

GEORGIAN PRODUCT TO THE WORLD (Conditions)

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1. General Provisions

1.1. The present document is the combination of the terms and circumstances Georgian Post offers to customers within the framework of the electronic platform - "Georgian Product to the World".

2. Contents of the Electronic Platform - "Georgian Product to the World"

2.1. **Georgian Post LLC** through the electronic platform “**Georgian Product to the World**” – enables the local manufacturers (hereinafter referred to as “Manufacturer”) involved in realization of products via web-pages to deliver the products purchased online by the customers (hereinafter referred to as “Buyer”) through Georgian Post not only within Georgia but exporting it to the countries of destination and delivery to the buyer in compliance with the legislation of the given country.

2.2. The Manufacturer willing to receive the service provided in Article 2.1 shall conclude an agreement with Georgian Post entitling him to integrate the company API module with his/her own electronic shop page.

Through integration of the API module:

- a) Local buyers of the e-shop product will be able to insure and/or track movement of the products all the way from its purchasing to its delivery;
- b) International buyers of the e-shop product will be able to select the desirable for him/her option for shipment of the purchased product to his/her country out of a few

variants that are offered with consideration of the term of the item transportation, tariff, insurance and the tracking control possibility.

2.3. The API module also provides the option of not offering the buyer the product transportation and/or insurance possibility and the same be performed by the product manufacturer within the cost established for the product with the term of the so-called “free delivery”, if the manufacturer chooses it. In this case the type of package for the product to be shipped and delivered out of the country, is defined under the agreement concluded with Georgian Post.

2.4. The manufacturers involved in the electronic platform **Georgian Product to the World** also benefits from the courier call service within the tariff established by Georgian Post and in the event if a postal item is sent abroad – with a simplified (export) declaration fill-in service as well.

3. Shipping Order and Delivery of the Purchased Product (Package)

3.1. Once the Buyer purchases product via e-shop, the Manufacturer carries out the following activities:

3.1.1. Fills in all the mandatory fields (Seller’s (Manufacturer’s) and Buyer’s names, addresses; name, quantity, weight, price, country of origin of the sold product, name of sold product, etc.) in API module electronically, whereupon he/she is enabled to select Call Carrier service;

3.1.2. Indicates whether he/she wants to use a simplified Export Declaration Service.

3.1.3. Packs the sold product in such a manner as to avoid damaging of the goods during transportation and affixes thereon an identifying (tracking) number given to the package.

3.1.4. If the product is shipped within Georgia – prints 2 (two) copies of filled in electronic forms and affixes signature thereon attaching them on the package outside together with 2 (two) copies of signed invoices (or other similar document).

3.1.5. If the product is shipped outside of the country:

➤ For B; C or E package - prints 4 (four) copies of filled in electronic forms and affixes signature thereon attaching them on the package outside together with 2 (two) copies of signed invoices (or a similar document).

3.2. For A package – fills in 4 (four) copies of typographically printed forms and affixes signature thereon attaching them on the package outside together with 2 (two) copies of signed invoices (or a similar document).

3.3. Carrier visits the address defined in the agreement of the manufacturer within the terms described below:

| Currier Call Time | Currier Visit Time |
|-----------------------|-----------------------|
| Monday until 17:00 | Tuesday until 15:00 |
| Tuesday until 17:00 | Wednesday until 15:00 |
| Wednesday until 17:00 | Thursday until 15:00 |
| Thursday until 17:00 | Friday until 15:00 |
| Friday until 17:00 | Saturday until 12:00 |
| Saturday until 17:00 | Monday until 15:00 |

Note: On vacations or holidays, carrier visit is carried out until 15:00 of the next working day.

3.4.If the manufacturer requires a simplified export declaration submitting service, "Georgian Post" provides such service based on the invoice and filled in form submitted by the manufacturer no later than exporting the package.

4. Package Types Offered by Georgian Post

4.1.Georgian Post offers the following types of packages to customers:

- **A Package** – used for shipping the package outside the country only;
- **B Package** – used for shipping the package outside the country only;
- **C Package** – used for shipping the package outside the country only;
- **D Package** – used for shipping the package within the country only;
- **E Package** – used for shipping the package outside the country only;

4.2. A Package Features:

4.2.1. **A Package** Maximum bulk weight - (Length X width X Height) : 5000<20kg.

