Shipping Policy

Article 1. General Provisions

1.1. These Shipping Terms govern the organization and facilitation of logistics services made available through the CISTECH digital platform.

1.2. CISTECH acts solely as a technology intermediary and does not operate as a carrier, freight forwarder, customs broker, or warehouse operator. The platform provides digital infrastructure enabling interaction between Sellers, Buyers, and independent Logistics Operators integrated via API or web interface.

1.3. A Logistics Operator is an independent legal entity or sole proprietor providing transportation, freight forwarding, storage, and/or customs support services under a separate agreement with the User. The respective Logistics Operator bears full responsibility for the performance of logistics services.

1.4. Any transportation or logistics agreement is concluded directly between the User and the selected Logistics Operator under the operator's applicable service terms.

1.5. CISTECH shall not be liable for delivery timelines, loss or damage of goods, or actions/ omissions of Logistics Operators, except as required under applicable law.

Article 2. Onboarding of Logistics Operators

2.1. To be connected to the Platform, a Logistics Operator must complete a registration and verification procedure, which may include:

- submission of corporate registration details or sole proprietorship information;
- provision of valid licenses and permits (where required by applicable law);
- confirmation of liability insurance coverage (where applicable);
- technical integration via the CISTECH API or other approved interface.

2.2. Upon successful verification and account activation, the Logistics Operator gains access to the order management system and may accept or decline transportation requests.

2.3. The Platform provides the Logistics Operator with information necessary for service performance, including order number, cargo description, pickup and delivery addresses, estimated timelines, and any packaging or safety requirements specified by the Seller.

2.4. By confirming an order, the Logistics Operator undertakes to arrange pickup of the goods from the Seller and delivery to the Buyer within the agreed timeframe, in accordance with the applicable contract and governing law.

2.5. CISTECH performs reasonable due diligence during onboarding; however, it does not guarantee compliance by Logistics Operators and shall not be liable for their performance, except as required by applicable law.

Article 3. Delivery Process

3.1. After an order is placed by the Buyer and confirmed by the Seller, the Platform notifies the selected Logistics Operator of the transportation request.

3.2. Upon confirmation by the Logistics Operator, the delivery status is updated in the Platform system, and both the Buyer and the Seller receive a corresponding notification.

3.3. From the moment the goods are physically received by the Logistics Operator until delivery to the Buyer, the Logistics Operator is responsible for the safekeeping of the goods in accordance with the applicable contract and governing law.

3.4. Upon successful delivery, the Logistics Operator must update the order status to "Delivered" and provide proof of completion, which may include an electronic signature, photographic evidence, or a delivery acceptance report.

3.5. In the event of loss, damage, or material delay, the Logistics Operator must notify the Platform without undue delay, and no later than 24 hours after becoming aware of the incident, and provide an incident report specifying the circumstances and anticipated resolution timeline.

3.6. The Platform records and maintains delivery status information for transparency purposes; however, it is not a party to the transportation agreement and does not assume liability for the actual performance of logistics services, except as required by applicable law.

Article 4. Delivery Timelines and Service Standards

4.1. Following order confirmation by the Logistics Operator, pickup of the goods from the Seller is generally performed within 1 (one) business day, unless otherwise specified by the respective Logistics Operator.

4.2. Delivery timelines depend on route, transportation method, customs procedures (for international shipments), and other objective factors. Estimated delivery periods are as follows:

- international delivery (CIS — China): 7–14 calendar days;

- domestic delivery within one country: 2–7 calendar days;
- express delivery (air freight): 1–3 calendar days.

The above timelines are indicative estimates and do not constitute guaranteed delivery times unless explicitly stated in the terms of the selected Logistics Operator.

4.3. Where agreed delivery deadlines are missed due to reasons attributable to the Logistics Operator, contractual remedies may apply in accordance with the relevant agreement, including partial commission withholding, penalties, or compensation.

4.4. The Platform may establish target service level indicators (SLA) for specific product categories, routes, or regions for quality assurance purposes. Such indicators are informational and do not modify the allocation of liability between the parties.

Article 5. Tracking and Notifications

5.1. Upon receipt of the goods, the Logistics Operator shall provide a shipment identification number (tracking number), where such service is available, and ensure timely status updates within the system.

