of the goods, any form of security of its related interests.

LUGGit can also contract third parties to perform the services and act as a manager.

Any question relating to these Terms and Conditions should be directed to the **LUGGit** support team at the following means:

Email: support@luggit.app

Address: **Bus Terrace Technologies Lda.**, Via do Conhecimento, Edifício Central, Parque da Ciência e Inovação 3830-352 Ílhavo, Portugal

Phone: +351 913 880 216 - working hours from 7:00 to 23:00, every day.

Subject and scope:

These Terms and Conditions apply to all visitors (henceforth, Users) of **LUGGit** website, <https://www.luggit.app> and Mobile Application available in IOS and Android, and to any interactions made by them, either to request a service (Customers), or to apply for collaborations with **LUGGit** (as a Keeper or a Partner).

Navigation on **LUGGit** platforms, or any type of interaction, implies the understanding and acceptance of these Terms and Conditions.

If you do not agree with them, you should refrain from making any navigation or interaction in the **LUGGit** platforms (website and mobile applications). If you proceed with navigation, any form of interaction will be understood, for all legal purposes, as full acceptance of the Terms and Conditions. Therefore, it is advisable to read this document carefully and in case of doubt contact **LUGGit** immediately by the means indicated above.

LUGGit reserves the right to change these Terms and Conditions without prior notice, and any changes will be published on the website, <https://www.luggit.app>.

1. Content information

LUGGit has made all efforts to ensure that the information presented on the platforms is free from typographical or writing errors and whenever they occur or are discovered, **LUGGit** will proceed as soon as possible to the respective correction.

LUGGit also reserves the right to modify the information presented about services, commercial conditions, and partnerships, at any time.

Relatively, to Keepers and Partners, the information provided is of general scope and all other information will be provided after the first interaction by **LUGGit**.

The reproduction, transfer, or storage of the contents on LUGGit platforms without prior written permission granted by **LUGGit** is prohibited for purposes other than strictly personal use.

It is expressly forbidden to enter links, regardless of the intended purpose, without the prior permission of **LUGGit**. If you find links on other sites that allow you to access LUGGit platforms, we inform you that **LUGGit** has no responsibility, either as to the page's provenance or the contents entered therein. Thus, no responsibility is assumed for ads and campaigns that use the **LUGGit** brand without being properly legitimized.

In addition, please know that when browsing LUGGit platforms, you can find links to third-party platforms including social networks (such as INSTAGRAM, FACEBOOK, TWITTER, LINKEDIN, MEDIUM and YOUTUBE) or other web pages. The existence of such links does not mean that **LUGGit** has the right or control of the content of these web pages or materials. **LUGGit** is not responsible for the content of any of these platforms or for any fact arising out of their use or viewing. Therefore, the responsibility of carrying out all the necessary verification processes before deciding to use them or not is from the User. In fact, no liability is accepted for any damage or loss that comes from its use. As for personal data that may be processed, we advise you to consult the Privacy Policy.

Users who wish to establish a link between a page of their ownership and this site may do so, by providing prior authorization via the email mentioned herein. There will be all the information regarding fraudulent actions that **LUGGit** is aware of, made by the third party on the page, that in any way, use **LUGGit**'s name or image in an abusive illegitimate manner. To help denounce and combat this type of actions, it is thanked that whenever you are aware of a fraudulent action of any nature, communicate it to LUGGit right away. In no case the User, who is the recipient of this type of actions, should access, confirm, or enter personal data, in particular bank details, nor subscribe to any service that is proposed. Thus, the recommendation goes in the sense of not clicking on the links associated with and not accessing any external page.

2. Intellectual property

All contents on LUGGit platforms, such as texts, graphics, images, photographs, trademarks and other, are protected by copyright and industrial property rights, and **LUGGit** or other entities that authorized the insertion of their content are protected.

Such content may not, therefore, be edited or reproduced, in whole or in part, by any technical means, processed, modified, or transferred to other uses, without the prior authorization of **LUGGit** or other entities, holders of these rights, except for the data considered free use provided for in the Copyright and Related Rights Code.

Therefore, any use that contravenes these legal provisions will be the subject of the competent proceedings in accordance with the applicable legislation.

