

**STANDARD FORM AGREEMENT
(PUBLIC OFFER AGREEMENT)
on the provision of international mail delivery services by the Meest Shopping service**

Revised on 24.01.2025

MEEST Shopping Logistics s.r.o (the subcontractor for parcels from Europe is Meest Polska sp. z o.o and MEEST America Inc. for parcels from the USA), (hereinafter referred to as the "Contractor") provide services to an individual (hereinafter referred to as the "Customer") for international mail delivery of goods, purchased by an individual from the Seller through on-line Meest Shopping service with delivery to the International Representative Office in accordance with the terms of this Standard Form Agreement.

1. General Provisions.

1.1. This Agreement shall be concluded by providing the Customer's full and unconditional consent (acceptance) to conclude the Agreement in full, without signing a written copy hereto by the Parties.

1.2. The Agreement shall have legal force in accordance with articles 395, 396 of the Civil Code of Kazakhstan and shall be equivalent to an Agreement signed by the Parties.

1.3. The Customer confirms that he/she has read and agreed with all the terms herein, as well as the Standard Terms of the Meest Shopping Service in full by accepting.

1.4. Registration of the Customer in the personal account on one of the Contractor's websites shall be considered acceptance of this Public Offer Agreement: <https://meest.shopping/kz> or via mobile application:

for Android - <https://play.google.com/store/apps/details?id=com.meest.mymeest.app&hl=uk>;

for IOS - <https://apps.apple.com/us/app/mymeest/id1509221073>

1.5. By entering into this Agreement, the Customer automatically agrees to the full and unconditional acceptance of the provisions herein and the Standard Terms of Meest Shopping Service, which are an integral part hereto.

2. Terms and Definitions.

2.1. Public Offer Agreement - shall mean a standard form agreement, a sample of which is posted on the personal profile https://meest.shopping/uploads/elFinder/oferta/04-2024/KZ_01.04.2024.pdf

2.2. Acceptance - shall mean providing the Customer with full and unconditional consent to conclude this Agreement in full, without signing a written copy of the Agreement by the Parties.

2.3. Services - shall mean service or several services in the field of international delivery (namely, international mail delivery services, their reception at the warehouse, processing and forwarding at the request of the Customer), which are provided by the Contractor, and indicated in the relevant section of the Contractor's <https://meest.shopping/ua/country> , <https://cab.meest.shopping/account/faq> or available for selection in the personal profile.

2.4. Customer - any legally capable individual who has a valid passport, tax ID and has accepted this Agreement through the Contractor's website or has accepted it by registering through the mobile application of the service (in accordance with clause 1.4.)

2.5. Contractor - shall be Meest Shopping Logistics s.r.o, which provides international mail delivery services, represented by the subcontractor Meest Polska sp. z o. o from warehouses in Europe and Turkey and MEEST America Inc., which provides international mail delivery services from U.S. and Canada warehouses.

2.6. International Mail - shall mean international mail, packed and processed in accordance with requirements of the acts of the Universal Postal Union and the Rules for Provision of Postal Services, accepted for forwarding outside Kazakhstan, delivered to Kazakhstan, as well as transported within the territory of Kazakhstan through transit by private postal company TOO «Meest Kazakhstan».”.

2.7. Place of international postal traffic - shall mean production division of the postal company, which carries out: processing of the international mail; presentation of it to the customs authority for customs control and customs clearance; sending it to the destination.

2.8. Mail - shall mean Goods (except for those prohibited by the legislation of Kazakhstan and the country of the Seller/Sender), packed and prepared for shipment in accordance with requirements of legislation of the country of the Seller and Kazakhstan, which are accepted from the Sellers, processed and sent by the Contractor upon order of the Client to the destination country chosen by the Client, with gross weight of no more than the established standards and requirements of the Contractor.

2.9. Order - shall mean a material subject purchased by the Customer from the Seller or delivered to the warehouse of the international representative office addressed to the Customer from an individual without the purchase procedure, which is properly registered in the personal profile of the user.

2.10. International Representative Office - shall be the warehouse, the address of which is specified by the Customer for delivery of the Order and is available on the website at <https://meest.shopping/ua/address> and in the personal profile at <https://cab.meest.shopping/account/addresses/meest-addresses>

2.11. Seller - shall be any natural or legal person who provides the service of transfer (sale) of goods and/or organization of its delivery to the warehouse of the International Representative Office for the corresponding remuneration.

2.12. Pick-up - shall be service of Mail acceptance and transfer from the pick-up point of the transport company or representative office of the Sender, selected by the Seller and/or the Customer, to the representative of the Contractor.

2.13. "BRED LAST" - shall mean Mail, weight and/or dimensions of which exceed the company's approved maximum dimensions and weight parameters of the cargo, and therefore this mail is sent exclusively by prior information from the Customer and confirmation by the Contractor, as well as upon unconsolidation possibility of this cargo for separate Mails, each of which shall not exceed the maximum permissible weight and dimensions.

2.14. Receiver - shall mean exclusively natural person who is the final Mail recipient, determined by the Customer in the personal profile of the user at the time of placing the Order for sending to the country of destination.

2.15. Additional service - shall mean a service that cannot be provided independently, but only as an addition to the main service.

2.16. Personal profile - shall mean Internet service for self-management of logistics activities by the Customers in the Meest Shopping service system, which provides for preliminary registration at the link <https://meest.shopping/ua> or <https://cab.meest.shopping/ua/signup>

2.17. CN23 - shall mean the form of customs declaration, formed automatically in the personal profile of the user by consolidating the data entered by the Customer when registering the Order.

2.18. Carrier Company - shall mean a transport and logistics company that carries out order of shipments transferred by the Contractor to the final Receiver in the country of destination.

2.19. Standard Terms of the Meest Shopping Service (hereinafter referred to as "ST of Meest Shopping") - shall mean a set of provisions and instructions for using a personal profile governing the operating conditions of this service.

