

Approved by order № _____
of 2023 of General Director
of “Georgian Post” LLC

Terms for sending an overland parcel outside of the country

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1. Scope of activities

- 1.1. The present document describes the terms for sending the overland parcel (hereinafter referred to as the "parcel" and/or "postal item") outside of the country. The document is intended for the customers of "Georgian Post" LLC as well as for the Company's employees in all positions who ensure the performance of the operations and consultations related to the sending of the overland parcels.
- 1.2. Issues not specified in the present document are governed by the provisions of the "Customer's manual".

2. Characteristics of the overland parcel to be sent outside of the country

- 2.1. The overland parcel to be sent outside of the country is a type of parcel received by "Georgian Post" LLC from a customer through the service centers located within Georgia. Furthermore, if the sender is a corporate customer, he or she can send the parcel by calling a courier.
- 2.2. Both the sender and the recipient of the overland parcel can be only a natural person, while in the case of a corporate customer, the sender can also be a legal entity that registers the postal items in the postal program (APP).
- 2.3. "Georgian Post" LLC sends the overland parcels to the following countries:
 - 2.3.1 Greece** - An overland parcel is sent on a "to be called for" basis. The delivery of the overland parcel to the addressee is carried out at the offices of the agents of the "Georgian Post" LLC, whose addresses are given in Appendix №2.
 - 2.3.2 Spain** - An overland parcel is sent on a "to be called for" basis. The delivery of the overland parcel to the addressee is carried out at the offices of the agents of the "Georgian Post" LLC, whose addresses are given in Appendix №2.
 - 2.3.3 Italy** - An overland parcel is sent on a "to be called for" basis. The delivery of the overland parcel to the addressee is carried out at the offices of the agents and postal item pick-up points of "Georgian Post" LLC, the addresses of which are given in Appendix № 2.
 - 2.3.4 France** - An overland parcel is sent on a "to be called for" basis. The delivery of the overland parcel to the addressee is carried out at the postal item pick-up points of "Georgian Post" LLC, the addresses of which are given in Appendix № 2.
 - 2.3.5. Germany** - The parcel is sent to the cities, provided in Appendix №2, with the condition of delivery to the address. In this case, the delivery address is defined as the place agreed upon by telephone conversation between the agent's representative (courier) of "Georgian Post" LLC and the recipient.
 - 2.3.6. Switzerland** - The parcel is sent to the cities, provided in Appendix №2, with the condition of delivery to the address. In this case, the delivery address is defined as the place agreed upon by

telephone conversation between the agent's representative (courier) of “Georgian Post” LLC and the recipient.

2.3.7. Poland - An overland parcel is sent on a “to be called for” basis. The delivery of the overland parcel to the addressee is carried out at the offices of the agents and postal item pick-up points of “Georgian Post” LLC, the addresses of which are given in Appendix № 2.

2.3.8. Austria - The parcel is sent to the cities, provided in Appendix №2, with the condition of delivery to the address. In this case, the delivery address is defined as the place agreed upon by telephone conversation between the agent's representative (courier) of “Georgian Post” LLC and the recipient.

2.3.9. The Czech Republic - An overland parcel is sent on a “to be called for” basis. The delivery of the overland parcel to the addressee is carried out at the postal item pick-up point, the address of which is given in Appendix № 2.

2.3.10. Belgium - The parcel is sent to the cities, provided in Appendix №2, with the condition of delivery to the address. In this case, the delivery address is defined as the place agreed upon by telephone conversation between the agent's representative (courier) of “Georgian Post” LLC and the recipient.

2.3.11. Armenia - The parcel is sent to the cities, provided in Appendix №2, with the condition of delivery to the address.

2.3.12. Slovakia - An overland parcel is sent on a “to be called for” basis. The delivery of the overland parcel to the addressee is carried out at the postal item pick-up point, the address of which is given in Appendix № 2.

2.3.13. Netherlands - The parcel is sent to the cities, provided in Appendix №2, with the condition of delivery to the address. In this case, the delivery address is defined as the place agreed upon by telephone conversation between the agent's representative (courier) of “Georgian Post” LLC and the recipient.

2.3.14. England - An overland parcel is sent on a “to be called for” basis. The delivery of the overland parcel to the addressee is carried out at the offices of the agents, the address of which is given in Appendix № 2.

2.4. “Georgian Post” LLC does not provide insurance for overland parcels.

2.5. The weight of the overland parcel must not exceed 20 kg, and in the case of medicines - 300 grams. The sizes of the overland parcel must not exceed 80cm x80cm x 80cm.

2.6. The cost of sending the overland parcel (with the exception of medicines) is calculated by multiplying the actual weight by the rate for 1 kg of the postal item of the same category established by “Georgian Post” LLC. In the case of sending a parcel weighing up to 1 kg, the sender/recipient pays at a fixed rate for 1 kg.

2.6.1. In the case of sending in the direction of **Germany, Belgium, Austria and Netherlands** the cost of sending the overland parcel (with the exception of medicines) is calculated by multiplying the actual weight by the rate for 1 kg of the postal item of the same category established by “Georgian Post”

LLC. In the case of sending a parcel weighing up to 5 kg, the sender/recipient pays a fixed rate for 5 kg.

2.7. In the case of sending medicines in the overland parcel, the sender/recipient pays a fixed rate.

2.7.1. Sending medicines to **Armenia** as a separate shipment is not required, it can be placed with other items to be sent.

