

RULES FOR THE PROVISION OF POSTAL SERVICES

1. GENERAL PROVISIONS

1.1. The Rules for the Provision of Postal Services (hereinafter the “Rules”) determine the procedure for the provision of universal postal service and postal service to senders and Recipients of postal items. These Rules apply to senders of postal items who present postal items for sending at the point of provision of the universal postal service, pay for the services when presenting postal items to be sent and no written contract is concluded with them for the relevant postal service, as well as to the Recipients of postal items. Universal postal service (hereinafter “UPS”) is a postal service of the quality prescribed by legal acts, which must be provided at an affordable price throughout the territory of the Republic of Lithuania to all users who wish to receive such a service.

1.2. The Rules have been prepared in accordance with the Postal Law of the Republic of Lithuania, the Universal Postal Convention, the Regulations on Postal Correspondence and Postal Parcels and other normative legal acts regulating postal activities.

2. DEFINITIONS USED IN THE RULES

2.1. **Economy item** shall mean a domestic express mail item sent in the territory of the Republic of Lithuania, with an AP (collection at the post office) label, which a courier collects from the sender and delivers to the post office.

2.2. **Electronic notification of item receipt** (hereinafter the “electronic notification”) shall mean a notification of a postal item receipt, which the Recipient receives by SMS, e-mail, indicating the postal item’s identification number and the pick-up location where the postal item can be collected.

2.3. **Large correspondence item** shall mean a correspondence item weighing no more than 2,000 g, packed, addressed and meeting the requirements for dimensions.

2.4. **Incoming letter box** (hereinafter “ILB”) shall mean a container into which ordinary, tracked correspondence, notifications, unaddressed advertising, etc. addressed to the Recipient are placed. The package size of the items placed in the ILB must not exceed the following dimensions: height up to 25 mm, length up to 340 mm, width up to 250 mm. An ILB is considered disorderly when it is not locked, unnumbered (it is not possible to determine which addressee the ILB belongs to), hung in an inappropriate place (higher than the second floor of a block of flats, behind a fence or in a closed area of an individual house or company, in a place that is difficult to access or unsafe for the postman (e.g., close to the doghouse).

2.5. **Recipient** shall mean a natural or legal person to whom the postal item sent by the sender is addressed.

2.6. **Insured postal item** shall mean a postal item, in case of loss, theft or complete damage of which the sender is compensated for the insured amount of the postal item indicated by him and the sending costs, except for the insurance fee.

2.7. **Customer** shall mean a natural or legal person who uses postal and/or LP EXPRESS services.

2.8. **Correspondence item** shall mean a large or small correspondence item.

2.9. **Courier service** shall mean the clearance of the LP EXPRESS item from the customer and delivering it to the Recipient / LP EXPRESS parcel locker.

2.10. **Self-service of Lithuanian Post** (hereinafter “Self-service”) shall mean a postal item ordering and management system designed for business and private customers.

2.11. **LP EXPRESS courier** (hereinafter “Courier”) shall mean a person working for or representing the Company, who collects (receives) LP EXPRESS items from the sender and delivers them to the Recipient / LP EXPRESS parcel locker.

2.12. **LP EXPRESS service** shall mean Courier, LP EXPRESS parcel locker or other service and related additional services provided by the Company.

- 2.13. **LP EXPRESS item** shall mean an item sent via LP EXPRESS parcel locker or delivered to the Recipient against a signature.
- 2.14. **LP EXPRESS parcel locker** (hereinafter referred to as the parcel locker) shall mean a self-service device marked with the LP EXPRESS and/or Lithuanian Post trademarks, which can be used by the customer to send or collect an item addressed to him and to use the storage service provided by the Company.
- 2.15. **LP EXPRESS parcel locker service** shall mean part of the services provided by the Company, which includes:
- 2.15.1. receiving an LP EXPRESS item at one parcel locker and delivering it to another parcel locker;
- 2.15.2. receiving the LP EXPRESS item at the parcel locker and delivering it to the Recipient's address specified in the address label of the item in Lithuania or abroad;
- 2.15.3. receiving the item from the specified Sender's address in Lithuania to a parcel locker;
- 2.15.4. delivery of the LP EXPRESS item to the parcel locker chosen by the Recipient;
- 2.15.5. LP EXPRESS item storage service (the LP EXPRESS item is placed in a parcel locker from which the Recipient will pick up the LP EXPRESS item);
- 2.15.6. other services provided by the parcel locker.
- 2.16. **Small correspondence item** shall mean a correspondence item weighing no more than 500 g, packed or sent open, addressed and meeting the dimensional requirements.
- 2.17. **Non-standard item** shall mean an item in which at least one of the dimensions: length, width, height, volume or weight – exceeds the dimensions of the standard package specified in Clause 4 of these Rules.
- 2.18. **Postal service** shall mean the clearance, sorting, transport and delivery of postal items.
- 2.19. **Package** shall mean a single unit (envelope, box, pallet, etc.) with a unique number (bar code), containing properly packed and labelled items or goods.
- 2.20. **Postal item** shall mean addressed and ready-to-send postal item, which is delivered to the recipient's address or delivered at the post office / parcel locker.
- 2.21. **Postal parcel** shall mean a postal item identified by a barcode on an item label, weighing up to 30 kg (postal parcel delivered by MP – up to 30 kg, collected postal parcel – up to 10 kg), which consists of item(s) or goods, including also those of no commercial value.
- 2.22. **Registered correspondence item** shall mean a correspondence item identified by a bar code and delivered to the Recipient personally against a signature.
- 2.23. **Sender** shall mean the customer sending the item.
- 2.24. **Item label** shall mean a label of the prescribed form attached to the item, which indicates the name, surname (or name), address, preferably mobile phone number and/or e-mail of the Sender and Recipient of the item and ordered additional services.
- 2.25. **Cross-border postal item** (hereinafter "CBPI") - addressed to send to / from Europe and to / from other countries of the world, a prepared parcel that is delivered to the Recipient at the specified address.
- 2.26. **Domestic postal item** (hereinafter "DPI") shall mean a prepared item addressed to be sent in Lithuania, delivered to the Recipient at the specified address.
- Other definitions used in the Rules are understood as they are defined in the Postal Law of the Republic of Lithuania and other legal acts regulating postal activities.

