

THE GENERAL DESCRIPTION OF PARCELS IN LATVIA

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I. GENERAL PROVISIONS

1. The General Description of Parcels (hereinafter – the description) contains a description of UNISEND's services for sorting parcels by weight and dimensions, addressing, packaging, payment and labelling, compensation for damages, determination of return deadlines, determination of cash on delivery amounts, list of prohibited items for Unisend Latvia SIA (hereinafter – the Company).
2. The description applies in the Company and is mandatory for all employees who sign service provision contracts with business customers, receive, process, transport and deliver/serve UNISEND parcels.

II. TERMS AND ABBREVIATIONS

3. Terms and abbreviations used in the description:

3.1. **Address** – the information contained on the UNISEND parcel that indicates the place of sending and/or delivery of the parcel.

3.2. **Barcode (hereinafter – BC)** – a code used to facilitate the processing of parcels, payments, which is composed according to a certain system from a series of dashes, letters and numbers of various dimensions.

3.3. **Receiver** (or addressee) – a natural or legal person to whom the parcel sent by the sender is addressed.

3.4. **Customer** – a natural or legal person who uses UNISEND services.

3.5. **Courier service** – collecting the UNISEND parcel from the customer and delivering it to the UNISEND parcel locker.

3.6. **UNISEND self-service** (hereinafter – self-service) – a parcel ordering and management system designed for business and private customers.

3.7. **UNISEND courier** (hereinafter – courier) – a person who works or represents the Company when picking up (receiving) parcels from the sender and delivering to the UNISEND parcel locker.

3.8. **UNISEND service** – a service provided by the Company's courier, UNISEND parcel locker or other service and additional services related to it.

3.9. **UNISEND parcel** – a parcel sent via a UNISEND parcel locker or delivered to the receiver by signature.

3.10. **UNISEND parcel locker** (hereinafter – parcel locker) – a self-service device marked with the UNISEND and/or UNISEND trademarks, using which the customer can send or pick up the parcel addressed to them and use the storage service provided by the Company.

3.11. **UNISEND parcel locker service** – a part of the services provided by the Company, which includes: receiving a UNISEND parcel at one UNISEND parcel locker (or formed in self-service) and delivering it to another UNISEND parcel locker (CC);

Receiving a UNISEND parcel at a UNISEND parcel locker in Latvia; receiving a parcel from the specified sender's office address in Latvia to the UNISEND parcel locker; delivery of the UNISEND parcel to the parcel locker chosen by the receiver; UNISEND parcel storage service (the UNISEND parcel is placed in a parcel locker from which the receiver will collect the UNISEND parcel); other services provided by the parcel locker.

3.12. **Sender** – a customer sending the parcel.

3.13. **Parcel label** – a label of the prescribed form which is attached to the parcel and which indicates the name, surname (or title), address, mobile phone number and/or e-mail address (preferred) of the sender and receiver of the parcel and the ordered additional services.

3.14. **Business customer** – a natural or legal person who uses the postal and other services provided by the Company and has signed a service provision contract with the Company.

ADDRESSING OF UNISEND PARCELS

1. Addressing of UNISEND parcels:

1.1. When sending a UNISEND parcel **from one parcel locker to another**, the parcel must be addressed indicating the name, surname (or company name), mobile phone number, e-mail address (recommended) of the customer and the receiver of the parcel and the receiver's parcel locker.

1.2. When sending a UNISEND parcel **from the customer's office to the parcel locker**, the parcel must be addressed indicating the name, surname (or company name), mobile phone number, e-mail address (recommended) of the customer and the receiver of the parcel, customer's address, postal code and receiver's parcel locker (only for business customers).

1.3. When placing a UNISEND parcel **for storage**, the parcel must be addressed indicating the receiver's name, surname (or company name), mobile phone number and e-mail address (recommended).

PACKAGING OF UNISEND PARCELS

1. GENERAL PROVISIONS

1.1. Unisend Latvija SIA (hereinafter – the Company) parcel packaging rules (hereinafter – the Rules) determine the order in which the Senders must pack the parcels to be sent. These Rules apply to the Senders of the Company's parcels.

1.2. The sender must get acquainted with these Rules and follow them when using the Company's services.

2. TERMS USED IN THE RULES

2.1. Company – Unisend Latvija SIA, legal entity code 40203523445, address Čiekurkalna 2. līnija 30A Rīga, Latvia, info@unisend.lv.

2.2. Receiver – natural or legal person to whom the parcel sent by the Sender is addressed.

2.3. UNISEND self-service – a parcel ordering and management system designed for business and private customers.

2.4. UNISEND service – a service provided by the Company's courier, self-service parcel locker or other service and additional services related to it.

2.5. Non-standard parcel – a parcel that exceeds the size of a standard package in at least one of the dimensions – length, width, height, volume or weight.

2.6. Package – a part of the parcel with a unique number (barcode).

2.7. Sender – a customer sending the parcel, a natural or legal person who uses the Company's services.

2.8. Parcel – a parcel unit with a number (barcode). The parcel consists of at least one package. The parcel may also consist of several packages.

2.9. Parcel address label – a label of the prescribed form attached to the parcel, which indicates the barcode of the parcel, the name, surname (or company name), address, postal code, mobile phone number and/or e-mail address of the Sender and Receiver and ordered additional services.

2.10. Self-service parcel locker (hereinafter – a parcel locker) – a self-service device marked with the Company's trademarks, using which the Sender can send or the Receiver can pick up the parcel addressed to them and use the storage service provided by the Company.

2.11. Rules – these parcel packaging rules determine the parcel packaging procedure of the Sender/and the Company, the responsibility of the parties and other provisions related to parcel packaging requirements.

3. PARCEL DIMENSIONS, SIZE AND WEIGHT

3.1. Proper packaging of parcels is one of the main factors determining the safe delivery of the Company's parcels, without damaging of which it is impossible to access and damage the contents of the parcel. The packaging must protect the contents of the parcel from possible damage during transportation and sorting and be safe, i.e. it must not pose a risk to the environment (employees, other parcels, equipment, etc.). The contents of a high-quality and durable parcel will be protected from external factors or possible damage during transportation.