2.8. Payment for the service of sending the overland parcel outside of the country is possible when it is sent by the sender, as well as by the recipient when the overland parcel is handed over to him/her.

2.8.1. The exception is the land parcel to be sent to **Armenia**, the price of which is not conditional.

2.9. In the case of a corporate customer, the settlement condition is determined at the end of each month, based on the delivery-acceptance act, by non-cash payment.

2.10. The overland parcel is registered by the corporate customer in the postal program (APP) in accordance with the "Instructions for using the postal program".

2.11. A corporate customer does not send overland parcels with the condition of cash on delivery.

2.12. An undelivered to the addressee overland parcel is not returned to the sender. If it is impossible to deliver the overland parcel to the recipient (including if the recipient refuses to accept the overland parcel), it will be destroyed on-site within 30 (thirty) calendar days.

3. Acceptance of overland parcels for sending outside of the country

3.1. "Georgian Post" LLC accepts overland parcels for sending them outside of the country through service centers and couriers (within the corporate service) every working day.

Must be considered! Except for Tbilisi service centers, in any other service centers, if the overland parcel is received on Saturday, it will not be sent on the day specified in clause 4.1. (Monday). Based on the above, it is not recommended to accept the overland parcel containing perishable products in any other service centers, **except for Tbilisi service centers.**

➤ In case of land parcel to be sent to **Armenia**, in order for the parcel to be sent on the day specified on the point 4.1. (Thursday), the parcel must be received at the service center (both in Tbilisi and in the region) no later than **Tuesday**.

If the sender does not consider the recommendation of "Georgian Post" LLC, sending such a postal item is possible only on the condition that the sender pays for the dispatch.

3.2. When sending an overland parcel, the customer shall present an identity document, as well as provide the sales operator with the following complete and accurate mandatory information:

About the sender / presenting person:

- **Identity;**
- **Personal number / identification number;**

- Address;
- Mobile phone number.

About the recipient:

- Identity;
- Telephone number (a valid phone number is required);
- Receiving country;
- Receiving city;
- Personal or passport number - required only when sending to Armenia.

3.3. The overland parcel accepted for sending is assigned an identification code (barcode).

3.4. The sender is responsible for properly packing of the overland parcel. The overland parcel must be packed safely and in such a way as to prevent damage to its contents during transporting, at the same time, such packaging must not damage other overland parcels during transporting and should not create problems for persons who will carry out further processing, transportation and/or warehousing of the overland parcels.

3.5. **The contents of the parcel must be placed in a box**, which must be sealed from the outside with a branded adhesive tape of “Georgian Post” LLC. Liquid and liquid-containing products, must be placed in a plastic container/bottle.

3.6. The sender **does not have the right** to send by the overland parcel the items and goods prohibited in accordance with Article 5 of the present document.

4. Timeframes for sending, transporting, and handing over of the overland parcel received for sending

4.1. Overland parcels are sent by “Georgian Post” LLC:

- **Monday** - in all directions except Armenia;
- **Thursday** - in the direction of Armenia.

4.2. Delivery of overland parcels to the addresses of the offices of agents of “Georgian Post” LLC in the country of destination is carried out within the timeframes given in Appendix № 1.

4.2.1. The sender will receive information about the arrival of the postal item in the destination country in the form of an SMS message.

- 4.3. After delivery of the overland parcel to the offices of agents of “Georgian Post” LLC, the recipient has the right to visit the agent's office and receive the overland parcel no later than thirty (30) calendar days; if the overland parcel is sent to a city where instead of the agent's office there is only a pick-up point (information about pick-up points is given in Appendix № 2), the recipient will be able to pick up the postal item only on working days and hours of those pick-up points.
- 4.4. In the case of **Germany, Austria, Switzerland, Belgium, and Netherlands** - after the overland parcel has been transported to the office of the agent of “Georgian Post” LLC, the agent-representative of the office (courier) must contact the recipient by phone, with which he/she specifies his/her address and delivery time, and only after that visits the addressee. The courier carries out the visits at the agreed address once. If for some reason the postal item cannot be delivered to the recipient, the courier returns the postal item to the agent's office. After that, the recipient has the opportunity to visit the agent's office no later than thirty (30) calendar days after receiving the overland parcel by the agent of “Georgian Post” LLC and pick up the overland parcel.
- Must be considered:** In the case of **Belgium and Netherlands** the courier will deliver the postal item to the recipient only on Saturdays or Sundays, if the recipient cannot receive the postal item for any reason, he/she must visit the agent's office in Nuremberg (Germany) within 30 (thirty) calendar days and pick up the postal item.
- 4.5. **In the case of Armenia**, after the parcel is transported to the office of the agent of the “Georgian Post” LLC, the agent's representative (courier) makes a necessary telephone communication with the recipient, with whom he specifies delivery time and the courier visits the recipient's address once. If for some reason the parcel cannot be delivered to the recipient, the courier returns the parcel to the agent's office. After that, the recipient has the opportunity to visit the agent's office no later than thirty (30) calendar days after receiving the overland parcel by the agent of “Georgian Post” LLC and pick up the overland parcel.