3. PRICES OF SERVICES

- 3.1. Postal services are paid according to the price list established by the Company, which is available on the website www.lietuvospastas.lt.
- 3.2. Fees for services provided to the customer can be accepted:
- 3.2.1. in postage stamps that correspond to the value of sending (except for the sending of insured and cash on delivery correspondence items and postal parcels, registered bags "M", LP EXPRESS items, declaration/administration fees of items created in Self-Service, items sent and received);
- 3.2.2. in cash;
- 3.2.3. payment card;

- 3.2.4. payment order;
- 3.2.5. payment when forming items in Self-Service;
- 3.2.6. payment when forming items at the parcel locker;
- 3.2.7 by paying for the services of received parcels declared to customs after registering in Self-Service.
- 3.3. When the sender orders the services at post offices/through MP or a parcel locker, a 1 f. receipt/cash register receipt is issued.
- 3.4. After placing the order at the post office, if the sender wishes, a VAT invoice for the provided postal service can be printed for an additional fee. A VAT invoice for the provided postal services can also be created at www.lietuvospastas.lt.
- 3.5. The VAT invoice for declaration services (fee for submitting a cross-border postal item to customs / parcel administration fee), together with the detailing of payable import taxes (when paid via Lithuanian Post), is available and can be downloaded in Self-Service.
- 3.6. Correspondence items removed from VNPD, on which are affixed invalid postage stamps, postage stamps whose value is indicated in litas, devalued postage stamps, postage stamps affixed on top of each other, invalid labels are noticed, for which the sending has not been paid for, the amount has not been paid in full, etc., are immediately returned to the senders (if the sender's address is not specified, the item is sent to storage).
- 3.7. In the case of cross-border items, where prohibited items were sent and the item was stopped and not exported abroad, sending fees are not refunded to the sender. In all other cases, when sending cross-border items, when the items were stopped and not exported abroad, the sending fee is returned to the sender, except for the fee for processing the item in Lithuania.

4. DIMENSIONS OF POSTAL ITEMS AND OTHER REQUIREMENTS

- 4.1. The maximum/minimum dimensions of postal items and other requirements to be followed by the Customer have been determined by the Company. If at least one dimension does not comply with the specified standard sizes and weights, the postal item is returned to the sender, or additional fees are applied in accordance with the provisions of these Rules.
- 4.2. The maximum/minimum dimensions of postal items and other restrictions are provided on the website www.lietuvospastas.lt.
- 4.3. Items outside the Republic of Lithuania are delivered only to/from the countries specified on the Company's website www.lietuvospastas.lt.

5. PLACING AN ORDER

- 5.1. Methods of sending postal items are presented on the website www.lietuvospastas.lt.
- 5.2. The Customer chooses the sending method acceptable to him, taking into account his needs and the information provided in these Rules and on www.lietuvospastas.lt.
- 5.3. The Customer ensures that the data provided by him about the Recipient and his address correspond to reality, are correct, true and complete.
- 5.4. The Customer is responsible for prepared items:
- correctness of weight and dimensions;
 - proper packaging;
 - accurately selected desired service and item category;
 - proper attachment of the item address label;
 - prepared item address label (see Section 6 of the Rules);
 - delivery to the post office, parcel locker or handing to the courier who arrives to pick up the item (depending on what was chosen in the item order).
- 5.5. An item prepared and submitted by the customer may not be accepted for sending if it is:
- improperly packed;
 - without an item address label or with a damaged, illegible or poorly printed label;
 - sent abroad, requiring a customs declaration, but not having one;
 - at least one dimension of the item (volume, length, width) does not correspond to the parameters specified by the Customer;

- does not comply with the provisions of the Rules, the things prohibited by the Universal Postal Convention and other legal acts (e.g. weapons, drugs, explosives, etc.). The list of items prohibited to be sent can be found on the website www.lietuvospastas.lt.

5.6. The order for the brokerage service for the declaration of received items or the refusal of this service must be submitted by the Customer on the website www.lietuvospastas.lt on the item declaration portal immediately after receiving the notification about the arrival of the item in Lithuania, but no later than within 14 days from the date of receipt of the notification sent by SMS or e-mail, and no later than 21 days from the date of receipt of the information notice (SDS11), if the Customer was informed about the declarable item by an information notice (in the absence other contact details) the Recipient shall confirm and do not object that the postal items for which import taxes have been paid at the time of purchase, can be declared without a separate application to the Recipient of the item and in this case the Recipient of the item cannot refuse the Company's service, i.e. in such cases, the items are declared by the Company.

5.6.1. The Customer must submit/confirm/correct all the detailed and correct information required for declaration on the www.lietuvospastas.lt portal for the data provided for the item declaration, including a detailed description in Lithuanian of each type of product received, choosing it from the list of product categories provided; information about the number and value of goods in the currency specified in the invoice; add value of goods, i.e. the price paid or payable for the goods (things), supporting documents (invoice, payment order) and other additional documents considered by the Customer to be relevant for the declaration. When the Company acts as a broker in declaring items of a legal entity or when the value of an item of a natural person is greater than EUR 1000, for the preparation of a standard customs declaration it is necessary to submit the Customer's Economic Operators Registration and Identification (EORI) code, for the receipt of which the Customer must apply to the customs office.

5.6.2. After confirming that the item will be declared independently, the obligation to perform the steps of declaring the item falls on the Customer himself or he can choose the services of another customs broker. The procedure for customs clearance of an item declared by the customer himself or with the help of another chosen customs broker can only be started after checking the item tracking events at www.lietuvospastas.lt or after receiving an information message from the Company about the arrival of the item at the Company's logistics centre. Even after choosing self-declaration, the Company performs the actions of presenting the goods to customs, in case of the need for physical inspection of the item according to a separate customs instruction or responds to systemic or otherwise submitted customs information messages. After completing the customs formalities, the Company forwards the items for further distribution only after receiving a systemic message from the customs (in the case of the Customer's self-declaration through the customs portal) or proof sent by the Customer about the completion of the customs formalities, when a standard customs declaration is made, and the Customer's payment for the item administration service, as specified in Clause 7.5.1 of these Rules.

5.6.3. If the Customer does not provide the information required for declaration or does not express a wish to declare the item independently, the item will be sent back to the sender 14 days after the initial notification (by SMS message or e-mail) about the obligation to declare, without taking steps to declare the item for free circulation. If the Company does not have the Customer's contact data other than the receiving address and leaves an information message about the provision of information necessary for declaration, the maximum deadline of 21 days is set for the Customer to provide information for declaration, counting from the day of delivery of the information message, and if the information is not provided during this term, the item will be redirected for return. The Company is not responsible if the Customer does not comply with the deadlines set in this clause or other clauses of the Rules and legal acts. The Customer is responsible for the consequences of missing deadlines.

5.6.4. In case of choosing self-declaration of the item, if later the need to change such decision occurs, one can do so on the www.lietuvospastas.lt declaration portal. After confirming the choice to declare the item using the Company's declaration services and submitting the necessary data for declaration, changing the decision, i.e. transition to self-declaration is possible in exceptional cases according to separate agreement with the declarant and only if the customs declaration is not submitted

automatically in a systemic way. Coordination of the Customer's wish to change to self-declaration, when the Company has been previously selected as the declarant, can only be expressed during the preparation for the declaration after the Company requests certain information from the Customer (EORI, additional documents, data or informing about the need to form a standard customs declaration), i.e. before the electronic declaration has been submitted to customs.

The Customer must separately confirm the method of declaration for each item he receives (selection of an independent declaration method for the future, i.e., for all items received in the future, is not possible).

