

## Rights of Express System Passengers

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- To provide the service with the required quality, after payment of the price established in the official tariff in force.
- Dispatch the packages that have the express classification.
- Receive information on the working hours of the agencies, departure and arrival of trains, price of packages and luggage, limitations and interruptions in the movement of trains that may occur.
- In special cases of transportation of corpses, travel on the train as a companion and occupy the seats reserved for these cases.
- Present the corresponding claim and when it corresponds to receive compensation in case of breakage, loss or misplacement or deliveries outside the established period, as established by the current tariff.
- Demand the best treatment and attention from railway employees.
- Receive the packages at destination within the periods established in the current tariff, once they have been dispatched.