5. List of the prohibited and conditionally permitted products for the overland parcels

- 5.1. It is not allowed to send in an overland parcel those items, substances, animals, products, or materials that are normally prohibited when sending postal items (<https://www.gpost.ge/Content/ContentFiles/e95a4c9b40bc81a1d822ba4d41025f27.pdf>). in addition, it is also **prohibited to send the following items:**
- 5.1.1. Tobacco and shag;
 - 5.1.2. Meat and meat products;
 - 5.1.3. Any non-factory-made liquid in which the fermentation has not been completed or it is fizzy (including: fermenting sweet; grape must; sparkling wine; grape mash, etc.);

- 5.1.4. Medicines containing narcotic and/or psychotropic substances;
- 5.1.5. Any original identity document (passport, identity card, certificate of residence, driver's license);
- 5.1.6. Precious metals and/or stones, as well as their products;

5.2. Sending the product/medicine listed below is only permitted in the quantities and conditions listed below, if the prohibition does not apply in relation to a specific country:

- 5.2.1. Honey no more than 1/2 kg;
- 5.2.2. Any kind of cheese - no more than 2 kg (placed in a hermetically sealed plastic container, without liquid);
- 5.2.3. From alcoholic beverages:
 - a) Wine and beer in total - no more than five (5) liters. In addition:
 - Such non-factory bottled beverage must be placed in a plastic bottle(s) so that the volume of each plastic bottle should not exceed 3 (three) liters, and the total volume of wine in one postal item must not exceed 5 (five) liters;
 - Factory-bottled beverages of each type (wine and beer) must not exceed two (2) bottles so that the total volume must not exceed five (5) liters.
 - b) Any other type of alcoholic beverage - no more than 1 (one) liter. Wherein, the non-factory bottled beverage must be placed in a plastic bottle.
- 5.2.4. Other liquid or viscous type food products - must be placed in plastic bottles;
- 5.2.5. Sending only the document by the overland parcel is not allowed. The document should only be sent together with other goods/products.
- 5.2.6. Medicines in original packaging - no more than 300 grams. Wherein:
 - a) The pills of the same type - no more than ten (10) blisters;
 - b) Medicines of a different type (including liquid-containing ones) - no more than 300 grams.

NOTE:

- **Sending medicines to other countries is possible only in the form of a separate overland parcel, sending any other goods/products with them is not allowed. At the same time, it is prohibited to send medicines containing narcotic and/or psychotropic substances.**

- 5.2.7. Sending fragile items (including TV, mobile phones, computers, dishes, etc.) is possible only at the risk of the sender, on the basis of a completed and signed application (see Appendix № 3). Accordingly, “Georgian Post” is not responsible for damage to the contents of the postal item.

5.3. Specific prohibitions by country:

5.3.1. Armenia:

- It is not allowed to send alcoholic beverages in plastic bottles; only 2 bottles of factory-bottled wine and beer are allowed (the volume of each type of drink should not exceed 5 liters), and other types of alcoholic beverages - 1 liter.
- Sending medicines as a separate shipment to Armenia is not required, they can be sent only in the quantities specified in paragraph 5.2.6., together with other items to be sent.

5.3.2. **Germany:**

- Medicines are not shipped to Germany
- **Overland parcels to Germany are sent only to the cities indicated in Appendix №2; delivery to the recipient is not performed in any other neighboring, bordering, or nearby cities to the indicated cities.**

5.3.3. **Austria, Belgium and Netherlands:**

- Medicines can be sent to the indicated countries only with the original box and annotation and in the amount specified in clause 5.2.6.

5.3.4. **England:**

- It is forbidden to send any kind of alcoholic beverages.

6. **Checking the contents of the postal item**

6.1. Before leaving the country, the overland parcel will go through the process of scanning the contents with a scanner. As a result of the inspection, the suspicious parcels are taken to the inspection room, where they are opened for a detailed examination of the contents. This process is carried out under the supervision of video cameras.

6.2. After opening the package to check the contents, an appropriate self-adhesive sticker with the text "**opened to check the contents**" is stuck on it in the required order.

6.3. The sender of the parcel has the right to request, by filing a claim, to view the video recording of the content check within 3 months after sending the parcel.

6.3.1. In case of finding a prohibited item in the parcel, the Georgian Post shall act in accordance with Article 8 of the same document. However, if during the opening and checking of the content of the postal item any jewelry / goods are found without the relevant document or it is not marked that the goods do not contain gold, silver or other precious metals or precious stones, "Georgian Post" reserves the right to transfer such an item to a licensed expert of "Georgian Post" LLC in order to determine the constituent material of it. The mentioned service is free, and the timeframe of expertise is defined as 7

working days. If the expert determines that the item is made of precious metal and/or precious stone, the parcel will be returned to the sender according to the conditions under article 8, and in other cases, the parcel will be sent to the country of destination with the next batch of the parcels to be sent.