2.20. Meest Shopping Service - shall mean a set of services, products and software offered by the Contractor on the site <https://meest.shopping/ua>

2.21. Unidentified goods - shall mean an order that arrived at the international representative office warehouse without its preliminary registration in the personal profile of the Customer and without data for its identification on the accompanying documents. It shall automatically be registered as the lost cargo.

2.22. "Send in one click" - shall mean fast registration of the parcel, which involves sending the goods immediately after receipt to the warehouse without possibility of consolidation and selection of

additional services.

2.23. Track number - shall be the Order tracking number provided by the carrier company after accepting the Order for its delivery.

2.24. Order number - shall be the unique Order number provided by the store/seller after the Customer has made the purchase.

3. SUBJECT MATTER OF THE AGREEMENT.

3.1. The Contractor shall provide the Customer with international delivery services (namely, services for receiving and processing of Orders in warehouses of international representative offices, additional services specified in para. 3.2 herein, but not exclusively, as well as services for the delivery of Mail to the Customer) on the terms and in the manner established herein and by Standard Terms of the Meest Shopping Service, and the Customer shall accept and pay for the ordered Services on the terms and in the manner specified herein and in Standard Terms of the Meest Shopping Service.

3.2. The list of services provided by the Contractor to the Customer shall be specified in this Agreement and/or Standard Terms of the Meest Shopping Service, posted on the Website and in the personal profile and shall indicate (including, but not limited to):

3.2.1. Providing the Customer with the address of the international representative office warehouse, for organization of delivery of Orders purchased from the Seller at the specified address;

3.2.2. Procedure of acceptance of Orders at the international representative office warehouse;

3.2.3. Procedure of Orders processing, including the use of all types of additional services provided by this Agreement, but not exclusively, their storage and shipment;

3.2.4. Mail delivery procedure from the warehouse of the international representative office to the place of international postal traffic of Kazakhstan in Almaty;

3.2.5. Procedure of Mail transfer from the place of international postal traffic to the Carrier's Company to ensure the Mail delivery to the Receiver in Kazakhstan;

3.2.6. Procedure of customs clearance of the Mail;

3.3. By accepting this Agreement, the Customer agrees to represent the interests on its behalf to all international representative offices that will accept, process and ship the Customer's orders to the recipient country on its behalf.

4. Rights and Obligations of the Contractor.

4.1. The Contractor shall:

4.1.1. fulfill the terms of this Agreement;

4.1.2. provide the Customer with the services of proper quality as defined herein;

4.1.3. inform the Customer about the current Services and conditions of their provision on Websites <https://meest.shopping/ua/country>, <https://cab.meest.shopping/account/faq>

4.1.4. reimburse compensation of damages in accordance with the decision of complaint issued by the Customer;

4.2. The Contractor shall have the right to:

4.2.1. unilaterally suspend provision of services under this Agreement in case of violation by the Customer of the terms herein;

4.2.2. obtain the information necessary for provision of services from the Customer;

4.2.3. involve third parties to ensure the provision of services under this Agreement (including, but not limited to, freight forwarders, carriers, customs brokers), without consent of the Customer;

4.2.4. to change the terms of Services provision and their tariffing by publishing relevant information on the official Website and/or notification of the Customer through the user's profile or any other communication channel specified during registration;

4.2.5. change provisions of the Agreement and Standard Terms unilaterally, by updating them on the official Website and in the personal profile.

4.2.6. request additional documents confirming identity of the Customer and/or the Receiver, as well as legality of the purchases and use of the payment card. This measure is applied selectively and may be, in particular, aimed at preventing fraudulent actions with payment cards.

4.2.7 unilaterally block the Customer's account in case of receipt of information from the Seller, Carrier, US State Security Service or other executive bodies of the Customer's/Contractor's party, but not limited to the Customer's committing illegal actions in the process of registration/purchase of the order, using the address of any international representative office for delivery.

4.2.8. other rights in accordance with the current legislation of Kazakhstan, the country of the Contractor and this Agreement.

4.2.9. unilaterally determine risky shipments and stop providing services to the client without explaining the reasons for the termination of cooperation.

5. Rights and Obligations of the Customer.

5.1. The Customer shall:

5.1.1. get acquainted with the provisions herein and the Standard Terms at the time of registration on the Contractor's website or in the mobile application;

5.1.2. timely pay and receive services under the terms of this Agreement;

5.1.3. use his/her personal profile and mobile application, following the Standard Terms Meest Shopping;

5.1.4. provide the Contractor with information about the content/description of the Order and other information at the request of the Contractor or the International Representative Office;

5.1.5. indemnify losses caused to the Contractor or third parties involved by the Contractor to ensure the provision of services under this Agreement by providing false information regarding content of the Order or personal data of the user of personal profile

5.1.6. observe the list of goods prohibited for transportation and solely be responsible for the declaration correctness of information regarding the content/characteristics of the goods.

5.2. The Customer shall have the right to:

5.2.1. receive services in accordance with the terms of this Agreement;

5.2.2. Ask the Contractor for information on the provision of services under this Agreement.

5.2.3. Ask the Contractor for the possibility of providing additional services that are not provided by the terms herein.

6. The cost of services and the payment procedure.

6.1. Information about the current cost of basic and additional services shall be displayed on the official website of the Contractor's service and/or in the personal profile. The final cost of the Mail shall be formed by summing up all basic and additional services and forming the corresponding account in the personal profile.

6.2. Payment by the Customer of Meest Shopping services shall be made by payment of the invoice in the Personal profile through the payment system Revolut and/or Petroleum Card Services in accordance with the terms of this payment system. Payment of the invoice in the Personal profile is possible by bank cards Visa and MasterCard or using Google/Apple Pay.

6.3. In exceptional cases, as agreed by the Contractor, payment for certain additional services directly to the International Representative Office shall be possible through PayPal to the personal account of a certain International Representative Office or Revolut for services of purchase of goods.

6.4. The cost of services for the international mail delivery, payable by the Customer, shall be formed in a personal profile in a warehouse currency, where the registration of this Mail was carried out. There are three currency accounts available:

USD – for international representative office of the USA and Canada;

GBP - for international representative office of the United Kingdom;

EUR - for international representative offices of France, Germany, Poland, Spain, Greece, Italy, Turkey and Portugal.