5.6.5. For safety and security purposes, the Company is obliged to provide the European Commission with pre-import general declarations for goods delivered in the postal items. These actions are performed while the item is on the way and their completion is a necessary condition for further import procedures. The customer is usually not involved in this process. In cases where not all preliminary data of the item is received or it is not received at all, timely further data transmission has not taken place, therefore it is necessary to supplement the item data when the items are in the country of destination, i.e. the data of the paper postal customs declarations CN 22 / CN 23 accompanying the items are manually entered into the necessary systems and the generated declarations are sent to the European Commission. After completing the risk assessment steps, import procedures can be formed for the goods in the item at the customs office of the Republic of Lithuania. If the safety and security assessment process has not been carried out and the data of the paper postal customs declarations CN 22 / CN 23 accompanying the item are insufficient or not available at all, the Customer may be contacted for the provision of information. The Company reserves the right to return items that do not meet data exchange requirements back to the sender.

5.6. In accordance with the requirements of valid legal acts, if there is insufficient data for the proper declaration of the goods in the postal item and for the clearance of customs procedures, the Company has the right to check the Customer's item at any time without prior notification to the Customer.

6. REQUIREMENTS FOR PROPER PREPARATION OF ITEMS FOR SENDING AND HANDING OVER OF ITEMS

6.1. General requirements for preparation of items for sending:

6.1.1. The sender must comply with the requirements established by the Company and pack the items in accordance with the rules for packing of Lithuanian Post items, which are published on the Company's website www.lietuvospastas.lt.

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

6.1.3. When placing an order at UPS delivery points or VNPD, each individual package of the item must be marked with the details of the Sender and Recipient in accordance with the addressing rules, which are provided on the Company's website www.lietuvospastas.lt.

6.2. Preparation for sending and handing over of cross-border postal items:

6.2.1. The sender/recipient must ensure that all data is provided together with the item (including the required data confirming the identity of the sender/recipient of the item according to what is indicated in the personal identification documents or legal entity's registration documents, the recipient's phone number and/or e-mail address) and documents required for import and export customs and other formalities, if the item is sent to/or received from countries outside the European Union.

6.2.2. The Customer confirms that he is familiar with the provisions of the legal acts governing the export of postal items to third countries and the import from third countries and undertakes to ensure that such legal acts are observed and that all necessary actions are taken. By providing data and documents, the Customer confirms that he provides all the necessary data, that it is correct, accurate, complete, and that the documents are valid and authentic, and shall be responsible for this.

6.2.3. The Company is not obliged to check the correctness of the specified documents and information, if at the Customer's request, the customs procedures are carried out by a partner chosen by the Customer, a company providing customs broker services. The customer, who declares the item

independently or using the services of other customs brokers, must inform the Company about this and provide information about the progress of the customs formalities and their completion, as a necessary condition for further delivery of the item. If the Customer sees a risk that the customs formalities of the self-declared item cannot be completed within the specified storage period of the item, he is responsible and must, on his own initiative, contact the Company through the contacts indicated on its website, regarding the extension of the storage period of the item so that the item is not returned.

6.2.4. The Company is not responsible if the completion of customs procedures is prolonged due to improperly submitted item documentation, complex customs inspection procedures or other objective factors beyond the control of the Company.

6.2.5. In the event of additional inspection by customs, if necessary, according to a separate instruction of the Company, the Customer must promptly provide all information and documents required for the inspection.

6.2.6. The Company informs the Customer if during the inspection customs and/or other controlling authorities find inconsistencies or prohibited, restricted, dangerous goods, the importation of which is not permitted into the Republic of Lithuania and informs about further actions to be taken with the goods/item (need to clarify the declared information, detention of the item at customs, return of the item to the original sender, destruction of the goods, etc.).

6.2.7 When declaring goods sent in the items to customs, the Company acts as an indirect representative – in its own name, but in the interests of another person, therefore, if necessary, after receiving a reasonable request from the Customer, it can apply to customs for correction or invalidation of the customs declaration. In order to correct or invalidate the declaration, the Customer must submit a claim in accordance with the procedure established by the Company. The claim is submitted on the Company's website at the address: Help -> Write to us -> If we did not meet your expectations -> Claim, by selecting the type of claim "Recalculation of import taxes" in the form. The request, together with the documents attached to it and justifying the submission of the request, is evaluated and, if it is justified, after the request to correct the data of the customs declaration has been formed, it is forwarded to the customs office no later than within 30 days from the date of receipt of the claim. The obligation of the Recipient of the item to pay the import taxes calculated in the customs declaration remains, even if a request for recalculation of taxes is submitted. If the Company has not received payment for the declared item for more than 7 days, such item is returned to the Sender, and the request for recalculation of taxes is left unprocessed.

If the declaration, the correction of which is requested, was issued after the Customer provided false or incomplete personal identification information, the claim will not be processed, and the request will not be submitted to the customs office.

If the Customer's clarifying information does not match the original item information provided for the declaration, a declaration adjustment fee is applied (the fee is published on the website www.lietuvospastas.lt). The Customer is informed about the need to pay the declaration adjustment fee after the verification procedure of the submitted documents. If the customer does not pay the above-mentioned fee, the claim is not processed and the application is not submitted to the customs office.

The final decision on the formalization of adjusting declarations, the justification of invalidating declarations and the recalculation of import taxes is taken by the customs office, informing the Customer about it. Tax overpayments are returned by the Company to the account specified by the Customer.

6.2.8. When the customs office examines the Customer's request, submitted in accordance with the procedure provided for in Clause 6.2.7 of these Rules, and decides on the tax arrears, the Customer undertakes to transfer the amount of the import tax arrears to the Company's account no later than within 10 working days from the date of the customs decision. If the resulting tax debt is not covered, the Company reserves the right to apply for debt recovery from the Customer in accordance with the procedure established by law.

6.2.9. The conditions for the preparation and handing over of cross-border postal items are available at: www.lietuvospastas.lt.

6.3. Handing over the item to the courier:

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

6.3.2. The Courier, with the help of a data logger, accepts the ready-to-send items submitted by the Sender by scanning their barcodes or, if necessary, by signing the manifest (item transfer document), which remains with the Sender. The item is considered accepted for transport when the Courier scans the bar code of the item at the place of acceptance of the item or at the nearest logistics centre.

6.3.3. The courier has the right not to wait more than 10 minutes until the item is ready for handing over. The time specified in this Clause does not include the time of loading the item.

6.3.4. The courier has the right not to accept an unpacked, poorly packed, unlabelled or improperly labelled item, an item with non-standard dimensions or an item that does not correspond to the information provided during the order, etc. The courier has the right not to wait until the item is ready for handing over.

6.3.5. At the request of the sender, the Courier himself carries and loads the items, the total weight of which does not exceed 30 kg, into the vehicle. For an additional fee, the courier can carry the items with a total weight of more than 30 kg to the vehicle, but the weight of each package shall not exceed 30 kg and no additional loading equipment is required for their loading.

6.3.6. The services of handing over postal items to the Courier and their conditions are available at: www.lietuvospastas.lt.

7. DELIVERY OF THE ITEM TO THE RECIPIENT

7.1. Delivery of correspondence items and postal parcels:

7.1.1. via postman/MP to the recipient's address in Lithuania:

7.1.1.1. Correspondence items and postal parcels are delivered to recipients in accordance with the Postal Law of the Republic of Lithuania:

7.1.1.1.1. ordinary, tracked correspondence, delivery notices, etc. are delivered to Recipients in orderly ILBs, mailboxes, postal item boxes without requiring a signature;

7.1.1.1.2. registered, insured correspondence items are delivered to the Recipient at the specified address once and handed against a signature, and if the Recipient cannot be found, the correspondence item can be delivered to an adult family member or a person authorized by the Recipient. The person picking up the item shall present to the Company's employee a document confirming personal identity and/or a Recipient's power of attorney that meets the content and form requirements and is approved in accordance with the procedure established by legal acts.