7. Additional services of the overland parcel

- 7.1. **"Refusal to send a postal item before leaving the territory of the country"** is carried out by contacting the service center of "Georgian Post" LLC, and allows the sender to refuse further sending of the postal item transferred to "Georgian Post" LLC.
- 7.1.1. The service is paid, and amounts to 50% of the sending cost. In this case, if the price for sending the parcel to be returned is not paid at the time of sending, the sender must pay the rate set by "Georgian Post" LLC before returning the parcel to him/her, otherwise, the postal item will not be returned to him/her, and the postal item will be transferred into the ownership of the "Georgian Post" LLC. The rate will not be charged if the sender of the overland parcel requires its return on the day of sending.
- 7.1.2. The customer (sender) will be able to use this service if his/her application for refusing to send the postal item is registered no later than on Friday before 17:00, after the customer has delivered the postal item to "Georgian Post" LLC; respectively, if the customer delivers the postal item on Saturday, he/she will not be able to use this service; with the exception of Tbilisi service centers, where it is possible to register such an application on Saturday until 14:00 as well, and the service can be used for postal items delivered on Saturday before 14:00 as well.
- Must be considered:** The application for refusal to send the parcel sent by land to **Armenia** must be registered no later than **17:00 on Tuesday** after the delivery of the parcel to "Georgian Post" LLC. This applies to both Tbilisi and regional service centers.
- 7.1.3. In the case of using the service, the overland parcel will be returned right at the service center, and in order to reimburse the amount paid, the sender fills out a compliant application, which is sent to the quality control department on the same day and, based on the relevant order, 50% of the paid amount is returned to the sender.
- 7.1.4. If the sender of the postal item requests the return of the postal item on the day of sending and presents a payment confirming receipt, the postal item will be returned to him/her and the cost of sending paid will be refunded in full right at the service center. In the event that the sender is unable to provide the payment confirming receipt, the sender must fill out a compliant application to reimburse the amount, on the basis of which, as a result of the internal procedures of the company, he/she will be refunded 50% of the paid price.
- 7.2. The sender of the overland parcel has the right to request the **forwarding of the postal item**, which is carried out in accordance with the "Rule of forwarding of the postal item".

8. Liability and amount of compensable damages

- 8.1. “Georgian Post” LLC assumes material responsibility for damage arising in the event of loss or damage to the overland parcel due to its fault. At the same time, the overland parcel is considered damaged only if the integrity of its outer packaging is damaged.
- 8.2. The postal item is considered lost if this fact is confirmed by the agent of the “Georgian Post” LLC or it was not possible to obtain the information about the overland parcel within thirty (30) calendar days after its sending.
- 8.3. “Georgian Post” LLC is not responsible for any decisions of the customs bodies regarding postal items subject to customs control.
- 8.4. The liability of “Georgian Post” LLC is also excluded:
 - In the event of force majeure circumstances;
 - In the case when “Georgian Post” LLC is unable to register postal items due to the destruction of official documents as a result of force majeure circumstances;
 - If the loss of the postal item, the absence or damage to its contents is caused by the fault or negligence of the sender (including improper packaging) or the nature of the contents;
 - For overland parcels that contain items prohibited for sending;
 - For overland parcels, sending of which is allowed only under special conditions (for example, overland parcels must be packed in a certain way), if such a condition is not met;
 - Based on applicable legislation, in the event of detention, destruction, or confiscation of the overland parcel by state authorities;
 - If the sender acts in bad faith in order to receive the refund;
 - If the customer has not addressed with the compliant application to “Georgian Post” LLC within the next 2 (two) months from the date of sending the overland parcel;
- 8.5. In case of loss or partial loss of contents, or damage of the overland parcel, “Georgian Post” LLC will reimburse the sender for the damage in accordance with the provisions of paragraph 61.1.1 of Article 61, Chapter VII of the "User's Manual".
- 8.6. The sender is materially responsible for the damage caused to the “Georgian Post” LLC due to sending the prohibited item or improper packaging of the overland parcel.
- 8.7. In case of finding a prohibited item in the parcel or its improper packaging before leaving the country, the parcel will not be sent, and the sender will pay a fine in the amount of 100% of the sending cost of the overland parcel. In case of non-payment of the fine, the postal item will not be returned to the sender.
- 8.8. Discussion of claims and making decisions on compensation for damage is carried out by “Georgian Post” LLC in accordance with the provisions of Article 65 of Chapter IX of the "User's Manual" and the rule "Submission and discussion of claims".

9. Final provisions

- 9.1. If any provision of this document is annulled despite the basis for annulment, this will not cause the annulment of the entire document. In this case, the remaining provisions of the document are valid without the annulled provision.
- 9.2. All issues that are not regulated by this document are governed by the "User's Manual", approved by "Georgian Post" LLC.
- 9.3. All amendments and additions to this document (except for the cases specified in clause 9.4 of this document) shall enter into force from the day they are signed by the General Director of "Georgian Post" LLC unless the document of amendments and additions itself does not contain a reference to a later date of its entry legal force.
- 9.4. Amendments to Appendix № 1 and Appendix № 2 of this document shall enter into force from the date of posting on the website of "Georgian Post" LLC and do not require signing by the General Director of "Georgian Post" LLC.
- 9.5. The Article headings of this document are provided to facilitate the use of the text of the document and shall not be taken into account to define, modify or interpret any of the provisions of this document.

