

# Overland parcel

## Appendix #2

Approved by order No. 15-01 of 2021  
of General Director of Georgian Post LLC

### Conditions of sending an overland parcel outside of the country

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#### 1. Scope of activities

1.1. The present document describes the conditions 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 User's Guide.

#### 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 a parcel, received by Georgian Post LLC from a customer through the service centers located on the territory of Georgia. In addition, if the sender is a corporate customer, he/she has the opportunity to send the parcel by calling a courier.

2.2. Both the sender and the addressee 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 office of the agent of Georgian Post LLC, the address of which is given in Appendix #2.

**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 offices of the agents and postal item pick-up points of Georgian Post LLC, the addresses of which are given in Appendix # 2.

**2.3.5 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 addressee.

**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 addressee.

**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 office of the agent of Georgian Post LLC, the address of which is given in Appendix # 2.

**2.3.8. Austria –**

The parcel is sent with the condition of delivery to the address. The delivery of the overland parcel to the addressee is carried out by the agent's representative (courier) of Georgian Post LLC, at the addressee's address, in all cities that are listed in Appendix # 2.

**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 addressee.

### 2.3.11. Armenia –

The parcel is sent to the cities, provided in Appendix #2, with the condition of delivery to the address.

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 tariff 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 /addressee pays at a fixed rate for 1 kg.

2.6.1. In the case of sending in the direction of **Germany and Belgium**, the cost of sending the overland parcel (with the exception of medicines) is calculated by multiplying the actual weight by the tariff 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 /addressee pays a fixed rate for 5 kg.

2.7. In the case of sending medicines in the overland parcel, the sender /addressee 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 addressee 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 act of delivery and acceptance, 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 addressee (including if the addressee 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.

**Please note! 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. (Friday), the parcel must be received at the service center (both in Tbilisi and in the region) no later than Wednesday.

**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 addressee:

- **Identity;**
- **Telephone number;**
- **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. Deadlines for sending, transporting, and handing of the overland parcel received for sending

4.1 4.1. Ground parcels are sent by Georgian Post Ltd:

- **Monday** - in all directions except Armenia;
- **Friday** - 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.

4.3. After delivery of the overland parcel to the offices of agents of Georgia Post LLC, the addressee 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 addressee 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, Switzerland, and Belgium** - after the overland parcel has been transported to the office of the agent of Georgia Post LLC, the agent-representative of the office (courier) must contact the addressee 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 addressee, the courier returns the postal item to the agent's office. After that, the addressee 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.

**Please note:** In the case of **Belgium**, the courier will deliver the postal item to the addressee only on Saturdays or Sundays, if the addressee cannot accept 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 Ltd, the agent's representative (courier) makes a necessary telephone communication with the addressee, with whom he specifies that the courier visits the addressee's address once. If for some reason the parcel cannot be delivered to the addressee, the courier returns the parcel to the agent's office. After that, the addressee has the opportunity to visit the agent's office during 30 (thirty) calendar days, no later than the receipt of the land parcel by the agent of "Georgian Post" Ltd, and pick it up.

#### 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/?site-lang=ka&site-path=help/restrictions/>), 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. The following items may only be sent in the following quantities and subject to**

### **the following conditions:**

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.

**Note:** It is not allowed to send alcoholic beverages to Armenia in plastic bottles, only 2 bottles of factory-made wine and beer (the total volume of which should not exceed 5 liters) are allowed, and 1 liter of other types of alcoholic beverages is allowed.

5.2.4. Other liquid or viscous type foods - 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) Tablets 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 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.

**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-sets, 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.

## **6. Additional services of the overland parcel**

6.1 "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 Georgia Post LLC.

6.1.1. The service is paid, and it makes 50% of the cost of sending. 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.

6.1.2. 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.

**Note:** The application for refusal to send the parcel sent by land to **Armenia** must be registered no later than 17:00 on **Wednesday** after the delivery of the parcel to Georgian Post Ltd. This applies to both Tbilisi and regional service centers.

6.1.3. 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.

6.1.4. 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.

6.2. The sender of the overland parcel has the right to request the **readdressing of the postal item**, which is carried out in accordance with the "Rule of readdressing of the postal item".

## **7. Responsibility and amount of damages to be compensated**

7.1. 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.

7.2. 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.

7.3. Georgian Post LLC is not responsible for any decisions of the customs bodies regarding postal items subject to customs control.