6.5. Currency conversion within one Personal profile, in case of incorrect balance replenishment by the Customer or the presence of residual funds in another currency (GBP/EUR) on the balance, shall be carried out by the support department meest.shopping@meest.com after receiving the last written request for conversion from the Customer, at the cross-rate of the ECB (European Central Bank) on the day of its conduction.

6.6. In case of incorrect payment of the invoice in the personal profile on the part of the Customer, if it is necessary to return the funds of the full replenishment, the latter shall contact the support service meest.shopping@meest.com if the funds were paid for Mail from Europe / Turkey or create an appeal in the personal profile by selecting the appropriate topic if the funds were paid for the Mail from the USA.

6.7. In cases where the Meest Shopping service has agreed to refund funds from the balance in the personal profile of the Customer, by receiving a written request from the latter to meest.shopping@meest.com or through the system of appeals from the personal profile such refund shall be made only to that payment card, which performed the operation of replenishing the balance of the Customer's personal profile.

6.8. Calculation of the cost of Mail delivery services from the warehouse of the International Representative Office to the country of assignment shall be carried out according to the actual/volumetric weight of the Mail formed, after its processing by the warehouse workers at the Customer's order, taking into account the weight/size of the package.

6.9. The final cost of delivery of the formed Mail shall include the cost of the delivery service and additional services that were specified by the Customer during formation of this Mail and/or were added automatically (para. 6.2.1. of the Standard Terms Meest Shopping).

7. Responsibility of the parties and dispute resolution.

7.1. General provisions.

7.1.1. The Parties shall be responsible for the failure or improper performance of their duties under this Agreement.

7.1.2. The Parties shall be exempt from liability for partial or complete failure to perform obligations under this Agreement, if such failure is due to force majeure circumstances.

Force-majeure circumstances shall be as follows: wars, natural disasters, blockades, earthquakes, quarantine restrictions, floods, acts of state authorities, the resident of which the Customer is, or the state of which the Contractor is (including the International Representative Offices specified in the Standard Terms in the list of para. 3.2.), preventing fulfillment of obligations by the Parties.

The party, which is under the influence of force majeure circumstances, shall notify the other party in writing within 24 hours from the moment of their occurrence. The emergence and effect of force majeure circumstances shall be confirmed by certificate of the Chamber of Commerce and Industry or other authorized state body.

7.1.3. All disputes arising from or related to this Agreement shall be resolved through negotiations between the Parties.

7.1.4. If the relevant dispute cannot be resolved through negotiations, it shall be resolved in court in accordance with the current legislation of the country of registration of the Contractor and/or country of registration of subcontractors (in the case of Meest Polska sp. z o.o. - legislation of the Republic of Poland and in case of MEEST America Inc., legislation of the United States America). The Parties hereto clearly agreed that the judicial authorities competent to resolve disputes between the Parties regarding the implementation of this Agreement shall be the state judicial authorities of the country of registration of the Contractor. All expenses for filing a claim, legal support, judicial consideration shall be borne by the Party that initiates the litigation.

7.2. Liability of the Contractor.

7.2.1. The Contractor's liability shall be limited to the following:

7.2.1.1. In case of Mail damage due to the Contractor's fault, the latter shall pay the Customer compensation in the amount established by the department of consideration of claims of the carrier company selected by the Customer when processing the Mail or the Contractor's company, within the declared or insured value;

7.2.1.2. In case of complete Mail loss due to the fault of the Contractor, the latter pays the Customer compensation of the declared amount, but not more than USD 60 (USD shall be currency of declaration of goods), if the Customer has not purchased additional insurance and the cost of delivery of this Mail to the country of Receiver in case of its payment by the Customer;

7.2.1.2.1. In case of purchasing an additional insurance policy by the Customer, the Contractor shall reimburse the amount for which the Mail is insured. The maximum amount of insurance for one Mail for transportation to Kazakhstan shall be 3 000 conventional units.

7.2.1.2.2. The exception shall be the loss of Mails from the United States due to natural disasters, the actions of unfriendly states, the power of law, quarantine, riots, strikes, regardless of whether they are of partial or general nature, as well as risks and perils of the sea and navigational hazard, the actions of the Sender or failure to fulfill its obligations, internal defects of the Mail or any conditions that are not controlled by the Carrier, including but not limited to:

- nuclear reaction or radioactive contamination;
- extreme weather conditions, including but not limited to floods, snowfall, slippery roads or any other events uncontrolled by the Carrier that prevents the passage of transport;
- changes in legislation or regulatory documents of the destination country, including, but not limited to, roadclosures in the destination country;
- inappropriate, incorrect or incomplete addresses specified by the Customer;
- moving of the Receiver or its non-residence for any reason or absence for any reason at the address provided by the Customer;
- seizure, detention, confiscation, expropriation of the Goods, or detention of the Goods delivery by government agencies of the countries through which the Goods are transported, including the final destination country in accordance with the consignment note.

7.2.1.3. The Contractor's liability for the Mail shall be terminated from the moment of its delivery to the Receiver by the Carrier.

7.2.1.4. In case of delay of Mail delivery from Europe/Turkey to the place of international postal traffic in Ukraine due to the fault of the Contractor without prior informing (para. 7.12), the latter shall compensate the Customer 10% of the cost of services for the transportation of this Mail (excluding the cost of additional services), for each day in arrears, but not more than 100% of the cost of the delivery service.

7.2.1.4.1. Compensation of the cost of delivery service shall be made by crediting this amount to the balance of the Customer's personal profile.

7.2.1.5. Compensation for damage, loss or lack of goods is made by crediting the Customer's bank card within 30 days from the moment of decision-making and approval of bank card details.