7.1.1.1.3. postal parcels, economy items are delivered by MP to the address specified by the Recipient once and handed against a signature, and if the Recipient cannot be found, a postal parcel, an economy item can be delivered to a person authorized by the Recipient. The person picking up the postal parcel/economy item shall present the Company's employee with a document confirming personal identity and/or a Recipient's power of attorney that meets the content and form requirements and is approved in accordance with the procedure established by legal acts. Postal parcels/economy items in areas not served by MP are picked up by the Recipient at the post office.

7.1.1.1.4. In the event of failure to deliver a registered/insured correspondence item, a postal parcel, the Recipient is informed about the received postal item by means of an Item Receipt Notice, delivered to the Recipient's ILB, postal item box, by e-mail or SMS.

7.1.2. Picking up of postal items at the post office:

7.1.2.1. a postal item (both ordinary, registered item and postal parcel) can be picked up at the post office by a person who shows proof of receipt of the item to the post office employee, it can be either: a paper message, a message left in the ILB/mailbox/postal item box, or a received SMS message about the received item and a document confirming your personal identity (except for cash on delivery items and items with procedural documents).

7.2. Delivery of postal items to the parcel locker:

- 7.2.1. All items whose address label contains the recipient's mobile phone number or the recipient has directed the item himself for an additional fee can be delivered to the recipient at the parcel locker.
- 7.2.2. Parcels can also be delivered to an alternative parcel locker.
- 7.2.3. If correct Recipient's contact details are indicated on the item address label, after delivery of the item to the parcel locker, the Company immediately informs the Recipient by SMS and/or e-mail (depending on the Recipient's contact details indicated on the item).
- 7.2.4. The Recipient is informed by a reminder SMS/e-mail about an item not collected from the parcel locker.
- 7.2.5. Delivery to the Recipient is considered to have taken place when the Recipient enters on the screen of the parcel locker the PIN code received by an SMS message/e-mail, thereby confirming his identity and the fact of receiving the item.
- 7.2.6. The Company reserves the right to monitor the parcel locker's video recording equipment and use the video material to resolve disputes and, if necessary, submit it to the relevant state authorities (more information in the Company's privacy notice at www.lietuvospastas.lt).
- 7.3. Delivery of postal items by courier to the recipient's address in Lithuania:
- 7.3.1. An item addressed to a person to his place of work or education, dormitory, place of military service, hospital, sanatorium, camp or place of imprisonment shall be delivered to the administration or its authorized persons.
- 7.3.2. An item addressed to a legal entity is delivered against a signature to the person specified on the package of the item or to another employee of the administration of the same company.
- 7.3.3. The courier has the right not to wait for the package to be accepted for more than 10 minutes.
- 7.3.4. The company undertakes to deliver the package, the weight of which does not exceed 30 kg, to the place desired by the Recipient. If the weight of the item exceeds the specified weight, the service is charged according to the prices specified on www.lietuvospastas.lt.
- 7.3.5. The Courier hands the delivered item to the Recipient personally against a signature.
- 7.3.6. When accepting an item, the person must indicate his/her name, surname or the item collection code and sign in the data logger (in the paper delivery confirmation – also write down the date and time of the item's delivery and sign).
- 7.3.7. The item is considered delivered when the Recipient or his representative accepts the item and signs in the data logger or the document accompanying the item.
- 7.3.8. The Company does not assume any responsibility for the damage of the item or its part, if it was not marked in the data logger or was not marked in the document accompanying the item in the presence of the Courier who delivered the item at the time of delivery.
- 7.4. Storage and return of domestic mail items:
- 7.4.1. Each postal item must be stored in the receiving post office for one calendar month, counting from the day after the Item Receipt Notice was sent by SMS or e-mail. In the event that the Notice of Procedural Documents to be Served was delivered, the storage term for items with PD is 7 or 30 days.
- 7.4.2. An item sent in Lithuania that has not been collected by the recipient or has not been delivered due to the Company's fault is returned to the sender after the storage period has expired and stored at the post office serving the sender for one calendar month.
- 7.4.3. If a postal item sent in Lithuania cannot be returned to the sender (the address of the sender is not specified), after the expiry of the storage period at the post office, it must be sent to the Company's storage of postal items, and then transferred to the property of the state.
- 7.4.4. For the return of an item sent in Lithuania (except correspondence item), the customer pays the Company a return fee corresponding to the sending price. The return of correspondence items is free of charge.
- 7.5. Storage and return of cross-border postal items:
- 7.5.1. A postal item received from third parties, for which import taxes and/or the fee for submitting a cross-border postal item to customs / item administration fee are collected through the Company, shall be stored in the Company's logistics centre until the Customer no later than within 7 days from the date of sending the notice of payable fees, shall pay to the Company on Self-Service all import and cross-border postal item submission to customs/item administration fees detailed in the payment document. Items are directed for delivery to the Customer only after full payment has been received

from the Customer. If all fees are not paid within 7 calendar days from the date of sending the notice of payable fees to the Customer, the procedures for return (re-export) of the item are started.

7.5.2. The item is stored at the receiving post office for no longer than 1 calendar month. An item sent abroad (except for a postal parcel) that has not been delivered to the recipient at the address specified by the sender shall be returned to the sender free of charge at the end of the storage period.

7.6. Storage and return of items delivered by couriers.

7.6.1. If the Recipient in Lithuania refuses to accept the item or if the Recipient cannot be found at the address specified by the Sender, the Customer is informed about this by SMS/e-mail.

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

7.6.3. An item not delivered due to no fault of the Courier is stored at the Courier's workplace for 7 calendar days from the day of receipt of the undelivered item at the Courier's workplace.

7.6.4. If the Customer submits a request by e-mail (info@post.lt), an economy item, an item that has not been collected from the post office or an item that has not been delivered to the recipient's address in Lithuania can be stored for longer than 7 calendar days.

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

7.7. Rules for compensation for damages and claims handling procedure, as well as other related information, can be found on the website www.lietuvospastas.lt.

8. SENDING LIMITATIONS

8.1. The Company does not deliver:

8.1.1. Transit items (not cleared by customs) in the internal territory of the European Union.

8.1.2. Items that do not meet the measurement and weight standards set in Clause 4.1 of these Rules.

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

8.3. The Company does not assume liability for accepted items with things (goods) and materials of the content specified in this section of the Rules. The Company has the right to stop the delivery at any time in accordance with the established procedure and to check the contents of the item by drawing up a report, if it suspects that the item contains, without the Company's knowledge, things prohibited for sending that may pose a risk to human health or other items, the environment, or the vehicle, or are prohibited for transport to the territory of other countries. In such a case, the Company takes all necessary security measures and has the right to apply to the relevant state institutions.