Maximum dimensions: the length, width and/or height of the package should not exceed 1 meter, so as not to exceed the maximum limit of bulk weight;

4.2.2. **A Package** shall be delivered to the Buyer from 3 to 6 working days.

4.2.3. **A Package** is delivered to the address indicated by the Buyer by one-time courier service. The package is handed directly to the buyer or to any person(s) in accordance with the provisions of the Postal Law of the destination country.

4.2.4. In case of failure to deliver **A Package** to the Buyer, the package is stored in the service center of the destination country for 20 days period of time, upon which it is destroyed if, within this time, the Seller doesn't require the package back. Return shipping costs are paid by the Seller.

The seller receives a SMS notification on the returned package, after which within 5 (five) working days he / she is authorized to withdraw the parcel from the "Georgian Post" Service Center.

4.2.5. **A Package** shipment is tracked.

4.2.6. **A Package** can be insured based on the real value of its content. Besides, the maximum limit of insurance amount is 10 000 GEL.

4.2.7. If being culpable, Georgian Post assumes liability for breakage for total or partial loss and/or damage of **A Package** in the amount provided below:

4.2.7.1. In case of total loss or damage of **A Package**:

- a) 100 USD equal to GEL - for uninsured package;
- b) in the insurance amount;

4.2.7.2. In case of partial loss or damage of **A Package**:

- a) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph A – for uninsured package;

- b) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph B – for insured package;

4.3. B package features:

4.3.1. B package maximum weight - 1 (one) kg.

Minimum dimensions: 90X140mm (2mm deviation from the dimensions is acceptable);

For rolls: the sum of the length and the double of the diameter – 170 mm, in addition, the maximum dimension should not exceed 100mm.

Maximum dimensions: the sum of length, width and thickness shouldn't exceed 900mm. in addition, the maximum dimension should not exceed 600mm (2mm deviation is acceptable).

For rolls: the sum of the length and the double of the diameter – 1040 mm, in addition, the maximum dimension should not exceed 900mm (2mm deviation is acceptable).

4.3.2. B package shall be shipped and delivered to the Buyer from 7 to 21 working days.

4.3.3. B Package is delivered by one-time courier service to the address of the Buyer or the mail service center of the destination country. The package is handed directly to the buyer or to any person(s) in accordance with the provisions of the Postal Law of the destination country.

4.3.4. In case of failure to deliver **A Package** to the Buyer, the package is stored in service center of the destination country for 30 days period of time, upon which it returned back to the Seller. The Seller receives the SMS notification on the returned package, whereupon within 5 (five) working days he / she is authorized to withdraw the parcel from the "Georgian Post" Service Center.

4.3.5. B Package shipment is tracked as usual. In addition, if the package permeability is not tracked by the destination country, the tracking control is carried out party, i.e. until the package leaves the territory of Georgia.

4.3.6. **B Package** can be insured in those countries where the receiver country's mail administration provides such service. Package is insured based on the real value of its content. Besides, the maximum limit of insurance is 5 000 GEL.

4.3.7. If being culpable, Georgian Post assumes liability for breakage for total or partial loss and/or damage of **B Package** in the amount provided below:

5.3.7.1. In case of total loss or damage of B Package:

a) 30 SDR equal to GEL - for uninsured package;

b) in the insurance amount;

5.3.7.2. In case of partial loss or damage of B Package:

- a) Partly within the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph A – for uninsured package;
- b) Partly within the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph B – for insured package;