7.2.2. The Contractor shall not be liable for:

7.2.2.1. Shortage of cargo or inconsistency of the attachment with the description, provided that the outer packaging is intact, including when ordering a shipment with the "Send in one click" service, but not exclusively;

7.2.2.2. Damage or internal shortage of the order, which occurred as a result of failure by the Customer or the Seller to comply with the requirements for its packaging, labeling or declaration;

7.2.2.3. Failure to comply with the Mail delivery terms to the place of international postal traffic in Kazakhstan due to improper Mail completing in the Personal profile governed by the Standard Terms Meest Shopping;

7.2.2.4. Failure to comply with the delivery deadlines for the period of validity in the state as a whole and/or region of the Recipient or region of the warehouse location of the International Representative Office that carries out shipment and/or serves as a transit warehouse, in particular due to the force majeure circumstances, **martial law, hostilities**, including delay at border entry points, adverse and difficult weather conditions, pandemics and quarantine restrictions caused by them, which prevent the Contractor's compliance with obligations on timely delivery of the Mail;

7.2.2.5. Damage of the Mail resulting from the receipt of the Order at the International Representative Office and/or its transfer to transportation, after registration by the Customer, without specifying in the accompanying documents on its special properties that require special conditions or precautions measures for its preservation during transportation or storage;

7.2.2.6. Loss of the Mail (part of it), if it is established that such a fact was recorded after the Mail delivery to the recipient, but the following conditions were met: the Order was accepted and the Mail was processed in compliance with all established requirements, while there was no external damage of its packaging;

7.2.2.7. Damage to the cargo during its transportation, which was caused by Order repacking during its separation and/or removal of additional packaging upon request or by agreement of the Customer.

7.2.2.8. For indirect losses or lost benefit/profit be the Customer, regardless of the nature of their origin.

7.2.2.9. For the quality and quantity of goods, conformity of goods to the description/characteristics specified by the Seller.

7.2.2.10. For goods that have not been delivered to the address of the Meest Shopping representative office.

7.3. Liability of the Customer.

7.3.1. Liability of the Customer shall be limited to the following:

7.3.1.1. The Customer shall be fully liable for all negative consequences (damage to the contents of the order, deformation, etc.) in case the Seller uses improper Mail packaging (packaging that does not correspond peculiarities of the shipment, its weight or established standards, technical conditions and requirements for Mail packing) and absence of special marking.

7.3.1.2. The Customer shall be fully responsible for damages incurred to third parties, the Mails of which were transported or stored together with the Mail, containing any type of chemical substances, acids or other dangerous compounds.

7.3.1.3. The customer bears full personal responsibility for all possible financial damages/losses related to the delivery to the warehouse of the International Representative Office of goods that are included in the list prohibited for forwarding in international postal shipments.

7.3.1.4. In case of financial sanctions application, as well as fines or other financial penalties stipulated by the Customs Code of Kazakhstan and other legal acts of Kazakhstan to the Contractor and/or the third parties involved (in accordance with para. 4.2.3) due to the provision of incomplete and/or unreliable information and documents by the Customer, as well as related to the late provision of documents and information necessary for declaration by the Customer, the Customer shall pay the Contractor a fine in amount equal to the amount of financial penalties applied to the Contractor, or the amount of the fine imposed on a third party involved by the Contractor or other types of financial liability applied to the Contractor or third parties involved.

7.3.1.5. If the absence of part or full contents of the Mail is established when the cargo is commissioned by the Carrier, provided the integrity of the packaging and the absence of the consolidation service, the responsibility shall be borne by the Customer or the Seller.

7.3.1.6. Services shall be considered to be provided to the Customer from the moment of receipt of the formed parcel in Kazakhstan by the Customer or the Receiver by the Customer or the Receiver.

7.3.1.7. The Customer shall be fully responsible for the content of orders, compliance of the actual content with the declared data and compliance with the list of prohibited goods, regulated by the customs legislation of Kazakhstan and the country of the Sender and/or the Seller.

7.3.1.8. In case of discrepancy between the declared and actual value of the parcel contents, the cost of Meest Shopping services provided shall be increased by the cost of customs broker services in the amount of 10 conventional units. Payment of the invoice is made through the Meest Shopping personal account in the "Shipments" section.

8. Term of the Agreement.

8.1. The Agreement shall come into force from the moment of registration by the Customer of a personal profile on the Contractor's websites <https://meest.shopping/ua>, <https://cab.meest.shopping/ua/signup> or through the mobile application of the Contractor (specified in

para. 1.4.).

8.2. Agreement and/or Standard Terms Meest Shopping may be changed by the Contractor without any special notice. The only current version of the Agreement is posted at <https://meest.shopping/kz>, section "Public Offer".

Continuation of the Service use by the Customer after changing the current terms hereto, which will be posted on the Contractor's website, shall be regarded as the Customer's consent with changes and additions.

8.3. The current version of the Agreement shall automatically cancel the conditions stipulated by the previous version.

8.4. The Contractor shall reserve the right to unilaterally terminate the provision of Services to the Customer in case of violation of any terms hereto by the latter.

8.5. The Agreement term shall be limited to the performance of all obligations stipulated herein by the Parties.

9. Details of the Contractor.

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MEEST Shopping Logistics s.r.o.

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STANDARD TERMS OF SERVICE Meest Shopping

1. General provisions.

1.1. Standard Terms of Service (hereinafter referred to as the Standard Terms) are developed by the Contractor for regulation and standardization of the package of services for registration and forwarding of international mail.

1.2. By registering a personal profile, the Customer confirms that he/she is familiar with and agrees with the provisions of these Terms and the Public Offer Agreement.

1.3. Provisions of the Standard Terms shall have a higher priority than the provisions of the Public Offer Agreement.

2. Account registration and data verification.

2.1. To start working with the Meest Shopping service, the Customer shall register an account through the Contractor's website or install the Contractor's mobile application, perform direct.

2.2. After registering an account, the Customer shall confirm the fact of agreeing with all terms of these Standard Terms and Public Offer without exception.

2.3. Under standard registration procedure the Customer shall enter a mobile phone number, e-mail, which will later be a login, password and password confirmation, agreement with the public offer agreement and confidentiality policy.

2.4. After entering the data specified in para. 2.3. of Standard Terms, the service system will generate an SMS and/or an e-mail to confirm registration by the Customer.