8.4. In accordance with the procedure established by legal acts, the Company has the right to transfer detained or confiscated items to the law enforcement or customs authorities of the Republic of Lithuania, at their request. The Sender is responsible for the contents of detained and confiscated items.

9. OTHER PROVISIONS RELATED TO PROVISION OF SERVICES

9.1. It is strictly prohibited to take photos, film, make audio recordings at the places of postal service provision, and/or make them publicly available including making them publicly available through computer networks (on the Internet). Employees have the right to refuse to provide services to customers if the customers do not comply with this requirement and such non-performance of services will not be considered a violation of these Rules or related legal acts. If the customer publishes the record in any public space, including social networks, the Company has the right to demand its deletion, and if this is not done, the Company has the right to defend its interests by all legal means.

9.2. When the customer applies to the Contact Centre, it is prohibited to make audio recordings and/or make them publicly available including making them publicly available through computer networks (on the Internet). Employees of the Contact Centre have the right to refuse to provide services if the customer does not comply with this requirement and such non-performance of services will not be

considered a violation of these Rules or related legal acts. If the customer publishes the record in any public space, including social networks, the Company has the right to demand its deletion, and if this is not done, the Company has the right to defend its interests by all legal means.

10. FINAL PROVISIONS

10.1. The Company updates the Rules as needed, because in order to take care of the quality of services, the technology of the clearance, sorting, distribution and transport of items is improved, new services are offered, and the geography of item delivery is expanded.

10.2. In the event of changes to the legal acts referred to in these Rules, the new provisions of those legal acts shall apply directly.

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

RULES FOR THE PROVISION OF POSTAL SERVICES TO BUSINESS CUSTOMERS

1. GENERAL PROVISIONS

1.1. The Rules for the Provision of Postal Services to Business Customers (hereinafter the “Rules”) determine the general procedure for the services provided by AB Lietuvos paštas (hereinafter the “Company”): service prices, dimensions and weights of items; conditions for placing an order; requirements for preparing items for sending; terms of item acceptance, dispatch and delivery.

1.2. The rules apply to customers (hereinafter the “Customer”) who have concluded a contract with the Company and use the services provided by the Company. Customers must familiarize themselves with these Rules before signing the contract for the provision of postal services (hereinafter the “Contract”) and follow them when using the Company’s services.

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

1.4. The Rules have been prepared in accordance with the Postal Law of the Republic of Lithuania, the Universal Postal Convention, the Regulations on Postal Correspondence and Postal Parcels and other normative legal acts regulating postal activities.

2. TERMS USED IN THE RULES

2.1. **Economy item** shall mean a domestic express mail item sent in the territory of the Republic of Lithuania, with an AP (collection at the post office) label, which a courier collects from the sender and delivers to the post office.

2.2. **Electronic notification of item receipt** (hereinafter the “electronic notification”) shall mean a notification of a postal item receipt, which the Recipient receives by SMS, e-mail, indicating the postal item’s identification number and the pick-up location where the postal item can be collected.

2.3. **Large correspondence item** shall mean a correspondence item weighing no more than 2,000 g, packed, addressed and meeting the requirements for dimensions.

2.4. **Incoming letter box** (hereinafter “ILB”) shall mean a container into which ordinary, tracked correspondence, unaddressed advertising, notifications, etc. addressed to the recipient are placed. The package size of the items placed in the ILB must not exceed the following dimensions: height up to 25 mm, length up to 340 mm, width up to 250 mm. An ILB is considered disorderly when it is not locked, unnumbered (it is not possible to determine which addressee the ILB belongs to), hung in an inappropriate place (higher than the second floor of a block of flats, behind a fence or in a closed area of an individual house or company, in a place that is difficult to access or unsafe for the postman/MP (e.g., close to the doghouse).

2.5. **Recipient** shall mean a natural or legal person to whom the postal item sent by the sender is addressed.

2.6. **Insured postal item** shall mean a postal item, in case of loss, theft or complete damage of which the sender is compensated for the insured amount of the postal item indicated by him and the sending costs, except for the insurance fee.

2.7. **Customer** shall mean a natural or legal person who uses postal and/or LP EXPRESS services.

2.8. **Correspondence item** shall mean a large or small correspondence item.

2.9. **Courier service** shall mean the clearance of the LP EXPRESS item from the customer and delivering it to the recipient / LP EXPRESS parcel locker.

2.10. **Self-service of Lithuanian Post** (hereinafter “Self-service”) shall mean a postal item ordering and management system designed for business and private customers.

2.11. **LP EXPRESS courier** (hereinafter “Courier”) shall mean a person working for or representing the Company, who collects (receives) LP EXPRESS items from the Sender and delivers them to the recipients / LP EXPRESS parcel locker.

- 2.12. **LP EXPRESS service** shall mean Courier, LP EXPRESS parcel locker or other service and related additional services provided by the Company.
- 2.13. **LP EXPRESS item** shall mean an item sent via LP EXPRESS parcel locker or delivered to the recipient against a signature.
- 2.14. **LP EXPRESS parcel locker** (hereinafter referred to as the parcel locker) shall mean a self-service device marked with the LP EXPRESS and/or Lithuanian Post trademarks, which can be used by the customer to send or collect an item addressed to him and to use the storage service provided by the Company.
- 2.15. **LP EXPRESS parcel locker service** shall mean part of the services provided by the Company, which includes:
- 2.15.1. receiving an LP EXPRESS item at one parcel locker and delivering it to another parcel locker;
- 2.15.2. receiving the LP EXPRESS item at the parcel locker and delivering it to the recipient's address specified in the address label of the item in Lithuania or abroad;
- 2.15.3. receiving the item from the specified sender's address in Lithuania to a parcel locker;
- 2.15.4. delivery of the LP EXPRESS item to the parcel locker chosen by the recipient;
- 2.15.5. LP EXPRESS item storage service (the LP EXPRESS item is placed in a parcel locker from which the recipient will pick up the LP EXPRESS item);
- 2.15.6. other services provided by the parcel locker.
- 2.16. **Small correspondence item** shall mean a correspondence item weighing no more than 500 g, packed or sent open, addressed and meeting the dimensional requirements.
- 2.17. **Non-standard item** shall mean an item in which at least one of the dimensions: length, width, height, volume or weight – exceeds the dimensions of the standard package specified in Clause 4 of these Rules.
- 2.18. **Postal service** shall mean the clearance, sorting, transport and delivery of postal items.
- 2.19. **Package** shall mean a single unit (envelope, box, pallet, etc.) with a unique number (bar code), containing properly packed and labelled items or goods.
- 2.20. **Postal item** shall mean addressed and ready-to-send postal item, which is delivered to the recipient's address or delivered at the post office.
- 2.21. **Postal parcel** shall mean a postal item identified by a barcode on an item label, weighing up to 30 kg (postal parcel delivered by MP – up to 30 kg, collected postal parcel – up to 10 kg), which consists of item(s) or goods, including also those of no commercial value.
- 2.22. **Registered correspondence item** shall mean a correspondence item identified by a bar code and delivered to the recipient personally against a signature.
- 2.23. **Sender** shall mean the customer sending the item.
- 2.24. **Item tag** shall mean a tag of the prescribed form attached to the item, which indicates the name, surname (or name), address, preferably mobile phone number and/or e-mail of the sender and recipient of the item and ordered additional services.
- 2.25. **Cross-border postal item** (hereinafter "CBPI") - addressed to send to / from Europe and to / from other countries of the world, a prepared parcel that is delivered to the Recipient at the specified address.
- 2.26. **Domestic postal item** (hereinafter "DPI") shall mean a prepared item addressed to be sent in Lithuania, delivered to the Recipient at the specified address.
- Other definitions used in the Rules are understood as they are defined in the Postal Law of the Republic of Lithuania and other legal acts regulating postal activities.