4.4. C package features:

- 4.4.1. **C package** Maximum weight – 20kg.
Maximum dimensions: - 1.05mX1.05mX1.05m (or 2m. - the sum of length and the largest dimension that should be measured in other direction other than length).
- 4.4.2. **C package** shall be shipped and delivered to the Buyer from 7 to 21 working days.
- 4.4.3. **C Package** is delivered by one-time courier service to the address of the Buyer or the mail service center of the destination country. The package is handed directly to the buyer or to any person(s) in accordance with the provisions of the Postal Law of the destination country.
In case of failure to deliver **C Package** to the Buyer, the package is stored in the destination country for 30 days period of time, upon which it is returned back to the Seller. If **C package** is returned at fault of the customer (buyer or Seller), the buyer can expect to be charged to pay return fees.
The Seller receives the SMS notification on the returned package, whereupon within 5 (five) working days he / she is authorized to withdraw the parcel from the "Georgian Post" Service Center
- 4.4.4. **C Package** shipment is tracked as usual. Besides, if the package permeability is not tracked by the destination country, the tracking control is carried out party, i.e. until the package leaves the territory of Georgia.
- 4.4.5. **C Package** can be insured in those countries where the receiver country's mail administration provides such service. Package is insured based on the real value of its content. Besides, the maximum limit of insurance is 10 000 GEL.
- 4.4.6. If being culpable, Georgian Post assumes liability for breakage for total or partial loss and/or damage of **B Package** in the amount provided below:
 - 5.4.6.1. In case of total loss or damage of **C Package**:
 - a) 40 SDR + 4.5 SDR equal to GEL - for uninsured package;
 - b) in the insurance amount;
 - 5.4.6.2. In case of partial loss or damage of **C Package**:
 - a) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph A – for uninsured package;
 - b) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph B – for insured package;

4.5. **D package features**

4.5.1. **D package** Maximum weight - 20kg.

Maximum dimensions: 105cmX105cmX105cm (or 200cm. – the sum of length and the largest dimension that should be measured in other direction other than length).

4.5.2. **D package** should be delivered to the Buyer within the following terms:

➤ **Express** – in 1-3 working days from its receiving.

Remark: This service is not provided if a package is sent from one administrative unit to special administrative units or vice versa.

Standard- in 3-5 working days from its receiving.

4.5.3. **D package** is delivered to the address indicated by the Buyer. The buyer has the opportunity to choose any service center of "Georgian Post" in addition to the location of his / her place of residence.

(In this case the company programmatically grants to the package the status of “to be withdrawn”). In addition, if the buyer has indicated his/her place of residence/location as a place of delivery, a package up to 10kg will be delivered to him/her at the door of his/her residence (apartment, house, office), and a package over 10 kg will be delivered at the entrance of the building of buyer’s residence (in this case the company programmatically gives to the package the status “to be delivered”).

4.5.4. If Georgian Post service center address is not indicated in the address of the Buyer, **D package** delivery shall be carried out by one-time visit to the Buyer’s address. If insured, the package is delivered directly to the buyer, and if uninsured, the package can be delivered to any adult, who meets the courier at the address of the Buyer and states that he/she lives/works with the Buyer. If it turns out that the Buyer is underage, the package shall be delivered to any adult living/working at such address. For the purpose of package delivery, the person to whom the package is handed shall present ID document to the courier and affix his/her signature in the electronic device presented by the courier as a confirmation of package delivery.

If the courier fails to deliver the package to the specified address, he / she is making an entry in the electronic device indicating the relevant reason and returns the package back to the service center. The addressee will be notified on the above by SMS notification and will be given 5 (five) days term to withdraw the package from the service center.

4.5.5. If the buyer indicates Georgian Post service center address as a place of delivery for **D package**, the Seller shall receive SMS notification, after which he/she will be entitled to visit the service center in 5 (five) working days and get the package after presenting the ID document and affixing his/her signature on the electronic device confirming the package delivery.

If the package is not insured it can be delivered to any third party adult who presents Seller’s ID document together with his/her ID document.

If the Seller is underage, the package will be delivered to his/her legal representative.

4.5.6. **D package**, undelivered for any reason, shall be stored in service center for 5 (five) working days, afterwards it is sent back to the Seller. The package is delivered at the Seller's address.

4.5.7. **D Package** shipment is tracked.

4.5.8. **D Package** can be insured based on the real value of its content. Besides the maximum limit of insurance is 10 000 GEL.

4.5.9. If being culpable, Georgian Post assumes liability for breakage for total or partial loss and/or damage of **D Package** in the amount provided below:

5.5.9.1. In case of total loss or damage of **D Package**:

- a) shipping fees + 5 GEL per each kg - for uninsured package;
- b) in the insurance amount;

5.5.5.2. In case of partial loss or damage of **D Package**:

- a) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.5.9.1, Subparagraph D - for uninsured package;
- b) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.5.9.1, Subparagraph D - for insured package;

4.6. E package features

4.6.1. **E package** maximum weight – 20kg.

Minimum dimensions: 90X140mm (2mm deviation is acceptable).

