



MARKET – TERMS AND CONDITIONS FOR DROP OFF POINT

Version 1.0

Introduction

These Terms and Conditions govern the provision of the Drop Off Point service offered by KIKI to the CLIENT, defining the rules, responsibilities, and scope associated with this operational model.

The Drop Off Point service consists of the setup of strategic delivery points —either fixed or temporary— located in high-demand areas, from which Final Consumers can collect their orders. KIKI, through its network of Logistics Partners and operational infrastructure, ensures efficient management of the reception, temporary storage, control, custody, and secure delivery of the merchandise at these points.

This document clearly and transparently sets forth the conditions under which the service will be provided, including the rights and obligations of the parties, delivery and collection procedures, storage timeframes, conditions for returns or unsuccessful pickups, operational limitations, applicable fees, and other relevant aspects necessary for the proper operation of this service model.

By contracting the Drop Off Point service, the CLIENT expresses their acceptance of these terms by signing the Client Onboarding Form, acknowledging their binding nature as an integral part of the commercial agreement and committing to comply with the guidelines set forth herein to ensure a satisfactory experience for both the CLIENT and the Final Consumer.

Key Definitions

- a) **CLIENT:** The natural or legal person identified in the Form who contracts and uses the services offered by KIKI by requesting and paying for such services, subject to the conditions set forth in this document.
- b) **Client Onboarding Form:** The Client Onboarding Form (hereinafter "Form") is intended to establish the commercial terms of the services offered by KIKI and to formalize the contract between the Parties.
- c) **Drop Off Point:** The Drop Off Point (hereinafter "DOP") is a physical location enabled by KIKI where Final Consumers can pick up their orders.



- d) **Drop Point:** Refers to the physical location, either allied or enabled by KIKI, designated for the delivery of merchandise to the Final Consumer. At these locations, users can collect their orders within the timeframes and under the conditions previously established.
- e) **Final Consumer:** The natural or legal person to whom the merchandise is addressed, whose name and address appear on the Waybill.
- f) **Logistics Partners:** An external strategic partner that supports KIKI in the execution of logistics processes to optimize time, cost, and quality in the handling of products or services throughout the supply chain.
- g) **Main Distribution Center:** The Main Distribution Center (hereinafter "MDC") is the logistics facility designated for the reception, storage, staging, and dispatch of goods.
- h) **Merchandise:** Goods or products permitted by law, owned or lawfully possessed by the CLIENT, transported by KIKI under a single Waybill through its Logistics Partners.
- i) **Last Mile:** Refers to the final leg of the delivery process of the Merchandise, that is, the route from the main distribution center or the nearest collection point to the Drop Point, which is activated only upon the CLIENT's submission of an Order.
- j) **Order(s):** A formal request submitted by the CLIENT for the execution of one or more Logistics Transport services.
- k) **Reverse Logistics:** A process within Logistics Transport that manages the return of Merchandise from the Drop Point back to the supplier, manufacturer, main distribution center, or point of origin, in order to carry out activities such as returns, exchanges, recycling, repairs, relocation, or final disposal.
- l) **Waybill:** A document issued by KIKI to the CLIENT in electronic format that specifies the characteristics of the Merchandise, including CLIENT information, Final Consumer details, number of units, shipment contents, total weight, and the commercial value of the Merchandise.

What Is the Scope of the DOP Service?

KIKI's Drop Off Point service allows CLIENTS to offer their Final Consumers the option to pick up their orders at authorized physical locations, strategically located to optimize last-mile logistics.



These Drop Points function as designated pick-up centers, providing greater flexibility for consumers, reducing direct delivery costs, and improving product availability times.

KIKI manages the integration of these points through its network of certified Logistics Partners, ensuring traceability, inventory control, and an efficient and secure delivery experience. The service is available for local operations and is adapted according to the operational coverage of each country.

Frequently Asked Questions About the Drop Off Point (DOP) Service

To facilitate understanding of the Drop Off Point service, the following section presents a series of questions and answers addressing the key aspects of this model. This format serves an explanatory purpose but forms an integral part of these Terms and Conditions and is fully binding on the Parties. Therefore, the responses included herein provide a structured and accessible overview of the rights, obligations, procedures, and limitations applicable to the service.

1. How does the CLIENT generate Orders for the DOP service?

Orders for KIKI's DOP services are generated quickly and directly through the integration mechanisms previously defined between KIKI and the CLIENT. To ensure efficient execution, the CLIENT must provide the necessary information in accordance with the agreed protocols, ensuring proper identification of each shipment, destination, and service conditions. All shared information, including personal and confidential data, will be handled under strict security standards and in compliance with data protection laws applicable in the countries of origin and destination.