3.2. The maximum weight of a standard parcel when sent to a parcel locker cannot exceed 30 kg.

3.3. The maximum weight of the parcel when sent by courier is specified in the Unisend self-service or in the Company's contract with the customer.

3.4. Minimum possible parcel dimensions: 2 x 9 cm x 14 cm. 2 mm error is allowed.

4. PACKAGING MATERIALS FOR PARCELS

4.1. Recommended packages:

4.1.1. Corrugated cardboard box;

4.1.2. Paper envelope;

4.1.3. Plastic envelope/bag;

4.2. Recommended packaging materials:

4.2.1. Packaging tape;

4.2.2. Cardboard corners;

4.2.3. Bulk polystyrene foam;

4.2.4. Inflatable parcels (air bags/bubble wrap);

4.2.5. Styrofoam/styrofoam in bags;

4.2.6. Plastic insulating tape;

4.2.7. Corrugated cardboard;

4.2.8. Chips;

4.2.9. Pellets, wadding, material, etc.

4.3. Use cushioning materials:

4.3.1. Airbags – parcels with light items to fill the parcel cavity. Not suitable for items with sharp corners and items whose properties change with large changes in temperature.

4.3.2. Use bulk polystyrene foam to fill the parcel cavity for parcels with light items. Not suitable for narrow and flat items. In order to reduce the movement of items, polystyrene should be placed in a layer of 5 cm around the item.

4.3.3. Inject styrofoam foam into the parcel. The expanded material will cover the item(s) being sent with a protective layer. Try to make the foam layer as even as possible.

4.3.4. For parcels with light and medium weight items, we recommend using crumpled strong paper to fill the cavities. Such paper is not suitable for fragile items. Place a 5 cm thick layer of paper between the item and the walls of the box.

4.3.5. Durable cardboard boxes with smooth edges are used for parcels so that the contents inside the package do not fall out when they are taken by the edges of the package. Items or their parts cannot come out of the package. The item's factory packaging is not suitable packaging for sending a parcel.

4.3.6. The envelope paper must be made from a paper material that can withstand mechanical processing.

4.3.7. For fragile items – ceramics, glass, electronic goods, etc. – use special packaging intended only for transporting those items, ensuring the safety of the inner packaging.

5. PACKAGING REQUIREMENTS FOR PARCELS

5.1. The contents of the parcel to be sent must be packed in a strong packaging that conforms to the shape of the contents of the parcel, which must protect the contents of the parcel in such a way that it cannot be damaged during processing operations or damaged during transportation and that the contents of other parcels do not enter it. If the parcel received is damaged, it can be opened and photographed in case of damage.

5.2. Parcel packages should preferably be clean, neat and undamaged.

5.3. The package must protect the contents of the parcel in such a way that it is impossible to tear it off and access the contents without damaging the parcel, special label, adhesive tape, etc.

- 5.4. Each individual package of the parcel must be marked by affixing a parcel address label with a barcode and details of the Sender and Receiver, which must be affixed to the top surface of the parcel with the largest area.
- 5.5. The parcel address label must be affixed in a visible location, clearly legible, intact and undamaged. It is prohibited to change or correct the parcel address label by writing the information by hand.
- 5.6. Do not stick the parcel address label on the edge or joint of the parcel. The label must be straight and nicely affixed, the barcode of the parcel must be easily read.
- 5.7. Do not affix the parcel address label with barcode tape.
- 5.8. For minimum parcel sizes, the parcel label may be folded over the parcel edge, but the fold line may not cross the barcode.
- 5.9. The package must protect the contents of the parcel from significant changes in climate, temperature or, in the case of air transport, from changes in atmospheric pressure. If the contents of the parcel are sensitive to changes in temperature or atmospheric pressure, special packaging must be used.
- 5.10. Each parcel must be packed in such a way as not to harm the health of the Company's employees or other persons and to protect them from danger.
- 5.11. It is prohibited to place products that, due to their nature or packaging, may injure, poison employees or stain or damage other parcels and equipment.
- 5.12. Do not load more or heavier items into the box than it can handle.
- 5.13. The parcel must be securely closed. The flaps of the parcel (box) must be sealed with adhesive tape, sealed from the top and bottom.
- 5.14. The parcel box must not have any old parcel labels or other stickers, and the existing notes must not interfere with the processing of the parcel.
- 5.15. Sufficient space must be left on the parcel for writing official references, affixing stamps and labels.
- 5.16. If the parcel is packed in a polyethylene bag, the packaging must be durable, undamaged, unscratched, unturned.
- 5.17. The voids of the parcel must be filled so that the items in the parcel do not move, rub against each other or against the walls of the parcel, causing damage. Items must be packed stably and firmly.
- 5.18. Parcels with non-standard parts (including, but not limited to: axes, rakes, shovels, ladders, ironing boards, cornices, etc. long flexible goods or their parts) must be transported in special containers – boxes (can be cardboard), if not – wrapped with 3–5 layers of protective film (each package separately).
- 5.19. One-piece items (such as wood or metal) that are normally sold unpackaged do not require packaging, such as items that can be placed inside each other or joined together and tightly bound.
- 5.20. Parcels containing fragile items (glass, porcelain, plastic, etc.) are not subject to special conditions for receiving, sorting and transporting parcels, such parcels are processed in the usual manner. Glass or other breakable items must be placed in a durable box with appropriate protective material added, and protruding parts (sculpture limbs, dish handles, etc.) must be wrapped separately. The protective material must create a protective space of at least 5 cm around the item. The glass parts must be separated from each other and tightly insulated.
- 5.21. Oily substances that are difficult to turn into liquids, such as oils, liquid soaps, saps, etc., as well as silkworm eggs, which cause less inconvenience in transportation, must be placed in their original packaging (in a box, canvas or plastic bag, etc.), which after that, are placed in a sufficiently durable, spill-proof box.