Appendix №1

Timeframes for delivery of overland parcels

Explanation: the delivery date starts from the first Monday after the delivery of the overland parcel to the “Georgian Post” LLC.

Greece	
City	Timeframe for delivery
Athens	5-6 callendar days
Thessaloniki	7-8 callendar days
Kalamata	7-8 callendar days

Spain	
City	Timeframe for delivery
Barcelona	10 callendar days
Madrid, Valencia, Cordoba, Arnedo, Autol, Alicante, Manresa, Bic	14 callendar days

Italy	
City	Timeframe for delivery
Bari, Reggio Calabria, Reggio Emilia, Naples, Rome, Milan, Prato	8 callendar days
Montova, Florence, Salerno, Udine	10 callendar days
Bologna, Modena, Empoli, Pisa, Livorno, Venice, Trieste	14 callendar days

France	
City	Timeframe for delivery
Paris, Lyon, Strasbourg, Amiens, Montpellier, Criel, Reims, Rennes, Poitiers, Marseille, Nice, Bordeaux, Toulouse, Dijon, Saint-Brieuc	14 callendar days

Germany	
City	Timeframe for delivery
Stuttgart, Mannheim, Dusseldorf, Cologne, Bonn, Munich, Frankfurt, Nuremberg, Freiburg; Karlsruhe	14 callendar days
Hannover	15 callendar days
Berlin, Hamburg	16 callendar days

Switzerland	
City	Timeframe for delivery
Lausanne, Geneva	18-19 callendar days

Poland	
City	Timeframe for delivery
Warsaw, Krakow, Katowice, Chestakhova, Lodz, Poznan	10-12 callendar days
Random, Lublin, Gdansk	11-12 callendar days
Wroclaw	12 callendar days

Austria	
City	Timeframe for delivery
Salzburg, Innsbruck, Vienna, Graz, Linz	14 callendar days

The Czech Republic	
City	Timeframe for delivery
Prague	14 callendar days

Belgium	
City	Timeframe for delivery
Brussels, Ghent, Antwerp, Bruges, Genk, Liege, Ostend	14 callendar days

Armenia	
City	Timeframe for delivery
Yerevan	3 callendar days
Regions	5 callendar days

Slovakia	
City	Timeframe for delivery
Bratislava	12-14 callendar days

Netherlands	
City	Timeframe for delivery
Eindhoven, Maastricht, The hague, Rotterdam, Breda, Tilburg, Amsterdam, Utrecht, Nijmegen	12-14 callendar days

England	
City	Timeframe for delivery
London	9-10 callendar days

Appendix №2

Addresses and working hours of agents and postal item pick-up points of “Georgian Post” LLC by countries

1. Greece

N.	City	Address	Phone number	Working hours
1.	Athens	Omonia - Geraniou № 44, (main office)	Tel: 210 52 41 849 / 694 0000 377 / 699 35 01 515	Every day: from 09:00 to 19:00
2	Athens	Kipseli 11361, Sikiou №6	Tel: 210 86 47 705/ 6948325465	Every day: from 09:00 to 19:00
3	Athens	Pagkrati - Damareos №43	Tel: 215 52 55 145	Every day: from 09:00 to 19:00
4	Athens	Athens 10431, Ipponaktos #38, Neos Kosmo	Tel: +30 210 931 3917/ +30 690 785 5500	Every day: from 09:00 to 19:00
5	Athens	Ampelokipi - Arkadias №13	Tel: 699 33 44 448 / 6941603030 / 211 41 50 946	Every day: from 09:00 to 19:00
6	Athens	11251, Pipinou №70	Tel: 210 82 10 172 / 699 52 10 174	Every day: from 09:00 to 19:00
7	Athens	15124, Neratziotisis №11	Tel: 699 69 98 585 / 694 39 19 991 / 2155014368	Every day: from 09:00 to 19:00
8	Athens	10446, Aristomenous №93	+30 210 865 6683	Every day: from 09:00 to 19:00
9	Athens	10446 Platia, Agios Nikolaos 17	Tel: +30 211 417 1712 /+30 699 600 3424 /+30 699 327 7280	Every day: from 09:00 to 19:00
10	Thessaloniki	57200, Vardari Lagadas №7,	Tel: +30 231 052 6138/ +30 231 052 6134	Every day: from 09:00 to 19:00
11	Kalamata	Kalamata 24100, Souliou №30	Tel: +30 272 109 7452 / +30 697 894 5965 / +30 694 921 2386	Every day: from 09:00 to 19:00

2. Spain

N.	City	Address	Phone number	Working hours
1.	Barcelona	C/Espronedca 369_08027bcn, Sagraera_Navas	Tel: 34 632 484 787	Tuesday - from 10:00 to 21:00 Wednesday - from 10:00 to 21:00 Thursday – from 10:00 to 21:00 Friday - from 10:00 to 21:00 Saturday - from 10:00 to 21:00 Sunday - from 10:00 to 21:00 Monday - day off
2	Madrid	Calle Francisco del Pino №26, 28021 Madrid	Tel: 34 631 161 214 Tel: 34 632 484 787	Tuesday - from 10:00 to 21:00 Wednesday - from 10:00 to 21:00 Thursday – from 10:00 to 21:00 Friday - from 10:00 to 21:00 Saturday - from 10:00 to 21:00 Sunday - from 10:00 to 21:00 Monday - day off
3	Valencia	Valencia-Xirivella, plaza del mercado n10 bajo 1. Zip code- 46950	Tel: +34 602 881 887 Tel: +34 632 48 47 87	Every day – from 10:00 to 21:00