3. PRICES OF SERVICES

- 3.1. Postal services are paid according to the price list established by the Company, which is available on the website www.lietuvospastas.lt.
- 3.2. The Customer pays for the postal services provided to him according to the VAT invoice provided to him. The VAT invoice for the declaration services (cross-border postal item submission fee/item administration fee), together with the detailing of the import duties payable (when paid through the Company) is available and can be downloaded in the Self-Service.

3.3. The Customer is informed about price changes no later than 30 (thirty) calendar days before the change takes effect.

3.4. In the case of cross-border items, where prohibited items were sent and the item was stopped and not exported abroad, sending fees are not refunded to the sender. In all other cases, when sending cross-border items, when the items were stopped and not exported abroad, the sending fee is returned to the sender, except for the fee for processing the item in Lithuania.

4. DIMENSIONS OF POSTAL ITEMS AND OTHER REQUIREMENTS

4.1. The maximum/minimum dimensions of postal items and other requirements to be followed by the Customer have been determined by the Company. If at least one dimension does not comply with the specified standard sizes and weights, additional fees are applied in accordance with the provisions of these Rules.

4.2. The maximum/minimum dimensions of postal items and other restrictions are provided on the Company's website www.lietuvospastas.lt.

4.3. Items outside the Republic of Lithuania are delivered only to/from the countries specified on the Company's website www.lietuvospastas.lt.

5. PLACING AN ORDER

5.1. Orders are placed using Self-Service, which is available on the website www.lietuvospastas.lt.

5.2. When forming an order in Self-Service, the Customer must fill in all mandatory fields. It is recommended to fill in optional fields as well.

5.3. The Customer ensures that the data provided by him about the Recipient and his address correspond to reality, are correct, true and complete.

5.4. The Customer is responsible for the packages prepared in Self-Service:

- correctness of weight and dimensions;
- proper packaging;
- precisely selected desired service and type of sending;
- proper attachment of the item tag label;
- a prepared item tag label (see Section 6 of the Rules);
- delivery to the post office, parcel locker or handing to the Courier who arrives to pick up the item (depending on what was chosen in the item order).

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

- the item is not properly packed;
- the item is without an item tag label or with a damaged, illegible or poorly printed item tag label;
- the item sent abroad requires a customs declaration, but does not have one;
- at least one dimension of the item (volume, length, width) does not correspond to the parameters specified by the Customer;
- the item does not comply with the provisions of the Rules, the conditions stipulated in the Contract, the things prohibited by the Universal Postal Convention and other legal acts (e.g. weapons, drugs, explosives, etc.). The list of items prohibited to be sent can be found on the website www.lietuvospastas.lt.

6. REQUIREMENTS FOR PROPER PREPARATION OF ITEMS FOR SENDING AND HANDING OVER OF ITEMS

6.1. General requirements for the preparation of items:

6.1.1. The sender must comply with the requirements established by the Company and pack the items in accordance with the rules for packing of Lithuanian Post items, which are published on the Company's website www.lietuvospastas.lt.

6.2. Preparation for sending and handing over of cross-border mail items:

6.2.1. The sender must ensure that all data and documents required for import and export customs and other formalities are provided with the item, if the item is sent outside the European Union.

6.2.2. The Customer confirms that he is familiar with the provisions of the legal acts governing the export of postal items to third countries/abroad and undertakes to ensure that such legal acts are complied with and that all necessary actions are taken.

6.2.3. The order for the brokerage service for the declaration of received items or the refusal of this service must be submitted by the Customer on www.lietuvospastas.lt on the item declaration portal immediately after receiving the notification about the arrival of the item in Lithuania, but no later than within 14 days from the date of receipt of the notification sent by SMS or e-mail, and no later than 21 days from the date of submission of the information notice (SDS11), if the Customer was informed about the declarable item by an information notice (SDS11) (in the absence other contact details) the Recipient shall confirm and do not object that the postal items for which import taxes have been paid at the time of purchase, can be declared without a separate application to the Recipient of the item and in this case the Recipient of the item cannot refuse the Company's service, i.e. in such cases, the items are declared by the Company.

6.2.4. The Customer must submit/confirm/correct all the detailed and correct information required for declaration on the www.lietuvospastas.lt portal for the data provided for the item declaration, including a detailed description in Lithuanian of each type of product received, choosing it from the list of product categories provided; information about the number and value of goods in the currency specified in the invoice; add value of goods, i.e. the price paid or payable for the goods (things), supporting documents (invoice, payment order) and other additional documents considered by the Customer to be relevant for the declaration.

When the Company acts as a broker in declaring items of a legal entity, for the preparation of a standard customs declaration it is necessary to submit the Customer's Economic Operators Registration and Identification (EORI) code, for the receipt of which the Customer must apply to the customs office..

6.2.5. After confirming that the item will be declared independently, the obligation to perform the steps of declaring the item falls on the Customer himself or he can choose the services of another customs broker. The procedure for customs clearance of an item declared by the customer himself or with the help of another chosen customs broker can only be started after checking the item tracking events at www.lietuvospastas.lt or after receiving an information message of the Company about the arrival of the item at the Company's logistics centre. Even after choosing self-declaration, the Company performs the actions of presenting the goods to customs, in case of the need for physical inspection of the item according to a separate customs instruction or responds to systemic or otherwise submitted customs information messages. After completing the customs formalities, the Company forwards the items for further distribution only after receiving a systemic message from the customs (in the case of the Customer's self-declaration through the customs portal) or proof sent by the Customer about the completion of the customs formalities, when a standard customs declaration is made, and the Customer's payment for the item administration service, as specified in Clause 7.5.1 of these Rules.

6.2.6. If the Customer does not provide the information required for declaration and does not express a wish to declare the item independently, the item will be sent back to the Sender 14 days after the initial notification about the obligation to declare, without taking steps to declare the item for free circulation. If the Company does not have the Customer's contact data other than the receiving address and sends by mail an information message about the provision of information necessary for declaration, the maximum deadline of 21 days is set for the Customer to provide information for declaration, counting from the day of delivery of the information message, and if the information is not provided during this term, the item will be redirected for return. The Company is not responsible if the Customer does not comply with the deadlines set in this clause or other clauses of the Rules and legal acts. The Customer is responsible for the consequences of missing deadlines.