- 5.22. Dyeing dry powders such as aniline sand are accepted only in tightly closed metal boxes, which are then placed in larger strong boxes with suitable absorbent and protective material between the two parcels.
- 5.23 Paint dry powder is placed in strong parcels (boxes, bags), which are then placed in a larger durable box.
- 5.24. Small books/magazines are sent in an envelope with a soft protective inner layer; large books – in a corrugated paper parcel/box.
- 5.25. Lithium batteries/cells are shipped if they are integrated inside the device. Lithium batteries/cells sent individually or packaged with the device are not accepted for sending by post.
- 5.26. A single parcel may contain no more than two lithium batteries or four cells.
- 5.27. Lithium batteries/elements integrated inside the device are allowed to be sent in a parcel if they meet the following quantity and capacity requirements:
- 5.27.1. The capacity of one lithium-ion cell must be less than or equal to 20 Wh;
- 5.27.2. The capacity of one lithium-ion battery must be less than or equal to 100 Wh;
- 5.27.3. The quantity of lithium in one element of lithium metal must be less than or equal to 1 g;
- 5.27.4. The quantity of lithium in one lithium metal battery must be less than or equal to 2 g;
- 5.27.5. The maximum permissible net weight of lithium batteries/cells per parcel is 5 kg.
- 5.28. The device with the lithium battery/cell in the parcel must be protected against accidental activation. If it is necessary, the activation buttons of the device must be additionally protected (wrapped with insulating tape, etc.) against accidental activation, which could be caused by contact with packaging materials, the parcel itself, or other items in the parcel.
- 5.29. The lithium battery/cell device in the parcel must be tightly packed, durable packaging must be used for packaging, and it must not move within the parcel (movement of the device in the parcel may cause damage, accidental activation, or connection of the positive and negative electrodes).
- 5.30. Any device with lithium batteries/cells must be switched off during transportation and the switches must be secured to prevent accidental activation of the device.
- 5.31. Parcels in which devices are sent with damaged, defective, recycled, restored or removed from circulation due to defects lithium batteries/elements are not accepted.
- 5.32. Devices for repair, such as computers or mobile phones, must be sent without lithium batteries/cells.
- 5.33. Parcels in which lithium batteries/elements are sent must not have pictures or notes on the outside of the package indicating that the parcel contains prohibited items, electronic devices or lithium batteries/elements. Also, there must not be a special marking of lithium batteries/cells or any other marking indicating the danger of the package on the parcel.
- 5.34. Liquids and substances that turn into liquids quickly must be placed in tightly closed containers so that liquids do not leak when the packages are turned. The stoppers of the containers must be fitted with guards and tightly screwed. Each container must be placed in a special strong box, in which protective material is placed, which must be such that, in the event of accidental breakage of the container, this material will absorb all the spilled liquid.
- 5.35. Water-based paints should be wrapped in protective material and sent in a strong, rigid corrugated cardboard box.
- 5.36. Wrap the edges and points of scissors, knives, etc. sharp objects with thick cardboard. They must be sent in a sturdy rigid corrugated cardboard box.

- 5.37. Meat products are sent in hermetic parcels. The amount of meat products sent must be small (up to 5 kg).
- 5.38. Place round items in a rigid corrugated cardboard box. Add protective materials to prevent the items in the package from moving.
- 5.39. Parcels can be packed in plastic packages only if the package is specially made for sending parcels.
- 5.40. It is prohibited to send products in aerosol packaging.
- 5.41. The outer packaging of the parcel must withstand a diagonal drop from a height of 90 cm.
- 5.42. The packaging requirements specified in the rules for the parcel also apply to each package.
- 5.43. A visualization of the Company's parcel packaging requirements is available on the Company's website at [unisend.lv](https://www.unisend.lv).

6. PACKAGING RECOMMENDATIONS FOR PARCELS

- 6.1. We recommend using a new corrugated cardboard box, as the more times the box is used, the more default protective properties it loses; therefore, a previously used box may not provide adequate protection for your parcel. If the box is not new, it must be strong and undamaged: not scratched, not torn, corners not bent.
- 6.2. We recommend choosing a box which strength meets the requirements. We suggest wrapping each item in 5 cm thick packaging material and placing it so that there is a 5 cm gap to the walls of the box. Wrap each item in the packaging material separately. Even in a shaken box, its contents must be stable and not move.
- 6.3. We recommend using plastic insulating tape. The box must be sealed with adhesive tape around the entire perimeter in a maximum of three places. The flaps of the box must be taped from the top and bottom. If the box is of a standard type, i.e. its flaps connect in the center, glue three strips each on both the top and the bottom – then the middle and two sides will be completely sealed. For boxes whose flaps cover each other, stick three strips on the top of the box and three on the bottom – then the three edges will be sealed.
- 6.4. We recommend that drawings and maps be rolled up and sent in a rigid corrugated cardboard box.
- 6.5. We recommend that camera/projector lenses, lenses and other mounting parts be separated and shipped in the manufacturer's packaging and placed in a corrugated cardboard box.
- 6.6. We recommend wrapping film/photo tapes in polyethylene material, sealing them with adhesive tape and sending them in an envelope with a soft protective inner layer.
- 6.7. We recommend packaging parcels with magnetic items (such as video or audio magnetic tapes, speaker magnets) separately as they may damage other parcels such as discs, etc. They must be sent in a sturdy rigid corrugated cardboard box.
- 6.8. When sending flowers, we recommend wrapping each flower separately in wrapping paper. For flowers with water bottles or wet sponges, use a waterproof material. They must be sent in a corrugated cardboard box or special polystyrene packaging.
- 6.9. Wrap framed pictures or photos with a thick layer of cardboard or polystyrene. They must be sent in a sturdy rigid corrugated cardboard box.
- 6.10. We recommend wrapping unframed photos in wrapping paper. They must be sent in a paper or plastic envelope.
- 6.11. Place the records (vinyl discs) in thick cardboard and wrap them in a protective material. They must be sent in an envelope with a soft protective inner layer.

6.12. We recommend wrapping the keys in cardboard or putting them in a fabric bag. They must be sent in an envelope with a soft protective inner layer.

7. RESPONSIBILITY

7.1. The Company is not responsible and does not compensate for the damage if the damage occurred due to the fault of the Sender, because the Sender violated the requirements of the Company (postal service provider) regarding the packaging of items or due to the special characteristics of the item (goods) being sent.