7.4. The responsibility 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;

7.5. 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".

7.6. 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.

7.7. 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 cost of sending the overland parcel. In case of non-payment of the fine, the postal item will not be returned to the sender.

7.8. 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 Guide" and the rule "Submission and discussion of claims".

## **8. Final provisions**

8.1. 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.

8.2. All issues that are not regulated by this document are governed by the "User's Guide", approved by Georgian Post LLC.

8.3. All amendments and additions to this document (except for the cases specified in Article 8.4 of this document) shall enter into force from the day they are signed by the Director-General 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.

8.4. 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.

8.5. 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 terms start from the first Monday after the delivery of the overland parcel to the Georgian Post LLC

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

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

Italy	
City	Term 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
Genoa	12 callendar days

France	
City	Term for delivery
Paris, Lyon, Strasbourg, Amiens, Montpellier, Criel, Reims, Rennes, Poitiers, Marseille, Nice, Bordeaux	14 callendar days

Germany	
City	Term for delivery
Stuttgart, Mannheim, Dusseldorf, Cologne, Bonn, Munich, Frankfurt, Nuremberg, Freiburg, Karlsruhe	14 callendar days

Hannover	15 callendar days
Berlin, Hamburg	16 callendar days

<b>Switzerland</b>	
City	<b>Term for delivery</b>
Lausanne, Geneva, Bern	14 callendar days

<b>Poland</b>	
City	<b>Term for delivery</b>
Warsaw, Poznan	10-12 callendar days

<b>Austria</b>	
City	<b>Term for delivery</b>
Salzburg, Innsbruck, Vienna, Graz, Linz	14 callendar days

<b>The Czech Republic</b>	
City	<b>Term for delivery</b>
Prague	14 callendar days

<b>Belgium</b>	
City	<b>Term for delivery</b>
Brussels, Ghent, Antwerp, Bruges, Genk, Liege, Ostend	14 callendar days

<b>Armenia</b>	
City	<b>Term for delivery</b>
Erevan	3 callendar days
Regions	5 callendar days

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

1. Greece

Nº	City	Address	Phone number	Working hours
1.	Athens	Omonia - Geraniou Nº 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, Sikinou Nº6	Tel: 210 86 47 705/ 6948325465	Every day: from 09:00 to 19:00
3.	Athens	Pagkrati - Damareos Nº43	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 Nº13	Tel: 699 33 44 448 / 6941603030 / 211 41 50 946	Every day: from 09:00 to 19:00
6.	Athens	11251, Pipinou Nº70	Tel: 210 82 10 172 / 699 52 10 174	Every day: from 09:00 to 19:00
7.	Athens	15124, Neratziotisis Nº11	Tel: 699 69 98 585 / 694 39 19 991 / 2155014368	Every day: from 09:00 to 19:00
8.	Athens	10446, Aristomenous Nº93	Tel: +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 Nº7	Tel: +30 231 052 6138/ +30 231 052 6134	Every day: from 09:00 to 19:00
11.	Kalamata	Kalamata 24100, Souliou Nº30	Tel: +30 272 109 7452/ +30 697 894 5965/ +30 694 921 2386	Every day: from 09:00 to 19:00

2. Spain

Nº	City	Address	Contact Phone number	Working hours
1.	Barcelona	C/Espronceda 369_08027bcn, Sagrera_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