4	Cordoba	Calle El Avellano 1; Santa Rosa ; 14006; Cordoba;	Tel: +34 632 258 778 Tel: +34632484787	Tuesday - from 10:00 to 21:00 Wednesday - from 10:00 to 21:00 Thursday - from 10:00 to 21:00 Friday - from 10:00 to 21:00 Saturday - from 10:00 to 21:00 Sunday - from 10:00 to 21:00 Monday - day off
5	Arnedo	Calle General Ruiz, 41, zip- code26580	Tel: +34 632 54 16 42 Tel: +34 632 48 47 87	Saturday – from 10:00 to 18:00
6	Autol	Calle Travesía de Ezquerro, 49, zip-code 26560	Tel: +34 632 54 16 42 Tel: +34 632 48 47 87	Saturday – from 17:00 to 18:00
7	alicante	Calle del Maestro Alonso, 184, zip code-03014	Tel: +34 632 54 16 42 Tel: +34 632 48 47 87	Sunday – from 10.30 to 11:40
8	Manresa	Av. dels Dolors, 5, 11, zip code-08243	Tel : +34 632 54 16 42 Tel : +34 632 48 47 87	Saturday – from 12:00 to 13:00
9	Bic	Detrás de la estación de tren. Pàrquing públic.zip code - 08500	Tel: +34 632 54 16 42 Tel: +34 632 48 47 87	Saturday – from 10:00 to 11:00

3. Italy

Agents' offices

N.	City	Address	Phone number	Working hours
1.	Bari	Piazza Aldo Moro 35 Bari 70121 BA Italy	+39 080 967 5002 +39 380 154 8887	Every day – from 08:30 to 20:00
		Via Michele Garruba, 2270122 Bari BA, Italy	+ 380 656 81 90 + 324 609 18 62 + 389 584 03 09	Every day - from 07:30 to 20:30
2.	Reggio Calabria	Via Gaspare Del Fosso 29 Reggio Calabria 89127 RC Italy	+39 327 361 5985	Every day – from 09:00 to 20:00
3.	Reggio Emilia	Via Roma, 64/A Reggio Emilia 42121 RE Italy	+39 388 179 0686	Monday – day off Tuesday – from 11:00 to 17:00 Wednesday – from 11:00 to 17:00 Thursday – day off Friday – from 11:00 to 17:00 Saturday – from 10:00 to 17:00 Sunday – from 09:00 to 19:00
4	Salerno	Salerno 84125, Via Michelangelo Schipa 25	+39 320 864 0527	Every day – from 08:00 to 20:00
5	Milan	Via Menabrea 14, Milano 20159, Italy	+39 388 467 7527 +39 320 287 79 06	Monday – day off Tuesday – from 13:00 to 17:00 Wednesday –from 13:00 to 17:00 Thursday – from 13:00 to 17:00 friday – from 13:00 to 17:00 saturday – day off Sunday – from 07:30 to 13:00

Postal item pick-up points

N.	City	Address	Phone number	Working hours
1.	Bologna	Stazione Autoline, Settember 6, Bologne 40121 BO Italy	+39 388 179 0686	Sunday – from 14:00 to 15:00
2.	Montova	Piazza Sordelo, Mantova 46100 MN Italy	+39 388 179 0686	Thursday – from 11:00 to 15:00
3	Modena	Via Bono Da Nonantola 1 Modena 41121MO	+39 388 179 0686	Sunday – from 16:00 to 17:00
4.	Naples	Napoli 80139, Piazza Sant` Anna A Capuana 14	+39 0811 836 5041 +39 3883 531 574 +39 333 890 3809	Every day – from 08:00 to 20:00
5.	Florence	Firenze 50123, Santa Maria Novella. Via Santa Caterina da Siena	+39 380 771 3120 +39 380 585 9596	Thursday – from 13: 00 to 16:00 Sunday - from 11:00 to 15:00
6.	Prato	Prato 59100, Via Ferdinando Tacca 10 / Via Bettino 10	+39 380 343 1691	Thursday – from 13:30 to 18:00 Saturday – from 14:00 to 16:00 Sunday – from 09:00 to 18:00
7.	Rome	Roma 00185, Via Cairoli 74	+39 328 616 4731 +39 329 024 4317 +39 328 008 0975 +39 066 927 7487	Tuesday – from 09:00 to 19:00 Wednesday – from 09:00 to 19:00 Thursday – from 09:00 to 19:00 Friday – from 09:00 to 19:00 Saturday – from 09:00 to 19:00 Sunday – from 09:00 to 19:00 Monday – day off
8	Empoli	Empoli 50053, Piazza della Vittoria	+39 388 824 666 +39 328 497 8066	Thursday – from 15:00 to 18:00 Sunday – from 15:00 to 18:00
9	Pisa	Pisa 56125, Piazza Vittorio Emanuele II	+39 388 824 666 +39 328 497 8066	Thursday – from 11:00 to 14:00
10	Livorno	Piazza Dante Livorno	+39 388 824 666 +39 328 497 8066	Sunday – from 11:00 to 14:00
11	Udine	Udine 33100, Viale Giacomo Leopardi	+39 328 777 2812 +39 327 207 0090	Every day – from 10:00 to 20:00
12	Venice	Venezia 30174, Interspar Mestre Torino Corso Del Popolo 225/Int 1	+39 328 777 2812 +39 327 207 0090	sunday –from 15:00 to 21:00
13	Trieste	Trieste 34135, Stazione Trieste Centrale Piazza Della Liberta 8	+39 328 777 2812 +39 327 207 0090	Friday – from 09:00 to 15:00