7.2. The Sender is responsible for the damage caused to the health of the Company's employees and for all damage caused to other mail items, as well as for damage caused to the Company's equipment, due to the fact that the Sender sent prohibited items or items that do not meet the acceptance conditions. The sender is also responsible if the Company accepted such a parcel.

7.3. The Sender must comply with the Company's parcel packaging rules and pack the parcels in such a way that the sent items or goods are protected from damage or damage during loading, sorting, transportation and storage and do not pose a threat to people, the environment, vehicles, other parcels, and prevent access to the parcel contents without damaging the packaging.

7.4. Parcels that do not meet the above requirements may be subject to additional fees set by the Company, which are published on the website unisend.lv.

8. FINAL PROVISIONS

8.1. The Company updates the Rules as needed, because in order to take care of the quality of services, the technology of collection, sorting, distribution and transportation of parcels is being improved.

8.2. All disagreements arising from the implementation of these Rules shall be resolved through negotiations. In case of failure to reach an agreement, disputes are resolved in accordance with the procedure established by the laws in the court based on the location of the Company's registered office.

8.3. The Company has the right to unilaterally change these Rules by publishing them on the website unisend.lv.

8.4. The list of the items prohibited to be sent is on the website unisend.lv.

8.5. The Company publishes the latest version of the valid Rules on the website unisend.lv.

PAYMENT FOR UNISEND PARCELS

1. UNISEND parcels are charged according to the rates announced publicly on the Company's website [unisend.lv](https://www.unisend.lv).
2. UNISEND parcels must be paid for in one or more of the following ways:
3. By a payment card;
4. In the ways allowed in self-service;
5. Payment upon receipt of the invoice according to the contract (only for business customers).

LABELLING OF UNISEND PARCELS

1. Labelling of UNISEND parcels:

1. UNISEND parcels must be labelled with BC as follows:

1.1. The parcel is sent via the parcel locker to the parcel locker – CC;

1.2. Parcel storage in the parcel locker – CS;

1.3. Self-service parcel from hand to parcel locker – HC;

2. When sending a UNISEND parcel with the indication “Pay on delivery”, the customer must indicate this when filling in the parcel details at the self-service or parcel locker.

3. A UNISEND parcel without a parcel label or with a damaged and illegible label may not be sent.

4. The customer submits the UNISEND parcel ready to be sent with a parcel label, which the customer sticks/attaches to the parcel. The minimum dimensions of the parcel label are 10x15 cm.

5. When sending a UNISEND parcel in Latvia with the reference “Redemption”, the customer must specify the amount of the COD when filling out the parcel data at the self-service or parcel locker.

DELIVERY/SERVING OF UNISEND PARCELS TO THE RECEIVER

1. Parcel delivery via parcel locker:

1.1. In the event that the receiver's correct mobile phone number is indicated on the parcel (a mobile phone number that meets the general requirements of the number structure is considered correct), UNISEND parcels are delivered to the receiver at the parcel locker:

1.1.1. When the receiver's phone number is not included in the "list of phone numbers for parcels prohibited to be forwarded":

1.1.1.1. UNISEND parcels are delivered to the parcel locker chosen by the receiver;

1.1.1.2. Parcels can also be delivered to an alternative parcel locker;

2. Upon delivery of the UNISEND parcel to the parcel locker:

2.1. A notification about the receipt of the parcel at the parcel locker is sent to the receiver via a short SMS message and/or e-mail (if specified);

2.2. The receiver of the parcel arrives to pick up the parcel delivered to the parcel locker, enters the PIN code specified in the message and picks up the parcel from the parcel locker box;

2.3. The receiver of the parcel is periodically informed by a reminder SMS message about the parcel not collected from the parcel locker;

2.4. Parcels are stored in the parcel locker until the deadline indicated in the received SMS message. At the end of the storage period, the parcel is removed from the parcel locker and forwarded to the courier's workplace. The receiver is informed about this by SMS message;

3. A parcel marked "Redemption" is delivered to the receiver only if the parcel receiver pays cash on delivery (COD) indicated. The COD is accepted by payment card.

4. The parcel marked "Pay on delivery" is delivered to the receiver only if the receiver pays the shipping fee according to the established rates. Payment is accepted by payment card.

TERMS OF STORAGE AND RETURN OF UNISEND PARCELS

1. Terms of storage and return of UNISEND parcels:

1.1. A UNISEND parcel sent by the customer, which the receiver did not pick up from the parcel locker within the set deadline or which could not be delivered to the specified address in Latvia, is stored free of charge for 7 calendar days in general from the day of receipt of the parcel at the courier's place of work.

1.2. If the customer submits a request by phone, the parcel that is not collected from the parcel locker or not delivered to the receiver's address in Latvia is stored for 7 calendar days, during which the receiver can re-receive the parcel one additional time to the selected parcel locker.

1.3. A UNISEND parcel sent in Latvia that was not collected by the receiver or was not delivered due to the Company's fault, after the storage period has expired or before it has expired, but upon receipt of the customer's request, is returned to the customer.

1.4. For the return of a UNISEND parcel sent in Latvia, the customer pays the Company a return fee corresponding to the sending price, unless otherwise stipulated in the contract with the customer.

RULES FOR THE PROVISION OF SERVICES

1. GENERAL PROVISIONS

1.1. The Rules for the Provision of Services to business customers (hereinafter – the Rules) determine the general procedure for the services provided by Unisend Latvija SIA (hereinafter – the Company): service prices, dimensions and weights of parcels; conditions for placing an order; requirements for preparing parcels for sending; terms of parcel acceptance, dispatch and delivery.

1.2. The Rules apply to:

1.2.1. Customers who have concluded a contract with the Company and use the services provided by the Company. Customers must get acquainted with these Rules before signing the service provision contract (hereinafter – the Contract) and follow them when using the Company's services.

1.2.2. For customers who have not concluded a contract with the Company and use the services provided by the Company by ordering them through self-service or through a postal machine.

1.3. The rules supplement and detail the conditions agreed upon in the Contract between the Company and the Client, if the contract is concluded. If there are contradictions between these Rules and the Contract signed with the Customer, the provisions described in the Contract signed with the Customer shall take precedence.