6.2.7. In case of choosing self-declaration of the item, if later the need to change such decision occurs, one can do so on the www.lietuvospastas.lt declaration portal. After confirming the choice to declare the item using the Company's declaration services and submitting the necessary data for declaration, changing the decision, i.e. transition to self-declaration is possible in exceptional cases according to separate agreement with the declarant and only if the customs declaration is not submitted

automatically in a systemic way. Coordination of the Customer's wish to change to self-declaration, when the Company has been previously selected as the declarant, can only be expressed during the preparation for the declaration after the Company requests certain information from the customer (EORI, additional documents, data or informing about the need to form a standard customs declaration), i.e. before the electronic declaration has been submitted to customs.

The Customer must separately confirm the method of declaration for each item he receives (selection of an independent declaration for the future, i.e., for all items received in the future, is not possible).

6.2.8. The Company is not obliged to check the correctness of the specified documents and information, if at the Customer's request, the customs procedures are carried out by a partner chosen by the Customer, a company providing customs broker services. The customer, who declares the item independently or using the services of other customs brokers, must inform the Company about this and provide information about the progress of the customs formalities and their completion, as a necessary condition for further delivery of the item. If the Customer sees a risk that the customs formalities of the self-declared item cannot be completed within the specified storage period of the item, he is responsible and must, on his own initiative, contact the Company via the contacts indicated on its website www.lietuvospastas.lt regarding the extension of the storage period of the item so that the item is not returned.

6.2.9. The Company is not responsible if the completion of customs inspection procedures is prolonged due to improperly submitted item documentation, complicated customs procedures or other objective factors beyond the control of the Company.

6.2.10. In the event of additional inspection by customs, if necessary, according to a separate order of the Company, the Customer must promptly provide all information and documents required for the inspection.

6.2.11. The Company informs the customer if during the inspection customs and/or other controlling authorities find inconsistencies or prohibited, restricted, dangerous goods, the importation of which is not permitted into the Republic of Lithuania and informs about further actions to be taken with the goods/item (need to clarify the declared information, detention of the item at customs, return of the item to the original sender, destruction of the goods, etc.).

6.2.12. For safety and security purposes, the Company is obliged to provide the European Commission with pre-import general declarations for goods delivered in the postal items. These actions are performed while the item is on the way and their completion is a necessary condition for further import procedures. The customer is usually not involved in this process. In cases where not all preliminary data of the item is received or it is not received at all, timely further data transmission has not taken place, therefore it is necessary to supplement the item data when the items are in the country of destination, i.e. the data of the paper postal customs declarations CN 22 / CN 23 accompanying the items are manually entered into the necessary systems and the generated declarations are sent to the European Commission. After completing the risk assessment steps, import procedures can be formed for the goods in the item at the customs office of the Republic of Lithuania. If the safety and security assessment process has not been carried out and the data of the paper customs declarations CN 22 / CN 23 accompanying the item are insufficient or not available at all, the Customer may be contacted for the provision of information. The Company reserves the right to return items that do not meet data exchange requirements back to the Sender.

6.2.13. When declaring goods sent in the items to customs, the Company acts as an indirect representative – in its own name, but in the interests of another person, therefore, if necessary, after receiving a reasonable request from the Customer, it can apply to customs for correction or invalidation of the customs declaration. In order to correct or invalidate the declaration, the Customer must submit a claim in accordance with the procedure established by the Company. The claim is submitted on the Company's website at the address: Help -> Write to us -> If we did not meet your expectations -> Claim, by selecting the type of claim "Recalculation of import taxes" in the form. The request, together with the documents attached to it and justifying the submission of the request, is evaluated and, if it is justified, after the request to correct the data of the customs declaration has been formed, it is forwarded to the customs office no later than within 30 days from the date of receipt of the claim. The obligation of the Recipient of the item to pay the import taxes calculated in the

customs declaration remains, even if a request for recalculation of taxes is submitted. If the Company has not received payment for the declared item for more than 7 days, such item is returned to the sender, and the request for recalculation of taxes is left unprocessed.

If the declaration, the correction of which is requested, was issued after the Customer provided false or incomplete personal identification information, the claim will not be processed, and the request will not be submitted to the customs office.

If the Customer's clarifying information does not match the original item information provided for the declaration, a declaration adjustment fee is applied (the fee is published on the website www.lietuvospastas.lt). The Customer is informed about the need to pay the declaration adjustment fee after the verification procedure of the submitted documents. If the customer does not pay the above-mentioned fee, the claim is not processed and the application is not submitted to the customs office.

The final decision on the formalization of adjusting declarations, the justification of invalidating declarations and the recalculation of import taxes is taken by the customs office, informing the Customer about it. Tax overpayments are returned by the Company to the account specified by the Customer.

6.2.14. When the customs office examines the Customer's request, submitted in accordance with the procedure provided for in Clause 6.2.13 of these Rules, and decides on the tax arrears, the Customer undertakes to transfer the amount of the import tax arrears to the Company's account no later than within 10 working days from the date of the customs decision. If the resulting tax debt is not covered, the Company reserves the right to apply for debt recovery from the Customer in accordance with the procedure established by law.

6.2.15. The conditions for preparation for sending and handing over of cross-border postal items are available at: <http://www.lietuvospastas.lt>.

6.3. Handing over the item to the Courier:

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

6.3.2. The Courier, with the help of a data logger, accepts the ready-to-send items submitted by the Sender by scanning their barcodes or, if necessary, by signing the manifest (item transfer document), which remains with the Sender. The item is considered accepted for transport when the Courier scans the bar code of the item at the place of acceptance of the item or at the nearest logistics centre.

6.3.3. The courier has the right not to wait more than 10 minutes until the item is ready for handing over. The time specified in this Clause does not include the time of loading the item.

6.3.4. The courier has the right not to accept an unpacked, poorly packed, unlabelled or improperly labelled item, an item with non-standard dimensions or an item that does not correspond to the information provided during the order, etc. The courier has the right not to wait until the item is ready for handing over.

6.3.5. At the request of the sender, the Courier himself carries and loads the items, the total weight of which does not exceed 30 kg, into the vehicle. For an additional fee, the courier can carry the items with a total weight of more than 30 kg to the vehicle, but the weight of each package shall not exceed 30 kg and no additional loading equipment is required for their loading.

6.3.6. The services of handing over postal items to the Courier and their conditions are available at: www.lietuvospastas.lt.