				<b>Friday</b> - from 10:00 to 21:00 <b>Saturday</b> - from 10:00 to 21:00 <b>Sunday</b> - from 10:00 to 21:00 <b>Monday - day off</b>
2.	Madrid	Calle Francisco del Pino Nº26, 28021 Madrid	<b>Tel: 34 631 161 214</b> <b>Tel: 34 632 484 787</b>	<b>Tuesday</b> - from 10:00 to 21:00 <b>Wednesday</b> - from 10:00 to 21:00 <b>Thursday</b> - from 10:00 to 21:00 <b>Friday</b> - from 10:00 to 21:00 <b>Saturday</b> - from 10:00 to 21:00 <b>Sunday</b> - from 10:00 to 21:00 <b>Monday – day off</b>
3.	Valencia	Valencia- Xirivella, plaza del mercado n10 bajo 1. Zip code- 46950	<b>Tel: +34 602 881 887</b> <b>Tel: +34 632 48 47 87</b>	<b>Every day –</b> from 10:00 to 21:00
4.	Cordoba	Calle El Avellano 1; Santa Rosa ; 14006; Cordoba;	<b>Tel: +34 632 258 778</b> <b>Tel: +34632484787</b>	<b>Tuesday-</b> from 16:00 to 21:00 <b>Wednesday-</b> from 16:00 to 21:00 <b>Thursday</b> - from 16:00 to 21:00 <b>Friday-</b> from 16:00 to 21:00 <b>Saturday-</b> from 10:00 to 18:00 <b>Sunday-</b> from 10:00 to 18:00 <b>Monday – day off</b>
5.	Arnedo	Calle General Ruiz, 41, zip-code26580	<b>Tel:+34 632 54 16 42</b> <b>Tel:+34 632 48 47 87</b>	<b>Saturday</b> - from 10:00 to 18:00
6.	Autol	Calle Travesía de Ezquerro, 49, zip-code 26560	<b>Tel:+34 632 54 16 42</b> <b>Tel:+34 632 48 47 87</b>	<b>Saturday-</b> from 17:00 to 18:00
7.	Alicante	Calle del Maestro Alonso, 184, zip code-03014	<b>Tel:+34 632 54 16 42</b> <b>Tel:+34 632 48 47 87</b>	<b>Sunday</b> - from 10.30 to 11:40

8.	<b>Manresa</b>	Av. dels Dolors, 5, 11, zip code-08243	<b>Tel:+34 632 54 16 42</b> <b>Tel:+34 632 48 47 87</b>	<b>Saturday-</b> from 12:00 to 13:00
9.	<b>Bic</b>	Detrás de la estación de tren.Pàrquing públic.zip code – 08500	<b>Tel:+34 632 54 16 42</b> <b>Tel:+34 632 48 47 87</b>	<b>Saturday-</b> from 10:00 to 11:00

### 3. Italy

<b>Agents' offices</b>				
<b>Nº</b>	<b>City</b>	<b>Address</b>	<b>Phone number</b>	<b>Working hours</b>
1.	Bari	Piazza Aldo Moro 35 Bari 70121 BA Italy	+39 080 9675002 +39 380 1548887	<b>Every day –</b> 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	<b>Every day -</b> from 07:30 to 20:30
2.	Reggio Calabria	Via Gaspare Del Fosso 29 Reggio Calabria 89127 RC Italy	+39 327 3615985	<b>Every day –</b> from 09:00 to 20:00
3.	Reggio Emilia	Via Roma, 64/A Reggio Emilia 42121 RE Italy	+39 388 1790686	<b>Monday – day off</b> <b>Tuesday -</b> from 11:00 to 17:00 <b>Wednesday -</b> from 11:00 to 17:00 <b>Thursday - day off</b> <b>Friday -</b> from 11:00 to 17:00 <b>Saturday -</b> from 10:00 to 17:00 <b>Sunday -</b> from 09:00 to 19:00
4	Salerno	Salerno 84125, Via Michelangelo Schipa 25	+39 320 8640527	<b>Every day –</b> 08:00 to 20:00
5	Milan	Via Menabrea 14, Milano 20159, Italy	+39 388 4677527	<b>Monday - Day off</b> <b>Tuesday –</b> from 14:00 to 19:00 <b>Wednesday -</b> from 10:00 to 19:00 <b>Thursday-</b> from 10:00 to 19:00 <b>Friday -</b> from 10:00 to 19:00 <b>Saturday -</b> from 10:00 to 19:00 <b>Sunday -</b> from 10:00 to 19:00
6	Genoa	Genova. Via Antonio Gramsci 35 r. zip code – 16126, Italy	+393 482973 456 +393 299304914	<b>Saturday –</b> from 09:00 to 19:00 <b>Sunday -</b> from 09:00 to 19:00
<b>Postal item pick-up points</b>				