2. TERMS USED IN THE RULES

2.1. **Electronic parcel receipt notification** (hereinafter – electronic notification) – a parcel receipt notification received by the receiver via SMS, e-mail or other electronic channels, which indicates the parcel identification number and the pick-up location where the parcel can be collected.

2.2. **Receiver** – a natural or legal person to whom the parcel sent by the sender is addressed.

2.3. **Customer** – a natural or legal person who uses UNISEND services.

2.4. **Courier service** – collection of a UNISEND parcel from the customer and its delivery to the receiver's hands/UNISEND parcel locker.

2.5. **UNISEND self-service** – (hereinafter – Self-service) a parcel ordering and management system designed for business and private customers.

2.6. **UNISEND courier** – (hereinafter – the Courier) a person working or representing the Company when collecting (receiving) UNISEND parcels from the Sender and delivering them to the UNISEND parcel locker.

2.7. **UNISEND service** – a service provided by the Company's courier, UNISEND parcel locker or other service and additional services related to it.

2.8. **UNISEND parcel** – a parcel sent via a UNISEND parcel locker or delivered to the receiver by signature.

2.9. **UNISEND postal locker** – (hereinafter – the postal locker) a self-service device marked with the UNISEND and/or UNISEND trademarks, using which the customer can send or pick up a parcel addressed to them and use the storage service provided by the Company.

2.10. **UNISEND parcel locker service** – a part of the services provided by the Company, which includes:

- 2.10.1. Receiving a UNISEND parcel at one parcel locker and delivering it to another parcel locker;
 - 2.10.2. Receiving parcel from the specified sender's office address in Latvia to a parcel locker;
 - 2.10.3. Delivery of the UNISEND parcel to the parcel locker chosen by the receiver;
 - 2.10.4. UNISEND parcel storage service (the UNISEND parcel is placed in a parcel locker from which the receiver will collect the UNISEND parcel);
 - 2.10.5. Other services provided by the parcel locker.
 - 2.11. **Service** – collection (reception), sorting, transportation and delivery of postal items.
 - 2.12. **Parcel** – a single unit (envelope, box, etc.) of properly packed and labeled items or goods with a unique number (barcode).
 - 2.13. **Sender** – the customer sending the parcel.
 - 2.14. **Parcel label** – a label of the prescribed form which is attached to the parcel and which indicates the name, surname (or title), address, mobile phone number and/or e-mail address (preferred) of the sender and receiver of the parcel and the ordered additional services.
- Other terms used in the Rules are understood as they are defined in the legal acts regulating postal activities.

3. PRICES OF SERVICES

- 3.1. Services are paid according to the price list established by the Company, which is available on the website unisend.lv.
- 3.2. The customer, who has concluded a contract with the Company, pays for the services provided to them according to the VAT invoice presented to them.
- 3.3. Fees for services provided to the customer may be accepted:
 - 3.3.1. By payment card;
 - 3.3.2. Payment when forming parcels in Self-Service;
 - 3.3.3. Payment when forming parcels at the parcel locker;
 - 3.3.4. Payment order;
- 3.4. After the sender orders the services, a payment notice is issued at the parcel locker.

3. PARCEL DIMENSIONS AND OTHER REQUIREMENTS

- 4.1. The Company has set the maximum/minimum dimensions of parcels and other requirements that the Customer must comply with. If at least one size does not meet the specified standard sizes and weights, additional taxation is applied according to the provisions of these Rules.
- 4.2. Maximum/minimum parcel dimensions and other restrictions are provided on the Company's website unisend.lv.
- 4.3. Parcels outside the Republic of Latvia are delivered only to/from the countries indicated on the Company's website unisend.lv.

4. PLACING AN ORDER

- 5.1. The methods of sending parcels are presented on the website unisend.lv.
- 5.2. The Customer chooses a shipping method acceptable to them, taking into account their needs and the information provided in these Rules and unisend.lv.
- 5.3. Orders are placed using Self-Service, which is available on the website unisend.lv.
- 5.2. When forming an order in Self-Service, the Customer must fill in all mandatory fields. It is recommended to fill in optional fields as well.

5.3. The Customer ensures that the data provided by them about the Receiver and their address correspond to reality, are correct, true and complete.

5.4. The Customer is responsible for the following points of parcels prepared in Self-Service:

- Correctness of weight and dimensions;
- Proper packaging;
- Accurately selected desired service and type of parcel;
- Proper attachment of the parcel address label;
- Prepared parcel address label (See Section No. 6 of the Rules);
- Delivery to the parcel locker or handing over the parcel to the arriving Courier to pick it up (according to what was chosen in the order of the parcel).

5.5. The parcel prepared by the Customer through Self-Service and submitted for sending may not be accepted for sending when:

- The parcel is not properly packed;
- The parcel does not have a parcel address label or it is damaged, illegible or poorly printed;
- At least one dimension of the parcel (volume, length, width) does not correspond to the parameters specified by the Customer;
- The parcel does not comply with the provisions of the Rules, the conditions stipulated in the Contract, the items prohibited to be sent by legal acts (e.g. weapons, drugs, explosives, etc.). The list of the items prohibited to be sent is available on the website unisend.lv.

6. REQUIREMENTS FOR PROPER PREPARATION OF PARCELS FOR SENDING AND TRANSFER OF PARCELS

6.1. General requirements for the preparation of parcels:

6.1.1. The Sender must comply with the requirements established by the Company and pack the parcels in accordance with Unisend's rules for packaging parcels, which are published on the Company's website unisend.lv.

6.1.2. When placing an order at a self-service or parcel locker, each individual parcel package must be marked by affixing a parcel address label with a barcode and the details of the Sender and Receiver, which must be affixed to the top surface of the parcel with the largest area. The parcel address label cannot be pasted on the joint of the two planes of the parcel.

6.3. Delivery of the parcel to the Courier, for customers who have signed a contract with the Company:

6.3.1. The Sender submits to the arriving Courier a ready-to-send parcel and, if necessary, a manifest (parcel transfer document), in which, in accordance with the requirements of these Rules, the details of the Sender and Receiver and requested additional services must be specified. The Sender signs the parcel transfer document or the Courier's data logger, indicating their name, surname, and position.

