

DELIVERIES TERMS AND CONDITIONS (DELIVERIES TO MORO HUB'S DATA CENTRE BUILDING)

- 1. Receiving/inbound**
- 2. Shipping/outbound**

OUR CONTACT DETAILS**Telephone: 600 555606****E-mail: security@morohub.com****1. RECEIVING/INBOUND**

1.1. To schedule a shipment, the supplier must contact Moro Hub Hub's service desk, providing all the shipment details as per the loading dock access once a shipment is scheduled. When scheduling a shipment, the supplier is required to provide the following details:

- Estimated delivery date and time
- Shipment description
- Number of boxes / Pallets
- Dimensions and weight of each box / Pallet
- Shipping company details
- Tracking number, if any.
- Special handling requirements in respect to confidentiality, integrity, or storage environment.

1.2. Moro Hub will reject receiving deliveries in case of the following:

- Delivery vehicle exceeding 8m long, 3.2m wide, or 3.2m high.
- Deliveries with no origin (shipped from address)
- Deliveries with cash on delivery
- Shipments contain unidentified packages or hazardous materials
- Deliveries with no delivery note(s)

1.3. Shipments visibly damaged will be accepted, Moro Hub Hub's employee receiving the shipment will take photos of the damaged shipment and will share it with the supplier upon request.

1.4. Moro Hub will not be responsible for any shipping costs, shipments must arrive to Moro Hub's facilities at the supplier's own expense.

1.5. Offloading the shipment from the vehicle to Moro Hub's loading bay is the supplier's responsibility. Once the boxes/ pallets are offloaded at the data centre loading bay, Moro Hub's employees can help taking the material to the storage and/or unboxing room.

1.6. It is important to note that our loading bay landing area is 1.1m high, and therefore, we recommend our supplier to deliver their shipments using vehicles with adjustable tail gates to ease the offloading process.

1.7. It is the sole responsibility of the supplier to ensure that the shipment matches the delivery note associated with it. Moro Hub is not responsible for any missing items or wrong deliveries.

1.8. For items exceeding 1000kg, the supplier must provide metal sheets to be used on the route to the data hall under the hand forklifts or trolleys to prevent damaging the raised floor during the unloading process.

2. SHIPPING/OUTBOUND

2.1. All outgoing shipments from Moro Hub's data centre must be scheduled 2 days in advance and coordinated with Moro Hub's facility management team.

2.2. The supplier must communicate in writing any special shipping requirement and must provide their own packing material.

2.3. The supplier is solely responsible for the following:

- Scheduling the shipment with the courier company,
- Prepare and complete any necessary paperwork,
- Notify the courier company of the shipping requirements of Moro Hub when it comes to vehicle details, access to the facility and loading bay.
- Loading the material from the loading bay to the vehicle
- Make sure that all shipments are clearly labelled with the company name and contacts details
- Pay all expenses related to the shipping fees.

2.4. Moro Hub is not responsible for any missing or damaged items or equipment which may occur during packing, loading, or shipping.

2.5. All courier companies must receive the shipments from the loading bay area.