3. Responsibility and cases of greater force

LUGGit is not responsible for any interference, interruptions, computer viruses, malfunctions or disconnections of the operating system that may temporarily prevent access to navigation or service provision to Users.

4. Obligations of Users

The User undertakes to comply with these General Conditions, namely:

- a) *To refrain from introducing, storing or disseminating through the site defamatory, obscene, libellous, xenophobic and/or any other content that violates the general principles of law and public order;*
- b) *Not to use false identities and to answer the questions posed in the forms with truth;*
- c) *To provide up-to-date personal data on the respective conditions so that **LUGGit** can establish further contact.*

Users are expressly forbidden to use messages or information that may be harmful, misleading, defamatory, obscene or violate, in any way, the right to intimacy or intellectual or industrial property of third parties or to the owner of the website.

LUGGit reserves the right to delete any manifestation of contact made if it has reason to believe that the User has failed to comply with any of the obligations mentioned.

The User is responsible for the integrity of the data communicated to **LUGGit** and commits to inform any changes to it.

5. Services

Any User can book a transit service with **LUGGit** directly on the website or mobile applications by completing the existing form for this purpose. Confirming the booking of the service, the User will become a **LUGGit** Customer.

Except as otherwise agreed and in writing, the service provided is subject to the following Terms and Conditions set out in ANNEX I.

(Whenever the Customer has doubts about them, the Customer should contact **LUGGit**, through the contacts made available here for this purpose. It should note that the availability of the service is always subject to prior validation by **LUGGit**)

6. Be a Keeper

To become a **LUGGit** Keeper, you must pre-register on the website, answering a brief form and wait for further contact by the **LUGGit** team.

The Keeper contractual conditions will be made available to you by **LUGGit** later and after pre-registration on the page.

7. Be a Partner

To become a **LUGGit** Partner, you must pre-register on the website, answering a brief form and wait for further contact by the **LUGGit** team.

The Partner contractual conditions will be made available to you by **LUGGit** later and after pre-registration on the page.

8. Questions and Suggestions

If you have any questions or suggestions related to platforms, the service provided or partnership relationships, do not hesitate to contact by one of the means mentioned:

Email: support@luggit.app

Mail portal: **Bus Terrace Technologies Lda.**, Knowledge Way, Central Building, Science and Innovation Park, 3830-352 Ílhavo

Phone: +351 913 880 216 - opening hours from 7:00 to 23:00 every day.

9. Applicable law

These Terms and Conditions and all disputes arising from them, including their validity, are governed solely and exclusively by the Portuguese Law, which shall be competent to resolve any disputes in the Portuguese courts, with express waiver of any others.

If the User is outside mainland Portugal, for any reason, **LUGGit** informs that any judicial proceedings must be referred to the Portuguese Courts.

10. Alternative dispute resolution

In the event of a consumer dispute, defined under Law No. 144/2015 of 8 September, the¹ consumer may use the alternative consumer dispute resolution body responsible.

Without prejudice to the provisions of the legislation, statutes, and regulations to which alternative consumer dispute resolution entities are bound, these entities are competent to settle consumer dispute, at the place of conclusion of the contract or, alternatively, the resolution goes to the entity of specialized competence, if any.

LUGGit informs that, if there is no alternative dispute resolution entity with jurisdiction at the place of conclusion of the provision of the service or the existing one(s) does not consider itself to be competent(s), because the value of the latter, the consumer may resort to:

Lisbon Consumer Disputes Arbitration Centre

Rua dos Douradores, no 116 - 2º, 1100 - 207 Lisbon

Phone: (+351) 218 80 70 30 | Fax: (+351) 218 80 70 38

E-mail: juridico@centroarbitragemlisboa.pt

Port Consumption and Arbitration Information Center

Rua Damião de Góis, 31, Loja 6, 4050-225 Porto

Phone: +351 22 550 83 49 / +351 22 502 91 | Fax: +351 22 502 61 09

E-mail: cicap@cicap.pt

For more information you can also consult the Consumer Portal (www.consumidor.pt).

Last Updated: May 25, 2021

¹ Any person residing in Portugal or in the European Union shall be considered a consumer when he or she is not included in the course of his business, industrial, craft or professional activity, in accordance with and for the purposes of the law 144/2015 of 8 September.