6.3.2. The Courier, with the help of a data logger, accepts ready-to-send parcels submitted by the Sender by scanning their barcodes or, if necessary, by signing the manifest (parcel transfer document), which remains with the Sender. The parcel is considered accepted for transportation when the Courier scans the barcode of the parcel at the place of receipt of the parcel or at the nearest logistics center.

6.3.3. The Courier has the right not to wait more than 10 minutes until the parcel is ready for delivery. The time specified in this clause does not include the time of loading the parcel.

6.3.4. The Courier has the right not to accept an unpacked, poorly packed, unmarked or improperly marked parcel, a parcel with non-standard measurements or a parcel that does

not correspond to the information provided during the order, etc. The Courier has the right not to wait until the parcel is prepared for delivery.

6.3.5. At the request of the Sender, the Courier delivers and loads the parcels, the total weight of which does not exceed 30 kg, into the vehicle. For an additional fee, the Courier can bring parcels with a total weight of more than 30 kg to the vehicle, but the weight of each parcel cannot exceed 30 kg and no additional loading equipment is required for their loading.

6.3.6. The services and conditions for the transfer of postal parcels to the Courier are presented: <https://unisend.lv/>.

7. DELIVERY OF THE PARCEL TO THE RECEIVER

7.2. Delivery of parcels to the parcel locker:

7.2.1. All parcels with the receiver's mobile phone number on the address label can be delivered to the receiver at the parcel locker.

7.2.2. Parcels can also be delivered to an alternative parcel locker;

7.2.3. If the Receiver's contact details are indicated on the parcel's address label, after delivery of the parcel to the parcel locker, the Company immediately informs the Receiver about this by SMS and/or e-mail (depending on the Receiver's contact details indicated on the parcel).

7.2.4. The Receiver is informed by a reminder SMS message about the parcel that has not been collected from the parcel locker.

7.2.5. Delivery to the Receiver is considered to have taken place when the receiver enters the PIN code received via SMS on the display of the parcel locker, thereby confirming his/her personal identity and the fact of receiving the parcel.

7.2.6. The Company reserves the right to monitor the parcel locker's video recording equipment and use the video material to resolve disputes and, if necessary, submit it to the relevant state authorities (more information in the Company's privacy notice at unisend.lv).

7.3. Parcel delivery via Courier to the Receiver's address in Latvia:

7.3.5. The Courier delivers the parcel to the Receiver personally by signature.

7.3.6. When accepting a parcel, the person must indicate his/her name, surname or the parcel collection code and sign in the data logger (in the paper delivery confirmation – also write down the date and time of the parcel's delivery and sign).

7.3.7. The parcel is considered delivered when the Receiver or Receiver's representative accepts the parcel and signs the data logger or the document accompanying the parcel.

7.3.8. The Company does not assume any responsibility for the damage of the parcel or its part, if it was not noted in the data logger or was not noted in the document accompanying the parcel in the presence of the Courier who delivered the parcel at the time of delivery.

7.4. Storage and return of parcels delivered by couriers:

7.4.1. If the Receiver refuses to accept the parcel or if the Receiver cannot be found at the address specified by the Sender, the Customer is informed about this by SMS/e-mail.

7.4.2. The parcel is stored in the parcel locker until the deadline specified in the received SMS message. If the parcel is not picked up, it is stored at the Courier's workplace for 7 calendar days.

7.4.3. An undelivered parcel due to no fault of the Courier is stored at the Courier's workplace for 7 calendar days from the day of receiving the undelivered parcel at the Courier's workplace.

7.4.4. If the Customer submits a request by phone, a parcel not collected from the parcel locker or not delivered to the receiver's address in Latvia may be stored for longer than 7 calendar days.

7.4.5. The transportation is considered completed, and all the Customer's debts and the obligation to cover the expenses incurred by the Company according to the evidence confirming the amount of expenses provided by the Company remain.

7.5. Rules for Compensation for Sending Damage and complaint handling procedures, as well as other related information, are available on the website unisend.lv.

8. SENDING LIMITATIONS

8.1. The Company does not deliver:

8.1.2. Parcels that do not meet the measurement and weight standards set in clause 4.1 of these Rules, except for cases where the Customer and the Company separately agree on this in writing.

8.2. The suitability of the parcel is assessed and the Sender is fully responsible for its packaging and content. By sending, transferring or in any other way stipulating the transfer of prohibited items for transportation, the Sender assumes full responsibility for all the consequences of such a step and assumes the responsibility to cover the losses incurred by the Company for this reason, if such occur.

8.3. The Company does not assume responsibility for accepted parcels with items (goods) and materials of the content specified in this section of the Rules. The Company has the right, at any time, in accordance with the established procedure, to stop the delivery and check the contents of the parcel by drawing up an act, if it has suspicions that the parcel, without the Company's knowledge, contained prohibited items for delivery that could pose a risk to human health or other parcels, the environment, the vehicle or are prohibited to be transported to the territory of other countries. In such a case, the Company takes all necessary security measures and has the right to apply to the relevant state institutions.

8.4. The Company has the right to hand over detained or confiscated parcels to the law enforcement or customs authorities of the Republic of Latvia, at their request, in accordance with the procedure established by legal acts. The Sender is responsible for the contents of intercepted and confiscated parcels.

9. OTHER PROVISIONS RELATED TO PROVISION OF SERVICES

9.1. When the Customer applies to the Contact Center, it is prohibited to make audio recordings and/or announce them publicly, including making them via publicly available computer networks (on the Internet). Contact center employees have the right to refuse to provide services if the Customer does not comply with this requirement and such non-performance of services will not be considered a violation of these Rules or related legal acts. If the Customer publishes the post in any public space, including social networks, the Company has the right to demand its deletion, and if this is not done, the Company has the right to defend its interests by all legal means.

10. FINAL PROVISIONS

10.1. The Company updates the Rules as needed, because in order to take care of the quality of services, the technology of collection, sorting, distribution and transportation of parcels is improved, new services are offered, and the geography of parcel delivery is expanded.

10.2. In the event of a change in the legal acts specified in these Rules, the new provisions of those legal acts shall apply directly.