4. France

N.	City	Address	Phone number	Working hours
Postal item pick-up points				
1	Lyon	Rue Garibaldi 286. Zip code-69003 (FRANCE EXPRESS)	+33751153977 +39333323108 +393897641212	Thursday – from 08:00 to 13:00 Friday – from 08:00 to 13:00 Saturday – from 08:00 to 13:00
2	Strasbourg	8A Rue du singirst zip code-67200 (FRANCE EXPRESS)	+33768727831 +39333323108 +393897641212	Wednesday – from 10:00 to 19:00 Thursday – from 10:00 to 19:00
3	Amiens	AMIENS (80000) / France Express 15 rue claude Debussy (FRANCE EXPRESS)	+33606427476 +39333323108 +393897641212	Wednesday –from 10:00 to 14:00 Thursday – from 14:00 to 17:00 Friday – from 10:00 to 15:00 Saturday – from 09:00 to 14:00
4	Montpellier	MONTPELIER (34000)/ France Express 8 rue des ékoles	+33774500475 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
5	Creil	CREIL (60100) / France Express 6 rue des pierres	+33751115903 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
6	Reims	REIMS (51100) / France Express 6 ellee du Tyrol	+33602233520 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
7	Rennes	RENNES (35000)/ France Express 4 rue du bois perrin	+33780352290 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
8	Poitiers	POITIERS (86000) / France Express 42 rue du clos gaultier	+33604429224 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
9	Marseille	MARSEILLE (13000) / France Express 17 rue amelie	+33758957230 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
10	Nice	NICE (06000) / France Express 26 rue de paris	+33758140033 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
11	Paris	27 rue Dailly. 92210 Saint-Cloud (France Express)	+33605630524 +39333323108 +393897641212	Wednasday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00 Sunday – from 09:00 to 14:00

12	Bordeaux	Bordeaux (33000) / France express Rue Marcel Paul, Résidence Beausite bâtiment D3.	+33658834865 +33604429224 +393333323108 +393897641212	Wednesday – from 09:00 to 18:00 Thursday – from 09:00 to 18:00 Friday – from 09:00 to 18:00 Saturday – from 09:00 to 14:00
13	Toulouse	55 chemin de Pelleport 31500 TOULOUSE	+33751289517 +393333323108 +393897641212	Friday – from 10:00 to 19:00 Saturday – from 10:00 to 19:00 Sunday – from 10:00 to 19:00
14	Dijon	14 Rue Sully.21000 DIJON	+33602386785 +393333323108 +393897641212	Monday – from 10:00 to 18:00 Tuesday – from 10:00 to 18:00 Wednesday – from 10:00 to 18:00 Thursday – from 10:00 to 18:00
15	Saint-Brieuc	20 boulevard charner saint-brieuc 22000	+33602393370 +393333323108 +393897641212	Thursday – from 10:00 to 18:00 Friday – from 10:00 to 18:00 Saturday – from 10:00 to 18:00

5. Germany

N.	Agent's office	Address	Phone number	Working hours	Cities where postal items are delivered
1.	Stuttgart	Veielbrunnenweg 47	+4915212254870 +4915216843620 +995 551 232434 (Viber. Whatsapp)	Wednesday –from 12: 00 to 17: 00 Thursday –from 12: 00 to 17: 00 Friday –from 12: 00 to 17: 00 Saturday – from 12: 00 to 17: 00	Stuttgart; Berlin; Hamburg; Mannheim; <u>Dusseldorf;</u> <u>Cologne;</u> <u>Bonn;</u> <u>Munich;</u> <u>Frankfurt</u>
2	Nuremberg	Äußere Bayreuther Str.48 90491 Nürnberg	+491639600954; +4915259716576	Wednesday – from 12:00 to 16:00 Friday –from 12:00 to 16:00	Nuremberg; Freiburg; Karlsruhe; Hannover; <u>Dusseldorf;</u> <u>Cologne;</u> <u>Bonn;</u> <u>Munich;</u> <u>Frankfurt</u>

6. Switzerland

N.	Agent's office	Address	Phone number	Working hours	Cities where postal items are delivered
1.	Lausanne	CHEMIN DES LYS 14 ZIP CODE -1010	+41779916106 +995 555155511 (Viber.Whatsapp)	Monday – from 8:00 to 12:00 Tuesday – from 8:00 to 18:00 Wednesday – from 8:00 to 18:00 Thursday – from 8:00 to 18:00 Friday – from 8:00 to 18:00 Saturday – from 8:00 to 12:00 Sunday – from 8:00 to 12:00	Lausanne Geneva