ANNEX I

TERMS AND CONDITIONS OF USE AND CONTRACTING THE SERVICE

1. Object and scope

These General Conditions of Use and Contractualization apply to any and all commercial transactions established through the website.

Thus, any use of services provided by **LUGGit** implies the full acceptance of these General Conditions of Use.

2. Definitions

For the purpose of these Terms and Conditions governing the Contract of Service between **LUGGit** and the Customer, the following terms shall have the following meaning:

- a) **Service:** *transport of goods, which consists of reception and movement, by land transport, of goods between different places located in the national territory, and their delivery to the recipient. Such service may be carried out directly by **LUGGit** or with recourse, whole or in part, to the subcontracting.*
- b) **Other services:** *services other than transit services performed by **LUGGit**, individually and in concrete contracted with the Customer;*
- c) **Customer:** *individual or legal person who hires the transit service from **LUGGit**, in accordance herein, and must, for this purpose, be the rightful owner of the goods or not being duly authorized and mandated by the owner for that purpose;*
- d) **Goods:** *any type of luggage, understood here as a set of bags and personal belongings that a person takes with him or dispatches on the go;*
- e) **Collection point:** *location designated for collection of goods;*
- f) **Delivery point:** *location designated for delivery of the goods;*
- g) **Keeper:** *individual or legal person who carries out the transport by the prior conclusion of a service contract with **LUGGit** for that particular purpose;*
- h) **Partners:** *third parties with which **LUGGit** maintains partnership business relationships and in which it may delegate contractual rights and obligations arising from the performance of this contract;*

3. Acquisition of LUGGit Services

By purchasing services from **LUGGit** through the website or mobile applications, the Customer accepts on its behalf or on behalf of any third party that has rights over the goods, the terms and conditions provided herein, without mandatory additional need to sign any other document.

With request confirmation for the provision of **LUGGit** service, the Customer is entering into a transit contract governed by the Terms and Conditions provided herein and resulting directly from the applicable legislation.

4. Pre-contractual information for the Customer

The acquisition of **LUGGit** services when carried out by a Customer in the Terms and Conditions described is governed by the general contractual conditions established herein and other legal

provisions applicable to the transport system, under the regime provided for in Decree-Law No. 7/2004 of January 7 and Decree-Law No. 24/2014 of February 14.

Thus, for these cases, **LUGGit** is obliged, in compliance with the law, to provide the following information:

- a) *Identity of the services: "BUS TERRACE TECHNOLOGIES LDA.", **LUGGit**, with headquarters in Via do Conhecimento, Edifício Central, Parque da Ciência e Inovação 3830-352 Ílhavo, Portugal, District of Aveiro, Municipality of Ílhavo, Parish of Ílhavo (São Salvador), as the collective No. 515274003, represented by Ricardo Fernandes Salgueiro Figueiredo, tax contributor No. 258339020. The Service Provider may be contacted via email to support@luggit.app;*
- b) *The essential features of the **LUGGit** services are those provided on the website and in these Terms. Whenever the Customer has doubts about them, the customer should contact **LUGGit**, through the contacts made available here for this purpose. The availability of the service is always subject to prior validation by **LUGGit** (acceptance of the request for the provision of services);*
- c) *The total price of the service, including fees and taxes, or any other charges that may exist, in particular with possible storage, as well as the method of calculating them, are presented to you in these Terms and Conditions and therefore, before completing your request;*
- d) *The payment arrangements and time limits for the service provision are those contained in these Terms and Conditions, except where others are determined before the conclusion of the contract, that is, before acceptance of the service to be provided;*
- e) *The complaints handling system will be provided here;*
- f) *The Customer may exercise the right of free resolving within 14 days of the day of the conclusion of the service contract. To this end, the Customer may send an email to support@luggit.app, communicating his decision to resolve the contract and will be reimbursed for the costs he had in the meantime. Where the Customer wishes the service provision to start during the period of free resolution (i.e. during 14 days), he/she must make an express request to that effect when requesting to provide the service. If the Customer is entitled to exercise his right after having applied to initiate the provision of service, the Customer is obliged to pay a proportionate amount to the service which has already been provided. Please be aware, however, that this amount will be calculated based on the total contractual price. Notwithstanding the preceding, it is impossible for the Customer to freely resolve the service agreement when the services have been fully provided, after the Customer's prior express consent in the terms already mentioned herein and the contract has been fully executed.*

5. Provision of Services

5.1. Availability

The availability of the provision of the transit service will always be subject to prior acceptance by **LUGGit**.