10.3. The Company publishes the latest version of the valid Rules, information about new services provided, the valid price list of the Company's services and other information on the website unisend.lv.

DESCRIPTIONS OF UNISEND SERVICES

UNISEND MAIL SERVICE

According to this Description of Services, the Executor provides the Customer with services that include the sending and/or delivery of parcels through UNISEND parcel lockers (hereinafter – the parcel locker), i.e.:

- Receiving a parcel at one parcel locker and delivering it to another parcel locker;
- Receiving the parcel at the Customer's address and delivering it to the parcel locker;
- Storage of the parcel in the parcel locker.

1. PARCEL WEIGHT AND DIMENSIONS

Parcels sent by the Customer to the Executor must meet the following requirements:

1.1. Maximum parcel weight – 30 kg;

1.2. Taking into account the size of the compartment of the parcel locker chosen by the Customer (XS, S, M, L or XL), the dimensional limits (in centimeters) apply to the parcel package:

- XS – 8 x 18,5 x 61
- S – 8 x 35 x 61
- M – 17,5 x 35 x 61
- L – 36,5 x 35 x 61
- XL – 74,5 x 35 x 61

2. PACKAGING OF THE PARCEL

The parcel submitted by the Customer to the Executor for sending must be packed in accordance with the packaging rules of Unisend Latvija SIA, which are available on the Company's website unisend.lv.

3. PARCEL ADDRESSING (BY ORDERING A PARCEL LABEL AT THE PARCEL LOCKER)

3.1. When sending a parcel from a parcel locker to the receiver's address in Latvia or abroad, the parcel must be addressed by indicating the mobile phone number of the Customer and the receiver of the parcel, the receiver's address and postal code.

3.2. When sending a parcel from one parcel locker to another, the parcel must be addressed by indicating the mobile phone number of the Customer and the receiver of the parcel and the receiver's parcel locker.

3.3. When sending a parcel from the Customer's office to a parcel locker, the parcel must be addressed indicating the name, surname (or name) of the Customer and the receiver of the parcel, mobile phone number, e-mail address, full address of the Customer, including the postal code, and the receiver's parcel locker.

3.4. When placing the parcel for storage, the parcel must be addressed with the mobile phone number of the sender and receiver.

4. PARCEL SUBMISSION DOCUMENTS

4.1. When sending a parcel from one parcel locker to another or from a parcel locker to the receiver's address, the Customer prints the parcel label from the Operator's system or in the parcel locker itself and sticks/attaches it to the sent parcel. In this case, the Customer does not create a manifest for the sent parcels.

4.2. When placing the parcel for storage, the Customer prints the parcel label on the parcel locker and sticks/attaches it to the sent parcel.

4.3. The Customer submits the ready-to-send parcel to the Executor's courier with the following documents:

4.3.1. The parcel label, which the Customer sticks/attaches to the parcel;

4.3.2. Parcel manifest signed by the Customer or Customer's authorized person (in 2 copies, one of which is given to the Executor's courier together with the delivered parcels).

5. COURIER CALL

After the Customer fills in the parcel data in the Executor's system and forms the parcel manifest, the Executor's courier is automatically called. You can find the courier's call and arrival time here.

6. SUBMISSION OF PARCELS FOR SENDING

The Customer, after properly packaging the sent parcels and preparing the documents specified in clause 4 of the Service Description, submits the parcels:

6.1. To the Executor's parcel locker, when parcels are sent from one parcel locker to another, or placed in the parcel locker for storage;

6.2. To the Customer's address, when parcels are sent from the Customer's office to the parcel locker.

7. DELIVERY TIME

7.1. After the Customer submits the parcel to the Executor's parcel locker by the latest collection time indicated on the website unisend.lv, the parcel is delivered:

7.1.1. To another parcel locker of the Executor indicated on the parcel label no later than the following working day;

7.1.2. To the address of the receiver in Latvia specified on the parcel label on the next working day;

7.2. The parcel delivered to the Customer's address is delivered to the Executor's parcel locker on the next working day after the day of sending the parcel.

8. CONDITIONS OF DELIVERY

8.1. After delivery of the parcel sent by the Customer to the parcel locker:

8.1.1. The Executor sends a notification about the receipt of the parcel to the receiver of the parcel by means of a short SMS message and e-mail (if specified);

8.1.2. The receiver of the parcel, who has come to pick up the parcel delivered to the parcel locker, enters the PIN code specified in the message and picks up the parcel from the parcel locker box;

8.1.3. The receiver of the parcel should collect the parcel from the parcel locker within 72 hours, counting from the moment of delivery to the parcel locker.

9. STORAGE OF PARCEL

9.1. The parcel sent by the Customer, which the receiver did not pick up from the parcel locker within the set 72-hour period or which could not be delivered to the specified address in Latvia, is stored free of charge for 7 calendar days from the day of receipt of the parcel at the courier's place of work.

9.2. If the Customer submits a request by phone, a parcel not collected from the parcel locker or not delivered to the receiver's address in Latvia may be stored for longer than 7 calendar days.

10. RETURN OF PARCEL

10.1. A parcel sent in Latvia that has not been picked up by the receiver or has not been delivered due to no fault of the Executor, after the storage period has expired or before it has expired, but upon receipt of the Customer's request, is returned to the Customer.

10.2. For the return of a parcel sent in Latvia, the Customer pays the Executor a return fee corresponding to the shipping price.

11. ADDITIONAL SERVICES

11.1. In order to use additional services, the Customer must indicate this when ordering the service in the Executor's system.

11.2. When sending a parcel in Latvia with the reference "Redemption", the Customer must indicate the amount of the COD when filling out the parcel data in the Operator's system or in the parcel locker. The Executor delivers the parcel with the reference "Redemption" to the receiver only if the receiver pays the Executor the COD specified in the parcel manifest or parcel locker. The redemption fee is accepted by payment card.

11.3. When sending a parcel in Latvia with the reference "Pay on delivery", the Customer must indicate this when filling in the parcel data in the Operator's system or in the parcel locker. The Executor delivers the parcel with the indication "Pay on delivery" to the receiver of the parcel only if the receiver of the parcel pays the Executor the shipping fee according to the established rates. Delivery fee is accepted by payment card.

