

GENERAL TERMS AND CONDITIONS OF THE POSTAL FORWARDING MANAGEMENT AND PROCESSING SERVICE

1.- Identification of the service provider, the customer, and the platform

DCSE 1716, S.L.U. (hereinafter, the **Service Provider**), with Tax ID Number **B22927925** and registered office at **Paseo de la Castellana, 79, 7th floor, 28046 Madrid (Madrid), Spain**, (phone number 952768179) is the entity that offers and performs the **Management Service** described in these terms and conditions. The individual or legal entity contracting the service (hereinafter, the **Customer**) does so in their own name and/or on behalf of the owner of the postal forwarding service to be processed, declaring that the information provided in the purchase process is true, complete, and up-to-date, and that they have the necessary capacity and legitimacy to contract and grant any authorizations that may be required. The contract can be entered into via the website **reenviocorreos.es** (hereinafter, the **Platform** or the **Website**), whose technical owner is **Checkclickandgo - F.Z.E.** (hereinafter, the **Website Owner**), which acts exclusively as the technical operator of the Platform. The Website Owner is **not** a party to the Management Service relationship between the Customer and the Service Provider, nor does it assume any obligations regarding the execution, return, or handling of claims arising from the Management Service. ([RDL 1/2007 art.60](#))

2.- Definitions

For the purposes of these conditions, the following definitions shall apply: (i) **Service Provider**: DCSE 1716, S.L.U.; (ii) **Customer**: the natural or legal person who contracts the Management Service; (iii) **Management Service**: the set of administrative tasks aimed at preparing, formally verifying, submitting, and administratively following up on the postal forwarding request to Correos, including, where applicable, supporting communications related to said processing; (iv) **Postal Service**: the postal forwarding service provided, where applicable, by Sociedad Estatal Correos y Telégrafos, S.A. (**Correos**) in accordance with its own terms and conditions; (v) **Platform/Website**: **reenviocorreos.es**; (vi) **Website Owner**: **Checkclickandgo - F.Z.E.**, in its exclusive role as owner and technical operator of the Platform. ([L 10/2025 art.3](#))

3.- Nature of the service: administrative intermediation. No affiliation with Correos

The Customer expressly acknowledges that the purpose of these terms and conditions is **exclusively** to provide an administrative intermediation and processing service (Management Service) to submit, on behalf of the Customer and with the corresponding authorization, a request for Postal Service to Correos. Consequently, the Service Provider **is not Correos, does not act as a designated postal operator, does not provide the Postal Service, and is not affiliated with, sponsored by, or officially authorized by Correos.**

Any condition of the Postal Service (including, but not limited to, deadlines, delivery incidents, losses, damage, or returns) is governed by the conditions and policies of Correos and, where applicable, the Customer must channel any complaints [regarding the Postal Service](#) to said operator. [\(RDL 1/2007 art.60\)](#)

4.- Pre-contractual information and acceptance of the conditions

Before the Customer is bound by the order, the Service Provider shall make these conditions available to the Customer on a permanent, easy, and free basis, and in such a way that they can be **stored and reproduced**. The contract shall require the **express acceptance** of the Customer (for example, by means of a non-pre-checked checkbox or other equivalent mechanism). When the order involves an obligation to pay, the Service Provider shall ensure that, just before confirming the order, the Customer receives the relevant information in a clear and prominent manner and that the purchase confirmation is made by means of a button marked "**order with obligation to pay**" or similar unambiguous wording. [\(L 34/2002 art.27\)](#) 3 [\(RDL 1/2007 art.98\)](#) 4 [\(RDL 1/2007 art.80\)](#)

5.- Confirmation of the contract on a durable medium

Once the contract has been concluded, the Service Provider shall send the Customer a confirmation of the contract and/or order on **a durable medium** (e.g., a PDF document sent to the email address provided), which shall include the essential terms applicable, including these conditions where applicable. The confirmation shall be sent within a reasonable period of time after the purchase and, in any case, **no later than the start of the Management Service**. [\(RDL 1/2007 art.98.7\)](#) 4 [\(RDL 1/2007 art.63\)](#)

6.- Purpose and scope of the Management Service (including exclusions)

The Management Service only includes administrative actions such as: (i) collecting data and documentation provided by the Client; (ii) formally verifying the integrity and consistency of the documentation; (iii) preparing the forms and documents necessary for submission to the Post Office; (iv) the administrative submission of the application when the conditions for commencement set out in these conditions and/or in the order are met; and (v) support for administrative communications related to the processing. The following are expressly **excluded** from the Management Service: (a) the guarantee of acceptance of the application by Correos; (b) any guarantee of results or deadlines of the Postal Service; (c) the resolution of incidents specific to the Postal Service; and (d) any additional steps not described or expressly agreed in writing with the Service Provider. [\(RDL 1/2007 art.60\)](#)

7.- Customer conditions: accuracy of data, documentation, and authorizations

The Customer undertakes to provide accurate, complete, and up-to-date data, as well as any documentation necessary for processing, assuming that failure to provide such data, or the provision of inaccurate or outdated data, may prevent or delay processing. The Customer declares that they have the necessary authorizations and powers to request the Postal Service (including, where

applicable, authorization to act on behalf of third parties) and that they understand that the Service Provider may require additional documentation to formally complete the application in accordance with the applicable requirements of Correos. (RDL 1/2007 art.60)