5.2. Service request information

The Customer undertakes to provide all the information requested to complete the service request, ensuring and being responsible for its integrity.

5.3. Payment and Modalities

The Customer must make the full payment of the price before the start of the execution of the service and can do so by credit card directly on the website.

5.4. Goods, products and substances expressly prohibited from transporting

LUGGit does not accept and do not carry dangerous products, as specified in the instructions of International Civil Aviation Organization, International Air Transport Association, Regulation of the European Agreement for the Carriage of Dangerous Goods by Road, Internal Maritime Transport Code for Dangerous Goods, or any other instrument, national or international, related to the transport of dangerous goods.

LUGGit does not accept and does not carry prohibited items described in INSTRUCTION IACO 17 or any other instrument, national or international, relating to aeronautical safety.

LUGGit does not accept and does not generally carry prohibited items.

LUGG does not accept and does not generally carry valuable goods such as jewellery, precious stones and metals; bank documents or other bearers; any type of document, which the value is not determinable; works of art; porcelain; collection items; cash items; lottery tickets or other; fragile and unfit objects to be transported under the packaging conditions in which they are delivered; radioactive material, explosives and all types of weapons; all kinds of drugs and illegal substances; hazardous materials; perishable items; living things; any other product or good that may or make the total and complete execution of the service impossible.

LUGGit reserves the right to, in case of certain doubt, require the opening of the goods before its reception and also to submit them, whenever it deems appropriate, to necessary safety screening care, in particular through the use of X-ray equipment, explosion or other safety verification equipment, accepting the Customer, expressly and for all appropriate legal purposes, that the goods to be transported can be examined under these conditions.

5.5. Price Determination

a. General Conditions:

The price of **LUGGit** services is calculated based on a set of variables and is different for each city (depending on the weight established to each variable), namely: volumes/bags to be carried (quantity and dimensions); kilometres to be covered between the collection point and the point of delivery; the date of collection and delivery; airport charge, where applicable; and possible discount amounts;

The price will be calculated automatically using the data entered by the Customer when filling out the form on the website or mobile apps. If they do not correspond

to the truth, **LUGGit**, through its Keeper, upon collection of the goods, reserves the right to change the price by performing a new calculation with the correct data or not to perform the service at all.

b. Particular Conditions:

I. In case of cancellation of the service by the Customer:

The Customer is not granted the right to suspend the transport, modify the place provided for delivery or designate a recipient other than the one indicated initially. The Customer may, between the request made and the beginning of the execution of the service, cancel the service.

II. In case of change in the conditions of service by the Customer:

The Customer is solely and exclusively responsible for indicating the conditions of the service and must identify these elements thoroughly and fairly, at the time of the request of the service: the places of reception and delivery of the goods; the date and time for the reception and delivery of the goods; the contact person to whom to deliver the goods.

The Customer is not granted the right to suspend a transport service that has already started, modify the intended place for delivery, the date, or designate a recipient other than the one indicated initially.

III. In case of Customer misses the collection/delivery:

Suppose the collection and/or delivery are not possible up to 15 minutes after the time previously set by the Customer, no-show or delay of the same or of the person indicated by him/her for that purpose. LUGGit's team will promptly contact the Customer through the means indicated for this purpose, in the request, to find a solution for the collection/delivery of the goods or to reschedule the same.

*Exceeding 30 minutes of the stipulated time, and if it is still not possible to realise the service, and the rescheduling is not a reality within a maximum of 3 days, for a reason attributable to the Customer, the goods will be treated as "Unclaimed Goods", and the Customer will incur on the payment of all costs incurred for this purpose by **LUGGit**. After 30 days after receipt of the goods, the goods will be given as lost, and **LUGGit** may proceed to the destruction of the goods using the most appropriate means to each specific case.*

IV. In case of Keeper misses the collection/delivery:

Suppose the collection and/or delivery are not possible to do up to 15 minutes after the time previously stipulated by the Customer, namely by no-show or delay of the Keeper. LUGGit's team will promptly contact the Customer through the means indicated for this purpose, in the request, to find a solution for the collection/delivery of the goods or to reschedule the same.