<b>Nº</b>	<b>City</b>	<b>Address</b>	<b>Phone number</b>	<b>Postal item pick -up time</b>
1.	Bologna	Stazione Autoline, Settember 6, Bologne 40121 BO Italy	+39 388 179 0686	<b>Sunday</b> - from 14:00 to 15:00
2.	Montova	Piazza Sordelo, Mantova 46100 MN Italy	+39 388 179 0686	<b>Thursday</b> - from 11:00 to 15:00
3.	Modena	Via Bono Da Nonantola 1 Modena 41121MO	+39 388 179 0686	<b>Sunday</b> - 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	<b>Every day</b> - 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	<b>Thursday</b> - from 13: 00 to 16:00 <b>Sunday</b> - from 11:00 to 15:00
6.	Prato	Prato 59100, Via Ferdinando Tacca 10 / Via Bettino 10	+39 380 343 1691	<b>Thursday</b> - from 13:30 to 18:00 <b>Saturday</b> - from 14:00 to 16:00 <b>Sunday</b> - from 09:00 to 18:00
7.	Rome	Roma 00185, Via Cairolì 74	+39 328 616 4731 +39 328 0080975 +39 066 927 7487	<b>Tuesday</b> - from 09:00 to 19:00 <b>Wednesday</b> - from 09:00 to 19:00 <b>Thursday</b> - from 09:00 to 19:00 <b>Friday</b> - from 09:00 to 19:00 <b>Saturday</b> - from 09:00 to 19:00 <b>Sunday</b> - from 09:00 to 19:00 <b>Monday</b> - day off
8.	Empoli	Empoli 50053, Piazza della Vittoria	+39 388 824 666 +39 328 497 8066	<b>Thursday</b> - from 15:00 to 18:00 <b>Sunday</b> - from 15:00 to 18:00
9.	Pisa	Pisa 56125, Piazza Vittorio Emanuele II	+39 388 824 666 +39 328 497 8066	<b>Thursday</b> - from 11:00 to 14:00
10.	Livorno	Piazza Dante Livorno	+39 388 824 666 +39 328 497 8066	<b>Sunday</b> - from 11:00 to 14:00
11.	Udine	Udine 33100, Viale Giacomo Leopardi	+39 328 777 2812 +39 327 207 0090	<b>Every day</b> - 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	<b>Sunday</b> - from 15:00 to 21:00
13.	Trieste	Trieste 34135, Stazione Trieste	+39 328 777 2812 +39 327 207 0090	<b>Friday</b> - from 09:00 to 15:00

	Centrale Piazza Della Liberta 8	
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#### 4. France

N.	City	Address	Phone number	Working hours
1.	Paris	TBILISI EXPRESS, 29 RUE TRISTAN TZARA 75018, PARIS	+33647157629 +33647157625	<b>Wednesday-</b> from 13:00 to 18:00 <b>Thursday-</b> from 13:00 to 18:00 <b>Friday-</b> from 13:00 to 18:00 <b>Saturday-</b> from 13:00 to 18:00 <b>Sunday -</b> from 13:00 to 18:00 <b>Days off - Monday end Tuesday</b>
<b>Postal item pick -up points</b>				
1.	Lyon	Rue Garibaldi 286. Zip code-69003 (FRANCE EXPRESS)	+33751153977 +393247433248 +393338342525 +393897641212	<b>Thursday -</b> from 08:00 to 13:00 <b>Friday -</b> from 08:00 to 13:00 <b>Saturday -</b> from 08:00 to 13:00
2.	Strasbourg	8A Rue du singirst zip code-67200 (FRANCE EXPRESS)	+33768727831 +393247433248 +393338342525 +393897641212	<b>Wednesday -</b> from 10:00 to 19:00 <b>Thursday -</b> from 10:00 to 19:00
3.	Amiens	AMIENS (80000) / France Express 15 rue claude Debussy (FRANCE EXPRESS)	+33606427476 +393247433248 +393338342525 +393897641212	<b>Wednesday -</b> from 10:00 to 14:00 <b>Thursday -</b> from 14:00 To 17:00 <b>Friday -</b> from 10:00 to 15:00 <b>Saturday -</b> from 09:00 to 14:00
4.	Montpellier	MONTPELIER (34000)/ France Express 8 rue des ékoles	+33774500475 +393247433248 +393338342525 +393897641212	<b>Wednesday -</b> from 09:00 to 18:00 <b>Thursday -</b> from 09:00 to 18:00 <b>Friday-</b> from 09:00 to 18:00 <b>Saturday -</b> from 09:00 to 14:00