2.5. The Customer shall be assigned with a personal identifier (hereinafter referred to as the ID number) in the format from 4 to 7 digits: XXXXXXXX. ID number — the main user ID of Meest Shopping service.

2.6. The Customer may register only one account, in case of detection of dubbing, the Contractor shall reserve the right to delete one of the accounts unilaterally with additional notification of the Customer.

2.7. From the moment the Customer receives ID number, the Contractor shall grant the latter the right to free use of addresses of the International Representative Offices for the organization of delivery to

these addresses of issued orders on the Seller's website or sent by individual/legal entities.

2.8. To complete the registration procedure of the account, the Customer shall fill in the profile data, indicating:

- surname, first name and patronymic
- date of birth
- gender
- language for generating notifications
- address of residence
- e-mail
- mobile number

3. The order of registration of the purchase and its registration in the profile.

3.1. To make a purchase, the Customer shall register on the Seller's website, specifying his/her data and personal ID in the name field, filling in other required fields, add the selected product to the cart and pay for the goods.

3.2. The Customer shall ensure delivery of the paid goods to the current address of the International Representative Office warehouse according to the warehouse's schedule in the following format <https://meest.shopping/ua/address>

3.3. After receiving the purchase tracking number from the carrier company, the Customer shall register this number in the user's personal profile by filling in the appropriate form in the "Order" tab or using the "Send in one click" service.

3.3.1. The exception for tracking number registration shall be the warehouse of the representative offices of Spain and Portugal. For these countries, the Customer shall register the order number provided by the Seller (examples of stores: Zara, Mango, Massimo Dutti, Pull and Bear, Stradivarius, Bianco, Bershka, Oysho, Pedro del Hierro, Fifty Factory, Women Secret, Uterque).

3.4. The cost declaration of the order shall be carried out in three currencies, depending on the country of registration of the purchase. The following currencies shall be available for the declaration:

USD — for the international representative offices of the USA, Canada, Ukraine and Turkey

GBP — for the international representative office of Britain

EUR — for the rest of the international representative offices of Europe

3.5. Order tracking number or order number (in accordance with paragraph 3.3.1.) shall be registered within a period not later than the actual delivery date with this tracking number/order number to the warehouse of the International Representative Office.

3.5.1. The Contractor shall not be liable for the delay in identification of the goods caused by the late registration of this product by the Customer in his/her personal profile.

3.6. The Customer's data specified in the personal profile (namely full name) shall correspond to the data specified when making a purchase by the Customer on the Seller's website and will be used by the Seller and/or the transport company to deliver this purchase to the warehouse of the International Representative Office.

3.7. If the Customer's data and the Receiver's data of the order sent to the International Representation office warehouse differ, representative of the Contractor reserves the right to:

3.7.1. refuse to receive such an order during its transfer to the International Representative Office warehouse;

3.7.2. return such goods to the Seller without prior approval with the Customer;

3.7.3. request from the Customer passport data of the personal account owner, and the person that will be specified by the Receiver of such order, documents confirming the fact of purchase of this order, for the procedure of identification of the order owner.

3.8. Meest Shopping warehouses shall not accept parcels with deferred payment. Some online stores in Europe and the United States provide an opportunity to pay for the parcel on the fact of assignment. Meest Shopping does not work with such parcels. All parcels sent by the Customer to the Meest Shopping warehouse shall already be paid.

3.8.1. In case of delivery of the parcel with cash on delivery to the International Representative Office warehouse, the Contractor shall reserve the right to temporarily block the user's personal profile, until actual payment of this purchase by the Customer.

4. List of Forbidden Mails

4.1. Only those content that do not contain goods prohibited for air transportation and transportation by land or sea; goods, the export of which from the country of the Seller / Sender and / or import to Kazakhstan is not prohibited by the legislation of the country of the Sender / Seller / Receiver or the Universal Postal Convention shall be allowed for transportation in International Mail.

4.2. International Mail shall not contain items, the forwarding of which is limited by legislative acts/regulations of the country of the Seller/Sender and/or Kazakhstan, regulatory documents, international regulations and acts, including but not limited to:

- firearms and ammunition to it, cold arms and other items specifically designed for attack and defense (dusters, stilettos, knives, cans containing paralyzing agents, etc.), explosive, flammable or other dangerous substances, military equipment, unless otherwise provided by law;
- narcotic drugs, psychotropic substances, their analogues and precursors added by the Committee on Drug Control under the Ministry of Health to the list of narcotic drugs, psychotropic substances, their analogues and precursors subject to special control in accordance with the law, as well as radioactive substances;
- sexually suggestive objects and immoral content
- permits for the right to carry weapons, employment records, military tickets, passports and other identity documents
- goods exported in violation of intellectual property rights
- items that constitute national, historical or cultural heritage determined in accordance with the laws;
- seeds and planting material;
- food products of animal origin without heat treatment;
- food products or other goods, transportation of which requires compliance with a certain temperature regime;
- live animals, except bees, leeches, mulberry-fed caterpillar, parasites and fighters of harmful insects intended for the study of these insects, which are exchanged by officially allowed institutions;
- food products weighing more than 10 kg in one parcel;
- goods that fall under the definition of 1-24 groups of the Ukrainian Commodity Coding System, which are moved (sent) to the address of citizens, except for food with a total weight of not more than 10 kilograms in the manufacturer's package (animal feed falls under 1-24 group of the Ukrainian Commodity Coding System).

It is forbidden to send by air:

- Bengal lights and fireworks;
- gases in any package, including pepper and tear gases;
- combustible liquids, alcohol;
- perfumes, colognes, nail polish and hairs sprays, etc.
- paint and varnish products, any paints and solvents to them;
- any fuel and empty containers therefrom;
- radioactive materials;
- anticorrosive substances;
- tube cleaners;
- substances rich in oxygen;
- containers with aerosols; - cylinders for scuba diving;
- containers for propane;
- CO2 containers;
- weapons and ammunition;
- gunpowder;
- dry ice;
- tools, working on fuel;
- lighters and refueling to them;
- matches;
- accumulator, power supplies, batteries;

- alcoholic beverages;
- knives;
- shock absorbers, other spare parts used or with the presence of lubricants and materials.