Exceeding 30 minutes of the stipulated time, and if it is still impossible to realise the service for reasons attributable to the Keeper, rescheduling is not a reality for the Customer. It is the Customer's right to leave the location and require that the goods be delivered to him/her elsewhere and at his/her choice, and LUGGit will bear the expenses with the new delivery.

5.6. Conditions for receiving goods

The goods subject to the contract, to be made by **LUGGit** and the Customer, will be sealed using a numbered safety seal that guarantees to monitor the same, authorizing the Customer this security procedure.

LUGGit will not accept to carry goods that cannot be sealed or that are not correctly closed. In these cases, **LUGGit** may refuse to perform the service.

When collecting the goods, **LUGGit** shall register, by its Keepers, in the Transport Guide, all reservations it deems relevant, namely all the damage and defects existing in the goods if they are apparent. The Customer, who delivers it, should confirm the existence of the same, under penalty of **LUGGit** being able to refuse the execution of the service without costs to the Customer.

In the Transport Guide and upon payment of a supplement to agree in each specific case with **LUGGit**, the Customer may declare particular interest in the transit of the goods in case of loss, failure or non-compliance with the agreed deadline. **LUGGit** reserves not to perform the service whenever it does not agree on the amount of the supplement payable for that purpose.

5.7. Obligations to handle and transport the goods

LUGGit compels to handle and transport the goods under normal safety conditions for the type of goods that the contract's subject concluded with the Customer. **LUGGit** also obliges not to open the goods, except in a situation of imminent danger or in case of legal imposition.

5.8. Accountability and cases of greater force

LUGGit is not responsible for situations of fortuitous cases or force motives, resulting from unforeseen events or natural forces beyond human action, not likely to be avoided or conditions that create the impossibility of fulfilling the performance that cannot be attributable or attributable to **LUGGit**, particularly in situations such as natural disasters, pandemics, terrorist attacks, wars, epidemics, among others. When this is the case, **LUGGit** shall take the necessary measures to immediately inform the customers of the circumstances and foreseeable consequences of these impossibilities.

5.9. General statements of obligations and rights of the Customer

- a) By making any request for service, the Customer warrants that owns or legitimately owns the goods to be transported and assumes any liability for it, including, but not limited to, its content, before any national or international authorities and/or third parties who may claim any rights in them for any reason;

- b) The Customer guarantees that the goods to be transported do not contain goods contrary to law, morality and good customs, or whose transportation is not permitted in the legal Portuguese.
- c) In the event of apparent evidence manipulation or defect, the Customer, or the person he/she indicates for that purpose, must, at the time of reception/acceptance of service, formulate reservations indicating the nature of the loss or malfunction. In the absence of these reserves, it is presumed that the goods were in good condition and complete; nothing more the Customer or any other third party can complain in this regard. In case of a non-apparent defect, the Customer, or the recipient of the goods, has eight days from the date of reception/acceptance to formulate reservations and communicate them in writing to **LUGGit** to the email address for complaints and which is identified below.
- d) The Customer is liable, as well as the terms provided herein, for all expenses and losses resulting from inaccuracy or insufficiencies contained in the service requested and in the Transportation Guide, as well as for all the expenses arising from the procedure of verification of goods, and also for all expenses and losses caused as a result of the right to suspend the transport, and to modify or designate different conditions, except in cases expressly provided herein as not applying this rule.
- e) Whenever there is a situation of the impossibility of fulfilling the contract, **LUGGit** must ask for instructions from the Customer or the person indicated for this purpose, in accordance herein. However, if it is not possible, in good time, to obtain such instructions and, consequently, to return the goods, **LUGGit** will take the most appropriate measures for its preservation. **LUGGit** is entitled to reimbursement of all costs caused to it by the application for investigation, as well as its execution and conservation unless they are the result of **LUGGit's** absence.
- f) The Customer acknowledges to **LUGGit** the right to retain the goods transported as a guarantee of the payment of all due and chargeable credits under the terms revised herein, in particular, all types of fees or costs and additional expenses.
- g) The Customer declares for all legal and unreserved purposes that it accepts the terms and limitations of **LUGGit's** liability under the terms set forth herein.
- h) The Customer may monitor the route of the goods to be transported through **LUGGit's** Mobile Application made available for this purpose.