5.	Creil	CREIL (60100) / France Express 6 rue des pierres	+33751115903 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday - from 09:00 to18:00 Friday- from 09:00 to18:00 Saturday- from 09:00 to14:00
6.	Reims	REIMS (51100) / France Express 6 ellee du Tyrol	+33602233520 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday - from 09:00 to18:00 Friday - from 09:00 to18:00 Saturday- from 09:00 to14:00
7.	Rennes	RENNES (35000)/ France Express 4 rue du bois perrin	+33780352290 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday- from 09:00 to18:00 Friday - from 09:00 to18:00 Saturday- from 09:00 to14:00
8.	Poitiers	POITIERS (86000) / France Express 42 rue du clos gaultier	+33604429224 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday - from 09:00 to18:00 Friday - from 09:00 to18:00 Saturday - from 09:00 to14:00
9.	Marseille	MARSEILLE (13000) / France Express 17 rue amelie	+33758957230 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday- from 09:00 to18:00 Friday - from 09:00 to18:00 Saturday 09:00 to14:00
10.	Nice	NICE (06000) / France Express 26 rue de paris	+33758140033 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday - from 09:00 to18:00 Friday - from 09:00 to18:00 Saturday - from 09:00 to14:00



11.	Paris	Paris (93360 neuilly plaisance. 1 avenue victor hugo) (France Express)	+33758012380 +33758657322 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday- from 09:00 to18:00 Friday- from 09:00 to18:00 Saturday - from 09:00 to14:00
12.	Bordeaux	Bordeaux (33000) / France express Rue Marcel Paul, Résidence Beausite bâtiment D3.	+33658834865 +33604429224 +393247433248 +393338342525 +393897641212	Wednesday - from 09:00 to18:00 Thursday- from 09:00 to18:00 Friday- from 09:00 to18:00 Saturday - from 09:00 to14:00

### 5. Germany

Nº	Agent's office	Address	Phone number	Working hours	Cities where postal items are deliverd
1.	Stuttgart	Veielbrunnenweg 47	+4915212254870 +4915216843620	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; Dusseldorf; Cologne; Bonn; Munich; Frankfurt
2.	Nuremberg	Äußere Bayreuther Str.48 90491 Nürnberg	+491639600954; +4915259716576	Wednesday- from 12:00 to16:00 Friday - from 12:00 to16:00	Nuremberg; Freiburg; Karlsruhe; Hannover; Dusseldorf; Cologne; Bonn; Munich; Frankfurt

### 6. Switzerland

Nº	Agent's office	Address	Phone number	Working hours	Cities where postal items are deliverd

1.	Lausanne	CHEMIN DES LYS 14 ZIP CODE - 1010	+41779916106 +995 555155511 (Viber.Whatsapp)	Monday- from 8:00 to12:00 Tuesday - from 8:00 to18:00 Wednesday - from 8:00 to18:00 Thursday - from 8:00 to18:00 Friday - from 8:00 to18:00 Saturday- from 8:00 to12:00 Sunday- from 8:00 to12:00	Lausanne Geneva Bern
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### 7. Poland

Nº	City	Agent's office's Address	Phone number	Working hours
1.	Warsaw	Potockich 105. 04-536 Warsaw  (IKA EXPRESS)	+48573665636 +48503506026	Thursday- from 10:00 to 18:00
2.	Poznan	MALECKIEGO 20. 60-708 POZNAN (IKA EXPRESS)	+48515396229 +48503506026	Thursday- from 10:00 to 18:00

### 8. Austria

N.	Agent's office	Address	Phone number	Working hours	Cities where postal items are delivered
1.	Salzburg	SAALACHSTRASSE 19/11,5020 SALZBURG. AUSTRIA.	+436606541114 +436765450554	Wednesday- from 10:00 to18:00 Saturday- from 10:00 to 18:00 Sunday- from 10:00 to 18:00	Salzburg Innsbruck Vienna Graz Linz

### 9. The Czech Republic

Nº	City	Pick -up point	Phone number	Working hours
1.	PRAGUE	Sokolovská 2288/117. ZIP code- 18000 Prague 8 /Czech	+436606541114 +436765450554 +420777400805	Saturday - from 12:00 to 18:00 Sunday - from 12:00 to 18:00

### 10. Belgium

Nº	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

Nº	Agent's office	Address	Phone number	Working hours	Cities where postal items are delivered
1.	Erevan	Hyusisayin Charagayat 17, building 12 zip code 0037	+37496887000	Saturday- from 12:00 to 13:00	Erevan Regions

### Appendix # 3

To the Service Center Manager (name, surname of the manager)

of the Georgian Post LLC. (ID number)

Customer's (name, surname, personal number of the Customer)

### APPLICATION

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

Notwithstanding the above, I agree to send the fragile item(s) through the 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