2. Where does the distribution of the Merchandise to the Drop Point begin?

Once the service is requested and confirmed, the distribution of the Merchandise to the Drop Point may begin from different locations depending on the logistics model agreed with the CLIENT. The three possible operational modalities are:

- a) Main Distribution Center (MDC):** The CLIENT sends the Merchandise to KIKI's MDC, from which it is dispatched to the assigned Drop Point.
- b) Centralized Pickup for Distribution:** KIKI picks up the Merchandise at the CLIENT's location (warehouse, consolidation point, etc.) and transfers it to the MDC, where distribution to the Drop Point is coordinated.
- c) Direct Pickup with Delivery to Drop Point:** KIKI collects the Merchandise directly from the CLIENT's origin (e.g., manufacturer, supplier, or store) and delivers it to the



corresponding Drop Off Point without going through an intermediate distribution center.

Each modality is defined based on the logistics and operational agreements established with the CLIENT, prioritizing efficiency, coverage, and delivery times.

3. What information must the CLIENT provide to request the Drop Off Point service?

To ensure proper service delivery, the CLIENT must clearly, completely, and promptly provide KIKI with the following information:

- **Merchandise details:** type of product, quantity, weight, dimensions, and declared value.
- **Origin point(s):** location for pickup, if applicable.
- **Destination point(s) (Drop Off Points):** the selected Drop Point as chosen by the Final Consumer or the CLIENT, based on KIKI's enabled network.
- **Final Consumer details:** name and contact information of the authorized recipient.
- **Special delivery instructions (if any):** such as time windows, packaging requirements, or product conditions.
- **Availability date for pickup or delivery to the Drop Off Point.**

KIKI shall not be held responsible for delays, rejections, or operational issues resulting from incomplete, incorrect, or late information provided by the CLIENT.

4. How should the CLIENT deliver the Merchandise to KIKI?

The Merchandise must be securely packaged and labeled, complying with the basic handling, stacking, and transportation standards defined by KIKI or by the logistics industry in general.

KIKI will not be liable for any loss, damage, or harm resulting from insufficient, inappropriate, or inadequate packaging by the CLIENT or third parties under their responsibility. It is the CLIENT's responsibility to ensure the Merchandise is protected against normal handling and transportation conditions, including moisture, impacts, or stacking.

KIKI reserves the right to refuse collection of Merchandise that, in its judgment, does not meet minimum packaging requirements or poses operational risks to other shipments.

5. What obligations does the Drop Point have upon receiving the Merchandise?



The Drop Point is obligated to receive, store, and deliver the Merchandise to the Final Consumer in accordance with the security and traceability protocols defined by KIKI. Custody begins upon receipt of the Merchandise and continues until delivery or return.

6. Who selects the Drop Point where the Merchandise will be held for pickup?

The Drop Point is selected by the Final Consumer, in coordination with the CLIENT, during the purchase process. The selection is made from KIKI's authorized network based on availability within the delivery area. This ensures that the Merchandise is available at a convenient and appropriate location for the Final Consumer.

7. How long will the Merchandise remain at the Drop Point?

The Merchandise will remain at the Drop Point for a maximum of seven (7) calendar days. If the Final Consumer does not pick up the order within this period, the Reverse Logistics procedures will be activated in accordance with KIKI's Terms and Conditions.

8. How is traceability and delivery confirmation handled at the Drop Point and to the Final Consumer?

KIKI ensures traceability of the shipment through its logistics system, notifying the CLIENT when the Merchandise arrives at the Drop Point. Delivery to the Final Consumer will be confirmed via signature, ID verification, or a PIN code, and will be recorded in the system as proof of delivery.

9. Can the CLIENT request a change to the Drop Point once the Order is created?

No. For operational reasons, once an Order has been confirmed and assigned to a Drop Point, it cannot be modified. The CLIENT may cancel the Order prior to pickup and issue a new one with the correct Drop Point, if needed.

10. What happens if the Merchandise is not picked up within the established time?

KIKI will initiate the Reverse Logistics process, returning the Merchandise to the origin, the CLIENT-designated location, or the MDC, according to its current operational policies. All costs associated with this process will be borne by the CLIENT.

11. What happens if the Final Consumer claims they did not receive their order?

KIKI will review the delivery record and the corresponding evidence (signature, PIN code, ID, etc.). If it is proven that the Merchandise was correctly delivered to the Drop Point and collected in accordance with the protocol, the claim will not be accepted. If any inconsistency is identified, an investigation process will be initiated and, if applicable, compensatory measures will be applied according to the Service Level and Compensation Policy.



