

Shipment Handling at Atman Data Centers

Review: 2021-10-26

Introduction

The service applies to the clients to whom Atman sp. z o.o. (Atman) provides the collocation service at one of the Atman Data Centers. The service involves:


- ◆ Receipts of shipments and short-term storage thereof until delivered to the designated employee of the client or installed by Atman Data Center Service team;
- ◆ Shipment handover to a courier for delivery thereof at the address designated by the client.

Rules


1. Notice of each shipment receipt/dispatch must be given at least 24h before. If the client fails to submit such request in due course, Atman reserves the right not to perform the mail receipt/dispatch.
2. Each receipt or dispatch shall be performed and settled as a Remote Hands service notified by the Customer Service.
3. Atman shall only handle shipments with pre-paid transport charges. The notice should be appended with a bill of lading confirming payment of transport costs.
4. Atman is not liable for the contents of the shipment, physical damage and/or malfunction of the sent equipment.
5. Atman accepts only shipments from Poland and the area duty free trade in goods (European Union). In the case of shipments from outside the EU, the client must perform all activities provided for in the customs procedure connected with the passage of goods through the customs border of Poland, i.e. perform the Customs Clearance.
6. Large shipments should be delivered/received with vehicles equipped with a freight elevator and a transport trolley. Atman reserves the right to refuse receipt/handover of the shipment if it is not possible to unload/load it from or onto the vehicle.
7. Shipments may be stored in storage for a maximum of three business days. When the storage period lapses, Atman may charge a shipment storage fee of 100 PLN/day/sqm. The additional charges do not apply to clients who rent dedicated storage/office space and direct to store their shipments there.




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KRS No. 0000923206
(District Court of Warsaw,
14th Commercial Division)
share capital: PLN 36,183,500
paid-in



Customer Service
Department
tel: +48 22 52 56 800
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- 8. Shipments will be handed over to the person indicated by the client as the person authorized to receive them. The said person may be indicated when the shipment is notified or thereafter.
- 9. Other shipment activities, such as installation/uninstallation of equipment by an Atman employee, will be recorded as an independent Remote Hands notice.
- 10. If non-standard packaging is required for the shipment or Atman does not have materials that will allow you to securely transport the contents, then the packaging and security measures should be provided by the Client to Atman in the required quantity reasonably in advance, however, not later than 24h prior to the scheduled shipment. Shipments may not be stored at Atman prior to the shipment for more than three business days.
- 11. Shipments are received 24/7.
- 12. Shipping is only possible on business days between 9 am and 5 pm.

Shipment handling notice

- 1. Requests to receive/send shipments should be sent by email at servicedesk@atman.pl with the necessary information:

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E-MAIL SUBJECT
#shipment of {Tracking Number} from {Company Name}
E-MAIL BODY
Sender full name: _____
Sender e-mail: _____@_____.
Person authorized to order remote hands: _____
Company Name: _____
Courier Company: _____
Tracking Number: _____
Send Date: YYYY-MM-DD
Estimated Delivery Date: YYYY-MM-DD
Person authorized to receive the shipment from ATM: _____
Pack Dimension
W: _____ (cm)
H: _____ (cm)
D: _____ (cm)
Pack Weight: _____ (kg)
Other: _____
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2. The notice may be made by any person but will be authorized with the person authorized to order remote hands.
3. In case of large shipments (more than 1000 kg or with volume above 2 m³), Atman should be contacted in advance to make sure that there is sufficient storage space at the time and that there is access to the unloading ramp.

Contact and Address Details

Shipment handling notice	Customer Service servicedesk@atman.pl +48 22 5156 800
Shipment addressing from/to CD Atman WAW-1	<i>[Client name], [RITM order No. under which the notification was registered]</i> Centrum Danych Atman Warszawa-1 ul. Grochowska 21a 04-186 Warsaw
Contact for courier and contact at the shipment collection, applies to CD Atman WAW-1	Registry Office: +48 22 5156 100 or Data Centers Service WAW-1: +48 22 5156 193
Shipment addressing from/to CD Atman WAW-2	<i>[Client name], [RITM order No. under which the notification was registered]</i> Centrum Danych Atman Warszawa-2 ul. Konstruktorska 5 02-673 Warsaw
Contact for courier and contact at the shipment collection, applies to CD Atman WAW-2	Data Centers Service WAW-2: +48 22 5156 195