7. Poland

N.	City	Address	Phone number	Working hours
1.	Warsaw	Warsaw Aleksandra Swietochowskiego 2/6 , 01-318 Warszawa (BellaGeo Mz)	+48733764188 +48731884689	Monday – from 12:00 to 18:00 Tuesday – from 9:00 to 18:00 Wednesday – from 9:00 to 18:00 Thursday – from 9:00 to 18:00 Friday – from 9:00 to 18:00 Saturday – from 9:00 to 18:00 Sunday – day off
Postal item pick-up points				
1	Krakow	(BellaGeo Mz) Pawia 5, galeria krakowska 31-154	+48733764188 +48731884689	Wednesday: from 09:00 to 11:00
2	Katowice	(BellaGeo Mz) plac Wilhelma Szewczyka 2. 40-097	+48733764188 +48731884689	Wednesday: from 13:00 to 15:00
3	Chestakhova	(BellaGeo Mz) aleja Wolności 45/49. 42-202	+48733764188 +48731884689	Wednesday: from 17:00 to 19:00
4	Lodz	(BellaGeo Mz) Plac Bronisława Sałacińskiego 1. 90-001	+48733764188 +48731884689	Thursday: from 10:00 to 12:00
5	Poznan	(BellaGeo Mz) Dworzec Zachodni .60- 734	+48733764188 +48731884689	Thursday: from 16:00 to 18:00
6	Radom	(BellaGeo Mz) plac Dworcowy.26-600	+48733764188 +48731884689	Friday: from 10:00 to 12:00
7	Lublin	(BellaGeo Mz) plac Dworcowy.20-408	+48733764188 +48731884689	Friday: from 15:00 to 17:00

8	Gdańsk	(BellaGeo Mz) Gdańsk Główny Dworzec Tymczasowy. 80-895	+48733764188 +48731884689	Saturday: from 10:00 to 15:00
9	Wroclaw	(BellaGeo Mz) Sucha 1, 50-086. Wroclaw	+48733764188 +48731884689	Friday: from 10:00 to 16:00

8. Austria

N.	Agent's office	Address	Phone number	Working hours	Cities where postal items are delivered
1.	Salzburg	SAALACHSTRASSE 19/11,5020 SALZBURG.AUSTR IA.	+436606541114 +436765450554	Wednesday – from 10:00 to 18:00 Saturday – from 10:00 to 18:00 Sunday – from 10:00 to 18:00	Salzburg Innsbruck Vienna Graz Linz

9. The Czech republic

N.	City	Pick-up point	Phone number	Working hours
1.	PRAGUE	Tuchomericka 282 praha 6 nebusice.16400	+436606541114 +436765450554 +420777400805	Saturday – from 12:00 to 18:00 Sunday – from 12:00 to 18:00

10. Belgium

N.	Agent's office	Address	Phone number	Working hours	Cities where postal items are delivered
1	Nuremberg	Äußere Bayreuther Str.48 90491 Nürnberg	+491639600954; +393292080402	Wednesday – from 12:00 to 16:00 Friday – from 12:00 to 16:00	Brussels Ghent Antwerp Bruges Genk Liege Ostend

11. Armenia

N.	Agent's office	Address	Phone number	Working hours	Cities where postal items are delivered
1	Yerevan	Hyusisayin Charagayat 17, building 12 ZIP CODE 0037	+37496887000	Saturday – from 12:00 to 13:00	Yerevan Regions

12. Slovakia

N.	City	Pick-up point	Phone number	Working hours
1.	BRATISLAVA	85101 Jiraskova 1001/6 Petrzalka.Bratislava	+436 606541114 +436 765450554	Saturday: from 09:00 to 14:00

13. Netherlands

N.	City	Pick-up point	Phone number	Working hours	Cities where postal items are delivered
1.	Nuremberg	Äußere Bayreuther Str.48 90491 Nürnberg	+491639600954; +393292080402	Wednesday – from 12:00 to 16:00 Friday – from 12:00 to 16:00	Eindhoven Maastricht The Hague Rotterdam Breda Tilburg Amsterdam Utrecht Nijmegen

14. England

City	Pick-up point	Phone number	Working hours
London	25 Mollison Avenue, Enfield, EN3 7LW London	(+44) 7923 852057 (+44) 7871014596	Monday – from 9:00 to 19:00 Tuesday - from 9:00 to 19:00 Wednesday - from 9:00 to 19:00 Thursday - from 9:00 to 19:00 Friday - from 9:00 to 19:00 Saturday - from 9:00 to 16:00 Sunday – day off

Appendix №3

To the Service Center Manager (name, surname of the manager)
of the “Georgian Post” LLC (service center number)
Customer’s (name, surname, personal number of the Customer)

APPLICATION

I received the information at the service center of “Georgian Post” LLC that in the case of sending the fragile item(s) by overland parcel, “Georgian Post” LLC does not assume responsibility for its damage.

Notwithstanding the above, I agree to send the fragile item(s) through “Georgian Post” LLC and will not have any claims in the event of damage to the contents of the postal item.

Date

Customer’s signature