5.10. General statements of LUGGit's obligations and rights

- a. After the delivery of the goods in the terms indicated by the Customer in the request, **LUGGit** assumes no responsibility for damage, loss, theft, or robbery, except in the cases expressly provided herein and where the situation of unapparent defect or loss is reduced, and provided that the procedure herein is fulfilled to assess the possible liability of **LUGGit**.
- b. Until the delivery of the goods is completed, **LUGGit**, regardless of whether the transport is provided by itself or by a third party contracted by it, assumes, in addition to any liability that may be required of it.

- i. *In the event of partial loss or malfunction on the goods during transport, **LUGGit** assumes the duty to indemnify the Customer in the amount corresponding to 10€ per kg of the gross weight of the missing goods, unless it is a situation of declaration of the value of goods or in conditions of delivery by reimbursement, in which **LUGGit** may, taking into account each specific case, assumes a standard responsibility of 500€ per unit of goods. The maximum responsibility, either before the Customer or before any third party is of 1200€ per unit of goods if the customer selected the “Premium” option when filling the form to request the service.*
- ii. *In the event of a total loss or stolen of bags during transport, **LUGGit** assumes the duty to indemnify the Customer in the amount corresponding to 500€ per unit of goods, unless it is a situation of declaration of the value of goods or in conditions of delivery by reimbursement, in which **LUGGit** may, taking into account each specific case, may assume a maximum and total responsibility, either before the Customer or before any third party may be of 1200€ per unit of goods, if the customer selected the “Premium” option when filling the form to request the service.*

LUGGit will not assume any responsibility in the following cases:

- i. Where the loss, malfunction or delay results from the very nature or vice of the goods;
 - ii. Where the loss, malfunction or delay results from lack or defect of packaging;
 - iii. Where the loss, malfunction or delay results from poor maintenance, loading, storage or unloading of the goods by the Customer or by a third party that the Customer indicates for that purpose;
 - iv. Where the loss, malfunction or delay results from insufficiency or imperfection of the marks or symbols of the goods;
 - v. Where the loss, malfunction or delay results from circumstances outside its control, such as fortuitous or greater force situations, interruptions of the land-based transport networks, mechanical problems in the means of transport used, criminal acts.
- c. **LUGGit** may under no circumstances be liable for consequential losses or damages, including lost profits and emerging damages, or other indirect losses resulting from loss, malfunction or delay, even if **LUGGit** was aware that there was a possibility that such damages or losses could arise.
 - d. **LUGGit** may secure damage, loss, deterioration, theft or robbery, in the amount of up to €1,200.00 (one thousand and two hundred euros), per unit of goods transported, if the customer selected the “Premium” option when filling the form to request the service. For this coverage to be triggered, the Customer must submit a complaint, through the proper means made available for this purpose, at the time of delivery of the goods or, as soon as possible and always within the maximum legal time limits provided for this purpose and must do so accompanied by detailed identification of the missing goods and their valuer.

- e. Once the amount of the compensation has been paid to the Customer, in accordance herein, nothing more can be claimed to **LUGGit** regarding the loss or breakdown of the goods. The payment of all damages will be made by bank transfer to the account to be indicated by the Customer.

6. Complaints procedure

Any complaint about **LUGGit**'s services and the delay or loss, and/or malfunction of goods must be made at the email address support@luggit.app.

The claim shall include, where appropriate, the damage caused in particular and accurate quantification of the damage suffered. The receipt of the complaint will initiate the opening of an internal investigation process and **LUGGit** will contact the Customer, by the most appropriate means, within a maximum of 2 days from the date of receipt of the complaint. The investigation process and the final decision on the complaint shall be taken within a maximum period of 15 days of receipt of the complaint or the date on which the missing elements are lodged. LUGGit has requested these.

When the complaint is submitted, **LUGGit** decides to return the amounts paid by the Customer, which will be credited to your account for the following service.

The Customer undertakes to prevent any third party with rights in the goods from presenting or instituting any type of claim or legal action against **LUGGit** due to the transport. It is entitled only to him/her to do so, under penalty of being held liable by **LUGGit** for all damages resulting from the third party's action against **LUGGit**