Maximum dimensions: - 1.05mX1.05mX1.05m (or 2m. - the sum of length and the largest dimension that should be measured in other direction other than length).

4.6.2. **E package** shall be shipped and delivered to the buyer in 6-9 working days.

4.6.3. **E Package** is delivered by one-time or two-time courier service to the address of the Buyer or the mail service center of the destination country. The package is handed directly to the buyer or to any person(s) in accordance with the provisions of the Postal Law of the destination country.

4.6.4. In case of failure to deliver **E Package** to the Buyer, the package is stored in the destination country for 30 days period of time, upon which it sent back to the Seller. If the **E package** is returned at fault of the customer (Buyer or Seller), the Seller can be charged to pay return shipping fees.

The Seller receives the SMS notification on the returned package, after which within 5 (five) working days he / she is entitled to withdraw the parcel from the "Georgian Post" Service Center.

4.6.5. **E Package** shipment is tracked as usual. In addition, if the package permeability is not tracked by the destination country, the tracking control is carried out party, i.e. until the package leaves the territory of Georgia.

4.6.6. **E Package** can be insured in those countries where the receiver country's mail administration provides such service. Package is insured based on the real value of its content. Besides, the maximum limit of insurance is 10 000 GEL

4.6.7. If being culpable, Georgian Post assumes liability for breakage for total or partial loss and/or damage of **B Package** in the amount provided below:

5.6.7.1. In case of total loss or damage of **C Package**:

- a) 130 SDR equal to GEL - for uninsured package;
- b) in the insurance amount;

5.6.7.2. In case of partial loss or damage of **C Package**:

- a) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph A – for uninsured package;
- b) Partly based on the value of the lost or damaged product, but not more than maximum limit defined by the Article 4.2.7.1, Subparagraph B – for insured package;

5. Additional Services

5.1. The clients of the electronic platform - „**Georgian Product to the World**“ are available to enjoy the following additional services:

- insurance;
- refusing shipment until the package leaves the country – for A, B, C and E packages only;

5.2. Package Insurance

5.2.1. Package can be insured from the risks of damage, total or partial loss. If package damage is caused by improper packaging, the damage will not be compensated.

5.2.2. Both, the manufacturer and the Buyer are entitled to use product insurance service.

5.2.3. Package can be insured based on its real value. Additionally, the real value is product's sales price.

5.3. „Refusing Shipment Until the Package Leaves the Country“

5.3.1. “Refusing shipment until the package leaves the country” means that the manufacturer has opportunity to refuse further shipment of the package delivered to “Georgian Post” upon paying appropriate amount of fees.

5.3.2. Manufacturer can use the above mentioned service if his/her application is reported until 17:00 of the day of the package delivery to Georgian Post. In case the package is delivered on Saturday the manufacturer will not use the service.

5.3.3. The manufacturer shall submit application on using the service electronically by sending it to info@gpost.ge.

5.3.4. In case the manufacture requires to suspend shipping, not to deliver it to the addressee and return the package back after exporting it from Georgia, Georgian Post doesn't guarantee to perform such request. In addition, in case Georgian Post performs such request and returns the package, the manufacturer is not exempt from the liability to pay the shipping price. Besides, the manufacturer may have to pay return shipping fees.

6. Restricted and Prohibited Goods for Carriage

6.1. It is inadmissible to send a package for carriage that does not comply with the applicable Georgian legislation and the terms and conditions of the World Postal

Convention and Regulations. It is prohibited to send a mail package to support a fraudulent act or to avoid payment of the total payable fees.