8.- Geographic scope of the Management Service

The Management Service is offered for postal forwarding requests originating and/or destined for **the Peninsula, the Canary Islands, and the Balearic Islands**. Requests originating in or destined for **Ceuta, Melilla, or international destinations** are generally excluded, without prejudice to the restrictions and requirements of the Postal Service that Correos may apply. (RDL 1/2007 art.60) 1

9.- Price, breakdown, and payment method

The Customer shall pay the total price shown in the purchase process, which may consist of: (i) the amount/fee for the Postal Service set by Correos, which the Service Provider may pay on behalf of the Customer when appropriate to complete the request; and (ii) the fee or price corresponding to the Management Service. When the Management Service is configured as a subscription, the price will be **€31.00 per month** for a minimum period of **six (6) months** (VAT included where applicable), with a minimum total commitment of **€186.00** (VAT included), without prejudice to the final total amount being that shown when confirming the order, as it includes, where applicable, the part corresponding to Correos. All price information provided to the Customer shall indicate the **total price**, including applicable taxes and fees, as well as, where applicable, the corresponding itemized items. (RDL 1/2007 art.60.2.c)

10.- Customer service channels, queries, and complaints (Management Service)

The Service Provider shall enable communication channels so that the Customer can make **inquiries**, report **incidents**, and submit **complaints or claims** related to the Management Service. These channels shall include, at least, a means of electronic contact (e.g., email or web form) and a telephone channel where applicable, with direct personal attention when required. The Service Provider shall guarantee the recording of complaints or claims by providing a **receipt** and a **code or identification number** where appropriate. It shall also respond to complaints received as soon as possible and, in any case, within a **maximum period of fifteen (15) days** from their submission. (RDL 1/2007 art.21.2 and 21.3) 7 (L 10/2025 art.3)

11.- Liability

The Service Provider is solely responsible for the proper provision of the Management Service within the scope defined in these conditions and with the required diligence. The Service Provider is not responsible for the provision of the Postal Service or for any incidents (including delays, losses, theft, damage, returns, or others), which shall be governed by the conditions, policies, and liability regime of the corresponding postal operator. This clause is understood to be without

prejudice to the inalienable rights that may correspond, where applicable, to consumers. ([RDL 1/2007 art.80.1.c](#))

12.- Right of withdrawal (consumer customer)

If the Customer is a **consumer**, they may withdraw from the contract within **14 calendar days** from the date of contracting, without the need for justification, by means of an unequivocal statement sent to the email address for withdrawal or through the withdrawal form provided on the Platform/alternative. Once the withdrawal has been exercised, the Service Provider will refund the payments received in accordance with the applicable regulations and, in general, using the same means of payment used by the Customer, unless expressly instructed otherwise, without the Customer incurring any costs for the refund. ([RDL 1/2007 art.60.2.h](#)) 1 ([RDL 1/2007 art.107](#))

13.- Commencement of the service during the withdrawal period (consumer Customer): express request and proportional amounts

If the Customer is a consumer and wishes the Service Provider to begin performing the Management Service during the withdrawal period, they must make an **express request** for early commencement in writing or by the means provided for in the purchase process. In the event of withdrawal after requesting early commencement, the Customer shall pay the **proportional amount** corresponding to the work actually performed up to the time of withdrawal, as informed prior to purchase, with a maximum limit on the amount to be charged, e.g., €60.00 when so established in the order. ([RDL 1/2007 art.98.8](#))

14.- Duration, automatic renewal, and cancellation of subscriptions (if applicable)

When the Management Service is configured as a subscription, the initial duration will be as indicated in the order and, where applicable, a minimum period of **six (6) months**. At the end of the initial period, automatic renewal for periods of 6 months / no automatic renewal, as indicated in the order. If there is automatic renewal, the Customer may communicate their desire not to renew at least **30 calendar days** prior to the expiration of the current period, using the cancellation form / cancellation email. Cancellation requested during the current period shall not give rise to any right to a refund of amounts already accrued for the contracted period, except in legally applicable cases or due to breach attributable to the Service Provider. In any case, when the Customer is a consumer, the termination procedure must allow them to exercise it in the **same way** that the contract was entered into, without onerous or disproportionate obstacles. ([RDL 1/2007 art.60.2.f](#)) 1 ([RDL 1/2007 art.62.3 and 62.4](#))

15.- Protection of personal data

The Customer's personal data will be processed in accordance with **Regulation (EU) 2016/679 (GDPR)** and **Organic Law 3/2018 (LOPDGDD)**. For the purposes of the Management Service, DCSE 1716, S.L.U. will act as **the data controller** with respect to the data processed for the contracting, administrative management, and support of the service. The Website Owner may act as **the data processor** for

the provision of technological services necessary for the operation of the Platform, by virtue of the corresponding processing agreement. Detailed information will be provided by reference to the privacy policy accessible at: [URL privacy policy](#). ([RDL 1/2007 art.60.2.b](#))

16.- Transparency, accessibility, and legibility of the conditions (consumers)

These conditions, as pre-established clauses, are drafted in accordance with criteria of **specificity, clarity, and simplicity**, with the possibility of direct understanding, and will be made available to the Customer in such a way as to allow them to be known prior to contracting, as well as their preservation in a durable medium where appropriate. In contracts with consumers, in case of doubt about the meaning of a clause, the interpretation most favorable to the consumer shall prevail in individual actions. ([RDL 1/2007 art.80.1 and 80.2](#))