12. What verification is required for the Final Consumer to collect the Merchandise at the Drop Point?

The Final Consumer must present a valid ID and the pickup code provided by KIKI (if applicable). In some cases, a signature or digital confirmation may be required as proof of delivery.

13. Can someone other than the Final Consumer collect the Merchandise at the Drop Point?

Yes, someone other than the Final Consumer may collect the Merchandise only if they present a signed authorization from the Final Consumer, fully identifying the authorized person and including a copy of the Final Consumer's ID. If these requirements are not met, KIKI will not release the Merchandise, ensuring the security of the process.

14. Do DOP services have national coverage or are they limited to certain regions?

The coverage of the Drop Off Point service depends on the operational network enabled by KIKI in each country. The CLIENT must verify the availability of this service in the geographic areas where they wish to operate.

15. Do DOP services have nationwide coverage or are they limited to specific regions?

The coverage of the Drop Off Point service depends on the operational network enabled by KIKI in each country. The CLIENT must verify in advance the availability of this service in the geographic areas where they intend to operate.

16. How does the Final Consumer make a payment to receive the Merchandise at the Drop Point?

If the transaction involves a Cash on Delivery (COD) method, the Final Consumer must make the corresponding payment directly at the Drop Point upon pickup, using the payment methods enabled by KIKI (cash, card terminal, or digital platforms, depending on the location's availability).

The collection of these payments will be managed by KIKI in accordance with its collection policies, and the corresponding net amount will be transferred to the CLIENT after deducting the agreed fees and commissions, within the timeframes and under the conditions set out in the COD Service Terms and Conditions available at www.kikilatam.com.

If the order was prepaid online, no further payment will be required at pickup.

17. Where can detailed information about the Reverse Logistics process be found?



To fully understand the procedures, operational conditions, acceptance or rejection criteria, and logistics guidelines applicable to the returns process, the CLIENT may consult KIKI LATAM's Returns Policy.

This policy is an integral part of KIKI's Terms and Conditions and is available on the official website: www.kikilatam.com.

18. Does KIKI offer warranties or compensation for the DOP service?

Yes. KIKI will be liable and compensate the CLIENT only under the terms, conditions, and limits established in its Service Level and Compensation Policy, which forms an integral part of the contract and is publicly available at <https://kikilatam.com/sla>.

This policy establishes:

- The minimum service standards that KIKI is committed to meeting.
- Specific situations in which compensation may apply.
- Procedures, required documentation, and deadlines for filing compensation claims.
- The maximum amounts that may be recognized, if applicable.

The CLIENT acknowledges that any compensation request must be processed in accordance with this policy and within the timeframes defined therein. Claims submitted outside the established procedure or failing to meet the requirements will not be accepted.

19. What happens with logistical matters not expressly governed in these Terms and Conditions?

All other matters related to logistics—including but not limited to Logistics Transport, Fulfillment, and Cash on Delivery (COD)—that are not expressly governed in these Drop Off Point service Terms and Conditions shall be governed by the specific Terms and Conditions applicable to each service category. These documents are published on the official KIKI LATAM website (www.kikilatam.com) and form an integral part of the contract between KIKI and the CLIENT.

Adoption of the General Terms and Conditions



For any matters not covered by these Terms and Conditions, the provisions of the General Terms and Conditions published on the official KIKI LATAM website (www.kikilatam.com) shall apply on a supplementary basis.

Territorial Scope and Integrity of the Terms and Conditions

These Terms and Conditions apply in full and are binding for all operations and services provided by KIKI LATAM and/or any of its subsidiaries, partners, or operational units in the countries where it conducts business, regardless of the jurisdiction or place of execution.

If there are any specific conditions, annexes, or particular sections applicable to certain countries, they will be expressly detailed separately and consecutively within these Terms and Conditions. Such special conditions are complementary and do not exclude or replace the full application of the general provisions contained herein, unless expressly stated otherwise.

Publication, Updates, and Validity

These Terms and Conditions form an integral part of the agreements signed between KIKI LATAM and its Clients and are deemed accepted by the CLIENT from the moment they contract any of the services offered by KIKI.

These Terms and Conditions are permanently available on the official KIKI LATAM website (www.kikilatam.com), and a public version history is maintained for reviewing updates, effective dates, and applicable modifications.

KIKI LATAM may update, amend, or supplement these Terms and Conditions at any time, in response to changes in its operations, applicable regulations, or logistics sector practices. Any modification will be published at least five (5) business days prior to taking effect and will be deemed accepted by the CLIENT if they continue using KIKI's services after the new version is published.