- 6.2. All countries or their appointed operators are authorized to impose additional prohibitions and restrictions on the content of the package within their country. Accordingly, upon shipping a package in a particular country, the requirements set by the specific country shall apply in addition to the prohibitions and restrictions listed below. To see the list please click the following link: <http://www.gpost.ge/?site-lang=ka&site-path=help/requirements/>.
- 6.3. Manufacturer shall not ship the below mentioned subjects via Georgian Post:
- a) Drugs and psychotropic substances, in accordance with the definition of the International Committee of Drug Control or illegal substances of other purposes forbidden in the country;
 - b) Items of immoral or indecent nature;
 - c) Counterfeit and pirate products;
 - d) Other items the import or circulation of which are prohibited in the destination country;
 - e) Items that may threaten the safety of mail staff, contaminate or incur damage to other packages, postal equipment or third party's property due to their own nature or packaging.
 - f) Live animals;
 - g) Documents containing current and personal correspondence sent by the entities who are not senders/addressees or persons residing at the place of residence of the senders/addressees (this restriction doesn't apply to local shipments).
 - h) Inert explosive devices and ammunition, including inert grenades and shells and other similar items, as well as moldings of such devices and subjects;
 - i) Radioactive substances;
 - j) Infectious substances;
 - k) Lithium cells and lithium batteries (both presented separately and placed in device);
 - l) Other items and substances that are given or may be given in the future the status of dangerous goods (DG), in accordance with the applicable legislation.
 - m) Any kind of food product;
- 6.4. It is not permissible to carry any type of coins, banknotes, money marks or securities, travel checks, platinum, gold or silver (piece of work or raw material), precious stones, jewelry and other valuable items subject to reimbursement in favor of the submitter without insurance.
- 6.5. If the fact of shipping the package defined by Paragraph 6.3. or breaching the provisions of the clause 6.4. was reported, the item will not be returned the Seller but destroyed immediately.

7. Liabilities of the "Georgian Post" And Exclusive Circumstances Where Georgian Post Is Not Held Liable

- 7.1. If being culpable, Georgian Post assumes liability for breakage for total or partial loss and/or damage of a package. A package shall be deemed damaged if the integrity of its outer pack part is damaged only.

- 7.2. A parcel is deemed lost if the fact is approved by the designation country postal administration/contractor company, or information on the package couldn't be obtained in 30 (thirty) days period of time from the Seller's reclamation.
- 7.3. If being culpable for loss of a package, Georgian Post, in addition to compensation of the damage provided herein, is entitled to compensate for the price of shipping of the package as well.
- 7.4. Georgian Post will compensate for package returning fees to the manufacturer if:
 - 7.4.1. The reason for the returning the package is unclear;
 - 7.4.2. The reason for the returning the package is the mistake of the Post.
 - 7.4.3. The manufacturer refuses to accept the returned package, as it is damaged.
- 7.5. In cases provided in Clause 6.4, Georgian Post will compensate for reshipping fees of such package. Manufacturer is entitled to refuse reshipping of the package and request compensation of shipping fees, and in cases defined in Clause 6.4.3, require compensation for the value of the content of a damaged packet, within the liability of breakage defined in this document.
- 7.6. If the Seller requires compensation in the amount less than defined in this document, Georgian Post is entitled to compensate for the required little amount.
- 7.7. "Georgian Post" is not responsible for any decision made by the Customs Authorities, which will be adopted by such bodies against the packages (including insured) subject to customs control.
- 7.8. Georgian Post shall not be held liable for any package of any nature (whether insured or not):
 - In case of disagreement between the entrepreneur and the buyer of the product (related to product quality, size, settlement between parties, etc.);
 - In case of force majeure event;
 - In cases where Georgian Post is unavailable to register packages due to destruction of the official documents as a result of force-majeure;
 - If the loss of a package, the absence of a package content is caused at fault or negligence of the sender (including inappropriate packaging) or due to properties of the content;
 - In relation to the package containing the prohibited items;
 - If a package shipping is allowed with special terms only (ex.: if the package is to be packed in a specific form), and this term was violated;
 - On the basis of the effective legislation, in case of detention, destruction or confiscation of the package by the state authorities;
 - If the shipper acts dishonestly in order to receive a remuneration;
 - If the customer didn't submit reclamation to Georgian Post within 6 (six) months from the next day of sending the PP.

8. Final Provisions

- 8.1. If any of the provisions of this document becomes void, regardless of the basis of voidance, this will not invalidate the entire document. In this case, the remaining provisions of the document shall stay in full force.
- 8.2. All the issues that are not regulated by this document are regulated by the "Customer Guidelines" approved by Georgian Post. In case of discrepancy between the provisions

of this document and the "Customer Guidelines", the provisions of this document shall apply.

- 8.3. All amendments and additions to this document shall enter into force from the date of ratification by the Director General of the Georgian Post and posting it on the Company's web site if the Supplements and Amendments does not determine the other date of its entry into force.
- 8.4. The headings in this document are for facilitation of understanding the text of this document and they will not be considered as determinations, substitutes or interpretations of any part of this document.