4.3. The Contractor shall reserve the right to refuse accepting any mail for transportation, in case of suspicion of the presence of prohibited content or content that may endanger life/health of people, lead to damage or destruction of other items, but not exclusively.

4.4. The Contractor shall reserve the right to change the type of delivery in case of shipment by the Customer of the goods, which are limited to the shipment by a certain type of transportation (for example, air).

4.5. The Customer shall reimburse the Contractor all losses, fees/customs penalties, or any other financial costs incurred by the latter due to non-compliance with the list of content prohibited to transportation or any other conditions specified in the Standard Terms.

4.6. Requirements for mail shipment packaging.

4.6.1 Corrugated cardboard boxes are used for packaging of international mail shipment, which, according to their characteristics (thickness, strength, complexity, etc.), can be subjected to technical processing and repeated reloading. Indivisible items in factory packaging (wooden, dictation boxes and boxes made of strong cardboard), which corresponds to the established dimensions and ensures the preservation of the attachment, do not require additional packaging.

In order to avoid movement inside the package, items and goods must be tightly packed or filled with fillers (bubbles, paper, material, etc.) to avoid movement of items inside the package during reloading and technical processing.

4.6.2. Requirements for packaging of goods, items, other material values that are sent by parcels and require special packaging conditions:

- glass or other fragile objects (dishes, souvenirs, CDs, etc.) must be packed in a strong box, packed with an appropriate protective material, and also covered with packing materials;

- liquids and substances that easily turn into a liquid state must be placed in hermetically sealed vessels. Each container must be placed in a special strong box filled with a suitable protective material in an amount sufficient to absorb the liquid in case of damage to the container, so that it cannot be easily opened;

- fatty substances that are difficult to turn into a liquid state, such as ointments, soft soap, resin and others, the forwarding of which causes less inconvenience, should be packed in the original envelope (box, canvas bag, plastic material, etc.), which is then placed in a second box made of sufficiently strong material to prevent the contents from leaking;

- dry dyes, such as aniline blue, etc., are allowed for shipment only in hermetically sealed metal boxes, which are placed, in turn, in strong boxes with appropriate protective and absorbent material between both packages;

- colorless dry powders - must be placed in strong containers (box, bag), which in turn must also be placed in a box made of strong material;

- accurate measuring devices - in a hard container with gaskets that prevent damage to the attachment during shipping. Devices with glass parts are packed in parcel boxes with special fasteners. A "Caution" mark is applied (sticked) to such parcels;

- motion pictures, filmstrips and magnetic films - in containers manufactured in accordance with the requirements of regulatory and technical documentation;

- printed products (forms, estimate documentation, etc.) weighing up to 5 kilograms - in a double envelope made of thick paper. If the weight of the attachment exceeds five kilograms, the parcel must have on both sides (address and return) pads made of dictum or sticky cardboard;

- coloring powders – in bags made of polyethylene film, oilcloths, thick pasted paper, which are placed in parcel boxes;

- loose food products, dried fruits, nuts, etc. - in bags made of polyethylene film, oilcloths, dense oiled paper, which are sealed and placed in a box with a strong base.

4.6.3. Items of clothing, carpets and other soft products can be packed in a soft shell (fabric). Such an investment should be pre-packaged in polyethylene film or other moisture-proof material. The soft shell (bag, pouch) must be sewn with an internal seam. The upper part of the bag (pouch) is rolled up and tightly tied with twine or fixed with other packaging material.

5. Identification and acceptance of orders.

5.1. Identification of the purchase of the Customer, who arrived at the International Representative Office warehouse, shall be carried out by scanning the track number (barcode) previously registered by the Customer in the personal profile.

5.1.1. The identification procedure shall also involve weighing the purchase arrived at the warehouse and placing it in a cell of the appropriate size for further processing or transfer to the dispatch formation area, if the cargo is registered by the client as "Send in one click".

5.1.2. Exceptions shall be purchases that are addressed to the warehouse of the US representative office, where the standard procedure for weighing the Goods at the time of its identification is provided only as an additional service.

5.2. If in the database there is no registered tracking number of the purchase from the Customer's side at the time of its scanning, the representative of the Contractor shall conduct the identification procedure by ID number.

5.2.1. Such an order shall be registered without a description of the content, the number of units of the goods and with zero value in the personal profile, the ID of which is indicated in the accompanying documents.

5.2.2. The possibility of placing such an order by the Customer's side shall be available only after its editing, which provides for the selection of product category, fixing the value and quantity of product units.

5.3. In the absence of a pre-registered tracking number by the Customer, as well as ID of the latter on the box, such order shall be considered "unidentified" and shall be listed in the register of "unidentified" cargo.

5.4. To identify the purchase after its actual delivery to the International Representative Office, the Customer shall register the tracking number of such purchase in the personal profile for its transfer by the system from the database of "unidentified cargo" to the Customer's profile.

5.4.1. If you register such a tracking number (after physical delivery to the warehouse) as "Send in one click", the system will overwrite the goods in the customer account, but the "Send in one click" mechanism will not work, since the goods will already be placed in the cell and will require manual processing.

5.5. The free storage period for the purchase at the warehouse of the international representative office in Poland is 14 calendar days and 28 days for the US warehouse, from the moment the purchase is scanned into the user account or into the register of unidentified purchases (in accordance with clause 5.3.).

5.6. The maximum purchase storage time at the warehouse shall constitute 3 calendar months. If there is no request from the Customer to identify such an order, it shall be given the status of "unclaimed goods".

5.6.1. The cargo with the "unclaimed" status shall be transferred for the disposal procedure or other actions by the Contractor to cover storage costs.

5.6.2. The Contractor does not accept claims for reimbursement of the cost of "unclaimed" cargo or any other indirect losses caused to the Customer by its disposal or other actions with cargo of this status.

6. Additional services and application for issuing.

6.1. From the moment of scanning the purchase to the Customer's profile, the latter shall have the opportunity to issue this purchase for sending to Kazakhstan.