7. DELIVERY OF THE ITEM TO THE RECIPIENT

7.1. Delivery of correspondence items and postal parcels:

7.1.1. via postman/MP to recipient's address in Lithuania:

7.1.1.1 correspondence items and (in the case of MP delivery) postal parcels, economy items are delivered to recipients in accordance with the Postal Law of the Republic of Lithuania:

- 7.1.1.1.1. ordinary, tracked correspondence, delivery notices, etc. are delivered to Recipients into orderly ILBs without requiring a signature;
- 7.1.1.1.2. registered, insured correspondence items are delivered to the Recipient at the specified address once and handed against a signature, and if the Recipient cannot be found, the correspondence item can be delivered to an adult family member or a person authorized by the Recipient.
- 7.1.1.1.3. postal parcels are delivered by MP to the Recipient at the specified address once and against a signature, and if the Recipient cannot be found – to a person authorized by the Recipient. Postal parcels in areas not served by MP are collected by the Recipient at the post office.
- 7.1.1.1.4. In the event of failure to deliver a registered/insured correspondence item, a postal parcel, the Recipient is informed about the received postal item by means of an Item Receipt Notice, delivered to the recipient's ILB, mailbox, postal item box, by e-mail or SMS.
- 7.1.2. Picking up of postal items at the post office:
- 7.1.2.1. a postal item (both ordinary, registered item and postal parcel) can be picked up at the post office by a person who shows proof of receipt of the item to the post office employee, it can be either: a paper message, a message left in the ILB/mailbox/postal item box, or a received SMS message about the received item and a document confirming your personal identity (except for cash on delivery items and items with procedural documents).
- 7.1.2.2. an employee of a legal entity (not a manager) - as well as a power of attorney/order signed by the manager of a legal entity, which would grant this employee the right to pick up postal items addressed to the legal entity;
- 7.2. Delivery of postal items to the parcel locker:
- 7.2.1. All items whose address label contains the recipient's mobile phone number can be delivered to the Recipient at the parcel locker.
- 7.2.2. Parcels can also be delivered to an alternative parcel locker.
- 7.2.3. If correct Recipient's contact details are indicated on the item address label, after delivery of the item to the parcel locker, the Company immediately informs the Recipient about that by SMS and/or e-mail (depending on the Recipient's contact details indicated on the item).
- 7.2.4. The Recipient is informed by a reminder SMS about an item not collected from the parcel locker.
- 7.2.5. Delivery to the Recipient is considered to have taken place when the Recipient enters on the screen of the parcel locker the PIN code received by an SMS message/e-mail, thereby confirming his personal identity and the fact of receiving the item.
- 7.2.6. The Company reserves the right to monitor the parcel locker's video recording equipment and use the video material to resolve disputes and, if necessary, submit it to the relevant state authorities (more information in the Company's privacy notice at www.lietuvospastas.lt).
- 7.3. Delivery of postal items by Courier to the Recipient's address in Lithuania:
- 7.3.1. An item addressed to a person to his place of work or education, dormitory, place of military service, hospital, sanatorium, camp or place of imprisonment shall be delivered to the administration or its authorized persons.
- 7.3.2. An item addressed to a legal entity is delivered against a signature to the person specified on the package of the item or to another employee of the administration of the same company.
- 7.3.3. The courier has the right not to wait for the package to be accepted for more than 10 minutes.
- 7.3.4. The company undertakes to deliver the package, the weight of which does not exceed 30 kg, to the place desired by the Recipient. If the weight of the item exceeds the specified weight, the service is charged according to the prices specified on www.lietuvospastas.lt.
- 7.3.5. The Courier hands the item to the Recipient personally against a signature.
- 7.3.6. When accepting an item, the person must indicate his/her name, surname or the item collection code and sign in the data logger (in the paper delivery confirmation – also write down the date and time of the item's delivery and sign).
- 7.3.7. The item is considered delivered when the Recipient or his representative accepts the item and signs in the data logger or the document accompanying the item.

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

7.4. Storage and return of domestic mail items:

7.4.1. Each postal item must be stored in the receiving post office for one calendar month, counting from the day after the Item Receipt Notice was sent by SMS or e-mail. In the event that the Notice of Procedural Documents to be Served was delivered, the storage term is 7 or 30 days.

7.4.2. An item sent in Lithuania that has not been collected by the Recipient or has not been delivered due to the Company's fault is returned to the Sender after the its storage period has or has not expired, and stored at the post office serving the sender for one calendar month.

7.4.3. If a postal item cannot be returned to the sender, after the expiry of the storage period at the post office, it must be resent to the Company's storage of postal items, and then transferred to the property of the state.

7.4.4. For the return of an item sent in Lithuania not delivered to the Recipient (except correspondence item), the Customer pays the Company a return fee corresponding to the sending price. The return of correspondence items sent in Lithuania is free of charge.

Returning an cross-border postal parcel sent from Lithuania to the sender – the rate is according to the invoice of the foreign country to which the postal parcel was sent.

7.5. Storage and return of cross-border postal items

7.5.1. A postal item received from third parties, for which import taxes and/or the fee for submitting a cross-border postal item to customs / item administration fee are collected through the Company, shall be stored in the Company's logistics centre until the Customer no later than within 7 days from the date of sending the notice of payable fees, shall pay to the Company on Self-Service all import and cross-border postal item submission to customs/item administration fees detailed in the payment document. Items are directed for delivery to the Customer only after full payment has been received from the Customer. If all fees are not paid within 7 calendar days from the date of sending the notice of payable fees to the Customer, the procedures for return (re-export) of the item are started.

7.5.2. An item sent abroad (except for a postal parcel) that has not been delivered to the Recipient at the address specified by the Customer is returned to the Customer free of charge after the storage period has expired;

7.5.3. Returning an cross-border postal parcel sent from Lithuania to the sender – the rate according to the invoice of the foreign country to which the postal parcel was sent.

7.6. Storage and return of items delivered by couriers.

7.6.1. If the Recipient in Lithuania refuses to accept the item or if the Recipient cannot be found at the address specified by the Sender, the Customer is informed about this by SMS/e-mail.

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

7.6.3. An item not delivered due to no fault of the Courier is stored at the Courier's workplace for 7 calendar days from the day of receipt of the undelivered item at the Courier's workplace.

7.6.4. If the Customer submits a request by e-mail (info@post.lt), an economy item, an item that has not been collected from the post office or an item that has not been delivered to the recipient's address in Lithuania can be stored for longer than 7 calendar days.

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

7.7. Rules for compensation for damages and complaint handling procedure, as well as other related information, can be found on the website www.lietuvospastas.lt.

8. SENDING LIMITATIONS

8.1. The company does not deliver:

8.1.1. Transit items (not cleared by customs) in the internal territory of the European Union.

8.1.2. Items that do not meet the measurement and weight standards set in Clause 4.1 of these Rules, unless the Customer and the Company separately agree on this in writing.

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

8.3. The Company does not assume liability for accepted items with things (goods) and materials of the content specified in this section of the Rules. The Company has the right to stop the delivery at any time in accordance with the established procedure and to check the contents of the item by drawing up a report, if it suspects that the item contains, without the Company's knowledge, things prohibited for sending that may pose a risk to human health or other items, the environment, or the vehicle, or are prohibited for transport to the territory of other countries. In such a case, the Company takes all necessary security measures and has the right to apply to the relevant state institutions.

8.4. In accordance with the procedure established by legal acts, the Company has the right to transfer detained or confiscated items to the law enforcement or customs authorities of the Republic of Lithuania, at their request. The Sender is responsible for the contents of detained and confiscated items

9. FINAL PROVISIONS

9.1. The Company updates the Rules as needed, because in order to take care of the quality of services, the technology of the clearance, sorting, distribution and transport of items is improved, new services are offered, and the geography of item delivery is expanded.

9.2. In the event of changes to the legal acts referred to in these Rules, the new provisions of those legal acts shall apply directly.

9.3. The Company publishes the latest version of the valid Rules, information about new services provided, the valid price list of the Company's services and other information on the website www.lietuvospastas.lt.