RULES FOR COMPENSATION FOR SENDING DAMAGE

1. GENERAL PROVISIONS

1.1. In the cases and procedure specified in the Rules for Compensation for Sending (hereinafter – the Rules), the customers of the joint-stock company Unisend Latvija SIA (hereinafter – the Company) shall be compensated for damages due to parcels submitted to the Company for sending, but lost, damaged or unjustifiably returned, as well as for parcels sent in them, but lost, missing or damaged items (goods).

1.2. These Rules have been prepared on the basis of the Postal Law of the Republic of Latvia (hereinafter – the Postal Law) and other national legal acts applicable to the postal services provided by the Company.

1.3. For contractual service users, the contract concluded with the Company may stipulate other (individual) conditions for compensation for sending damage. In the event that other sending damage compensation conditions are not established, the amounts of compensation specified in Chapters 2, 3 of the Rules (Limits of the Company's liability) apply, as well as other requirements, deadlines and mandatory submitted documents (evidence) of the right to compensation of damages set out in these Rules for implementation.

1.4. General conditions for implementing the applicant's right to compensation:

1.4.1. The sender (or sender's authorized person) can submit a claim for damages or a parcel search form to the Company within 6 months from the date of sending the parcel.

1.4.2. The receiver (or a receiver's authorized person) can file a claim for compensation to the Company after submitting a written waiver of the sender's right to compensation in favor of the receiver, within 6 months from the date of submission of the parcel.

1.4.4. The applicant must submit documents supporting the value of the parcel together with the claim or search form. The claim applies to all cases of compensation, regardless of whether the parcel is lost, completely ripped, totally damaged or partially ripped, partially damaged.

1.5. Deadline of compensation for damage

1.5.1. For a parcel – within 30 calendar days from the date of submission of the eligible claim and all related documents;

1.6. Amount of compensation to be paid to the applicant

1.6.1. The amount of compensation to be paid to the applicant is calculated in accordance with the principles of calculating the amount of compensation established in the legal acts regulating the activity of the service provider.

1.6.2. The applicant shall be compensated for direct losses incurred and proven due to the circumstances specified in the Rules, in accordance with the provisions established in Chapter 2 of the Rules. Any related indirect losses, lost income or non-pecuniary damage are not included in the compensation and are not compensated.

1.7. The Company is not responsible and does not compensate for damage if:

1.7.1. The parcel has been delivered to the receiver;

1.7.2. Items (goods) prohibited to be sent are lost in parcels;

1.7.3. Circumstances of force majeure occurred when sending parcels, which caused the parcel to disappear, if items are missing or damaged in the parcel, it is not possible to determine what happened to the parcel, because the documents necessary for proof have been destroyed, and the fault of the postal service provider cannot be proven otherwise;

- 1.7.4. The damage occurred due to the fault of the Sender, because the requirements of the service provider regarding the packaging of items or due to the special characteristics of the item (goods) being sent were violated;
- 1.7.5. The parcel or the items (goods) sent in it or their parts are confiscated in the cases and procedure established by the laws and other legal acts of the sending or receiving country;
- 1.7.6. The parcel was not received due to the fault of the person authorized by the receiver to pick it up;
- 1.7.7. In certain cases, the sender does not substantiate or refuses to substantiate the amount of the claimed damage;
- 1.7.8. The sender is suspected of fraud in order to obtain compensation;
- 1.7.9. If the deadline for submitting a claim for compensation has been delayed (6 months from the date of dispatch);
- 1.7.10. If a claim was made for compensation for indirect losses, lost income, non-pecuniary damage.

2. DOMESTIC PARCELS

Basis of liability	Amount of compensation	Legal basis
UNISEND parcel in Latvia Lost, ripped or damaged	Compensation of direct losses (value of the goods sent in the parcel up to 500 EUR), if not otherwise agreed in the contracts with the customers.	Legislation does not regulate. The legal basis is these Rules and/or agreements

3. FINAL PROVISIONS

3.1. After the amendments to the legal acts regulating compensation of damages come into force, the Company will apply the procedures and conditions for compensation of damages established in them.

ITEMS PROHIBITED TO BE SENT

1. The following is forbidden to be sent in postal parcels:
 - 1.1. Narcotic or psychotropic substances, raw materials intended for the production of such substances (precursors), new psychoactive substances, or products containing them;
 - 1.2. Deactivated defused explosive devices, firearms, military ammunition (including grenades, shells, cartridges, etc.), air guns, any replicas and imitations of explosive devices or firearms;
 - 1.3. Explosive (such as airbags), flammable, radioactive, poisonous, toxic, oxidizing and other dangerous substances;
 - 1.4. Matches, lighters, magnets;
 - 1.5. Materials of a pornographic or erotic nature describing or depicting sexual exploitation of children (child pornography), sexual acts of human beings involving animals, necrophilia or violence of a pornographic nature;
 - 1.6. Items that are prohibited to import and use in the receiving country;
 - 1.7. Live animals, with the exception of bees, leeches, silkworms, parasites and pest exterminators, sent in registered small parcels to officially recognized institutions;
 - 1.8. Alcoholic beverages that are stronger than 70% (for example, "Žalgiris" mead balsam);
 - 1.9. Alcoholic beverages in sealed bottles;
 - 1.10. All kinds of aerosols;
 - 1.11. Other items that are prohibited to be sent according to the resolutions of the Government of the Republic of Latvia;
 - 1.12. Collectible or other coins;
 - 1.13. Banknotes, checks or any bearer securities, travellers' cheques, platinum, gold or silver, whether or not worked, precious stones, jewelery and other valuables.
 - 1.14. It is prohibited to import products with nicotine from EU countries when the nicotine concentration exceeds 16.67mg/g;
 - 1.15. It is prohibited to import electronic cigarettes and electronic cigarette fillers with liquid adapted for filling electronic cigarettes, if this liquid contains flavoring substances, except for the smell and/or taste of tobacco.
 - 1.16. Meat products must be in hermetic packaging. The amount of meat products sent must be small (up to 5 kg).
 - 1.17. It is prohibited to send products in aerosol packaging.