6.2. In addition to standard services providing international delivery service, the Customer may apply additional warehouse services to each Order.

6.2.1. The list of standard services used by default:

6.2.1.1. Delivery

6.2.1.2. Storage over 14/28 days

6.2.1.3. Packing in case of consolidation

6.2.1.4. Exceeding the permissible size for mails from Europe/Turkey

6.2.1.5. Volumetric weight for mails from the USA

6.2.1.6. Brokerage services (in accordance with clause 7.3.1.8. of the offer agreement)

6.3. The list of additional services shall be regulated at each warehouse, it has the appropriate tariffing and terms of application:

6.3.1. Meest Polska: https://meest.shopping/kz/country#tarif_na_dop_uslugi

6.3.2. Meest UK: https://meest.shopping/kz/country/england#tarif_dop_uslugi_uk

6.3.3. Meest Germany: https://meest.shopping/kz/country/germany#tarif_dop_uslugi_de

6.3.4. Meest France: https://meest.shopping/kz/country/france#dop_uslugi_fr

6.3.5. Meest Spain: https://meest.shopping/kz/country/spain#dop_uslugi_es

6.3.6. Meest Portugal: https://meest.shopping/kz/country/portugal#dop_uslugi_pt

6.3.7. Meest Italy: https://meest.shopping/kz/country/italy#tarif_dop_uslugi_it

6.3.8. Meest Turkey: https://meest.shopping/kz/country/turkey#dop_uslugi_tr

6.3.9. Meest Greece: https://meest.shopping/kz/country/grecia#Tarify_na_dopolnitelnyye_uslugi

6.3.10. Meest America: <https://meest.shopping/kz/country/usa#dopuslugi>

6.3.11. Meest Canada:

6.4. The Contractor shall reserve the right to refuse to use a separate additional service to the Customer, but shall inform the latter about it by sending an e-mail or notification in a personal profile.

6.5. Depending on the type of additional service, the Customer may choose it at the time of the tracking number registration in his/her personal profile; after scanning the tracing number by representative of the warehouse and at the time of the application registration for sending the parcel to Kazakhstan.

6.5.1. The list of additional services that are available at each stage shall be active for selection in the personal profile.

6.5.2. The Customer shall not require the use of additional service that is not provided for selection at this stage or at the warehouse of the selected International Representative Office.

6.6. After scanning the tracking numbers at the International Representative Office warehouse and selecting additional services, the Customer shall create an Application for the parcel registration.

6.6.1. The application for registration involves the selection of one or more tracking numbers in the tab "Orders" - "Products" for the parcel formation, with the possibility of selecting additional services available at this stage.

6.6.2. The exception is the composition of the international representation of Poland, which do not provide for the possibility of consolidating more than 5 Orders, the maximum weight of which should not exceed 30 kg; also, orders exceeding the side size of more than 120 to 150 cm and 150 cm are not subject to consolidation and will be automatically processed by a separate parcel.

6.6.3. At the stage of application registration, the Customer shall select address of the Receiver from the list created earlier or add a new address the Receiver.

6.6.4. When creating address of the Receiver of the parcel, the Customer may choose one of two available types of delivery:

6.6.4.1. Courier delivery by the carrier TOO "Meest Kazakhstan"

6.6.4.2. Delivery to the branch of Meest Partner, ALSER

6.6.5. The Customer has the right to apply additional services provided by the Czech warehouse to all orders received from transit warehouses, including consolidation of goods from different representative offices - Spain, Portugal, France, Italy and Germany.

6.7. Since creation of the registration application by the Customer, making any changes to the tracking numbers added to this application or editing the application itself (including the final Receiver, the type of delivery, the carrier company, but not exclusively) shall not be foreseen.

6.7.1. The exception shall be the departure from the US International Representative Office, for which an additional service "Repackaging of an already issued or packed parcel" cost 20 USD is provide.

6.8. The Customer, by issuing an application for Mail sending, shall agree with the launch of the process of forming the parcel, which is irreversible, without the possibility of its suspension (except for para.

6.7.1.)

6.9. In case of absence of the application from the Customer's part for sending on goods that are in stock 90 calendar days from the moment of scanning or more, the Contractor shall reserve the right to assign the status of "unclaimed cargo" to such product and dispose such goods at its own discretion, in particular to cover the costs of storage of this cargo.

7. Parcel registration and payment procedure.

7.1. According to the application for parcel processing created by the Customer, representative of the Contractor shall form a customs declaration (CN23), the number of which is generated automatically in the format MYCVXXXXXXXXXUS or CVXXXXXXXXXUS (where US is the sender's country code), as well as perform physical formation of the International Mail using the services selected by the Customer.

7.2. Formation of the parcel automatically generates an invoice to the Customer, containing the cost of delivery services and additional services:

GBP - for delivery from the UK

EUR – for delivery from France, Germany, Poland, Spain, Italy, Portugal, Turkey and Greece

USD - for delivery from the USA and Canada

7.3. Payment shall be made through Revolute payment system for Mails from Europe/Turkey or Petroleum Card Services for shipments from the USA, by entering the Customer's payment card data, in accordance with the terms of the issuer's bank of the Customer, without a standard fee, subject to payment via the mobile application or web version.

7.4. Tariffication of delivery services and additional/standard services shall be carried out in accordance with the current tariff of each warehouse (in accordance with para. 7.2.):

7.4.1. Meest Polska: <https://meest.shopping/kz/country/poland#meest>

7.4.2. Meest UK: https://meest.shopping/kz/country/england#meest_uk

7.4.3. Meest Germany: https://meest.shopping/kz/country/germany#meest_de

7.4.4. Meest France: https://meest.shopping/kz/country/france#meest_fr

7.4.5. Meest Spain: https://meest.shopping/kz/country/spain#meest_es

7.4.6. Meest Portugal: https://meest.shopping/kz/country/portugal#meest_pt

7.4.7. Meest Italy: https://meest.shopping/kz/country/italy#meest_it

7.4.8. Meest Turkey: https://meest.shopping/kz/country/turkey#tarif_tr

7.4.9. Meest Greece: https://meest.shopping/kz/country/grecia#meest_gr

7.4.10. Meest America: https://meest.shopping/kz/country/usa#meest_ru_usa

7.4.11. Meest Canada:

7.5. The invoice for payment of the cost of International Mail delivery services shall automatically contain the cost of standard services, which are accrued automatically by the system, in accordance with para. 6.2.1.