5.2. CISTECH provides automated notifications to Users regarding key shipment milestones based on information received from the Logistics Operator, including but not limited to:

- receipt of goods;
- arrival at terminal or warehouse;
- completion of customs procedures (for international shipments);
- delivery to the recipient.

5.3. In the event of delivery deviations, including damage, loss, delay, or return of goods, the Logistics Operator must notify the Platform and the transaction parties without undue delay and provide details regarding the cause and anticipated resolution timeline.

5.4. The Platform facilitates transmission and display of shipment information received from Logistics Operators but does not guarantee uninterrupted availability or absolute accuracy of tracking data, as such data depends on third-party systems.

Article 6. Customs Clearance and Duties

6.1. For international shipments, the allocation of responsibilities related to customs clearance, duties, taxes, and other charges shall be determined by the delivery terms (Incoterms® 2020) agreed exclusively between the Seller and the Buyer under their foreign trade agreement.

CISTECH is not a party to such agreement and does not act as exporter, importer, declarant, or customs representative, nor does it assume responsibility for payment of customs duties.

6.2. Where a Logistics Operator provides customs-related services, it shall comply with the applicable laws of the country of export, transit, and import, and provide necessary supporting documentation to Users in accordance with the applicable contract.

6.3. The Platform may technically support different delivery models, including DDP (Delivered Duty Paid) and DAP (Delivered At Place). However, the selection of such terms and the associated obligations arise solely between the Seller, the Buyer, and the Logistics Operator.

6.4. The Platform does not guarantee successful customs clearance and shall not be liable for delays caused by governmental authorities.

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Article 7. Insurance and Allocation of Risk
7.1. The Logistics Operator is responsible for safekeeping of goods in accordance with the applicable contract and governing law.

Cargo insurance may be arranged by the Logistics Operator or the transaction parties at their discretion and in accordance with the agreed delivery terms.

7.2. The Platform may provide technical access to third-party insurance products. CISTECH is not an insurer, insurance broker, or insurance agent and does not assume insurance obligations.

7.3. In the event of an insured incident, the Logistics Operator shall cooperate in providing necessary documentation for claim settlement in accordance with the insurance policy.

Article 8. Returns and Refusal of Delivery

8.1. In case of refusal by the Buyer to accept the goods, the return procedure shall be determined by the agreement between the Seller, the Buyer, and the Logistics Operator.

8.2. Costs related to return shipment, storage, or re-delivery shall be allocated in accordance with the applicable contract and governing law.

8.3. The Logistics Operator must notify the Platform of returned goods and update the relevant status in the system.

The Platform does not adjudicate disputes between parties and is not a party to such disputes.

Article 9. Platform Commission

9.1. For providing access to the Platform's technological infrastructure and order management system, CISTECH charges a commission to the Logistics Operator in accordance with the published tariff schedule.

Tariff Schedule

Service Category	Commission Rate
International Delivery	10 %
Domestic Delivery	8 %
Express Delivery	12 %
Heavy Equipment and Specialized Cargo Transportation	11 %
Multimodal Transportation	9 %
Warehousing and Customs Services	7 %

9.2. The commission is deducted automatically when settlements are processed through the Platform.

9.3. The Platform shall notify Logistics Operators of any changes to commission rates at least 14 (fourteen) days prior to the effective date of the new terms.

Article 10. Liability of the Parties

10.1. The Logistics Operator shall be responsible for the performance of its obligations in accordance with the concluded agreement and applicable law, including:

- compliance with agreed delivery timelines;
- safekeeping of the goods during transportation;
- accuracy and reliability of the information provided.

10.2. CISTECH shall not be liable for the actions or omissions of Logistics Operators, Sellers, or Buyers; however, it reserves the right to temporarily restrict or suspend a Logistics Operator's access to the Platform in the event of detected violations.

10.3. In the event of systematic violations of the Platform's terms of use, repeated complaints, or material delivery delays, the Platform reserves the right to terminate cooperation with the Logistics Operator unilaterally.

Article 11. Final Provisions

11.1. These Delivery Terms constitute an integral part of the CISTECH Platform User Agreement.

11.2. The Platform reserves the right to amend or supplement these Terms. The updated version shall be published on the official website or within the Platform interface and shall enter into force upon publication or on the date specified in the notice.
In the event of material changes, the Platform shall notify Users in advance.

11.3. Use of the delivery functionality through the Platform constitutes the Logistics Operator's acceptance of these Terms.

CISTECH LLC
10 February, 2026