7.5.1. The exception shall be the cost of mail storage for more than 14 days at the warehouse of International Representative Offices, storage of which requires additional space, including, but not limited to International Mail ready for shipment, the sending of which is controlled by the system exceeding the cost of the equivalent to 200 Euro per one receiver in one dispatch.

7.5.1.1. The cost of such storage shall be regulated individually by the Customer depending on the number of Mails and their dimensions.

7.6. Parcels formed by the Customer shall be sent to Kazakhstan without prepayment for delivery services.

7.7. Within 24 hours from the date of formation of the Mail register for Europe and 48 hours for the US aviation, all unpaid parcels from this register shall receive the technical status of "Order suspended", which will be active until payment for delivery services by the Customer. Parcels shipped from the United States by sea shall receive such status on the 10th day after physical shipment.

7.7.1. Checking for availability of payment for delivery services for parcel shall be made automatically:

- every 2 hours for mails from Europe, Turkey.

- every day at 06:00 a.m. (Kyiv) for shipments from the USA

7.8. Physically, the parcel shall be suspended in the place of international postal traffic of Kazakhstan in Almaty until payment for delivery services is made by the Customer.

7.9. In case of absence of payment for Mail delivery services within 90 calendar days from the moment of its arrival in the place of international postal traffic, the Contractor shall reserve the right to assign such shipment with the status of "unclaimed" cargo and transfer it for disposal or dispose of such shipment to its own discretion.

7.9.1. The Customer shall confirm the conditions of para. 7.9. by refusing to pay for delivery services of such Mail or by lack of payment within the specified period.

7.10. The maximum allowable time of International Mail delivery from the moment of shipment from

the International Representative Office warehouse until the moment of arrival to Lviv place of international postal traffic shall be as follows:

Shipment country	Term
Czechia	14-20 calendar days
Poland	14-20 calendar days
England	14-20 calendar days
Turkey	14-20 calendar days
Greece	14-20 calendar days

8. Maximum allowable Mail dimensions.

8.1. Any measurement shall not exceed 105 cm. The sum of the length and the largest perimeter (circumference) in any direction (except length) shall not exceed 200 cm.

8.2. The maximum permissible weight in the International Mail shall not exceed 30 kg.

8.3. In case of exceeding the Mail length of the maximum permissible value, but not more than 2 m, the Customer shall pay the cost of each party exceeding in accordance with the tariff of the country of the Sender:

8.3.1. Meest Polska:

Exceeding of the size of one side from 120 cm to 150 cm – 13,60 EUR

Exceeding of the size of one side over 150 cm – 23,75 EUR

8.3.2. Meest UK:

Exceeding of the size of one side from 100 cm to 120 cm – 8,70 GBP

Exceeding of the size of one side from 120 cm to 150 cm – 18,15 GBP

Exceeding of the size of one side over 200 cm – 22,50 GBP

8.3.3. Meest Czechia:

Exceeding of the size of one side from 105 to 120 cm – 5 EUR

Exceeding of the size of one side over 120 cm - 10 EUR

Exceeding of the size of one side over 150 cm - 15 EUR

Exceeding of the size of one side over 200 cm - 20 EUR

8.4. In warehouses of the International Representative Offices, where no tariffing for exceeding the size of the sides, such exceeding shall not be provided and/or the cost of delivery shall be calculated according to the bulk weight formula.

8.4.1. The formula for determining the dimensional weight for international traffic from the United States shall apply to all shipments, including the restrictions specified in para. 8.1., provided that the dimensional weight is three times the actual weight:

Avia: (physical weight X price per kg) + 2 X Diff (dimensional weight – physical weight)

Sea: (physical weight X price per kg) + Diff (dimensional weight – physical weight)

8.4.2 Dimensional weight is not charged for shipments weighing up to 2 kg.

8.5. In case of discrepancy between the mail dimensions and/or weight of the dispatch to the conditions specified in para. 8.1. and 8.2. The Contractor shall reserve the right to refuse transportation of such Mail with the possibility of the Customer:

- to return this Mail to the Sender for an additional payment;

- to refuse to receive this Mail for disposal;

- to arrange and provide transportation of such cargo independently with the help of the service <http://www.meest-cargo.com.ua/>

- pick up the Mail from the warehouse independently.

8.5.1. The Customer shall inform the Contractor of the decision concerning the Mail within a period of not more than 7 calendar days. In the absence of a decision within the specified period, the Contractor shall independently determine further actions for such Mail.

8.5.2. The Customer shall automatically agree with the terms of para. 8.5.1. by absence of any

information on his/her part.

9. Customs clearance procedure.

9.1. Without payment of customs duty, the Mails, the total invoice value of which does not exceed the equivalent of 200 EUR for one receiver, an individual in one dispatch from one sender in International Mail shall be accepted.

9.2. In case of exceeding the International Mail value equivalent to 200 EUR at the NBK rate on the day of customs clearance, such Mail shall be transferred for additional customs inspection and customs clearance in the customs control zone in Almaty, TOO «Meest Kazakhstan»

9.3. Within 7 business days, the Receiver shall be informed of the reason for delay and instructions for further action shall be provided.

9.4. If it is necessary to determine the Mail value, the Customer shall provide an invoice from the store and a bank statement to confirm the payment. Additionally, the customs inspector may request a copy of the Passport of the Receiver. The Contractor shall not be liable for the actions of the customs authorities.

9.5. Storage time of the parcel at customs authority office shall be 1 month from the date of receipt and may be increased to 2 months at the request of the Receiver. If during the specified period the Receiver/Customer is unable to provide confirmation of the goods value or perform customs clearing, the parcel shall be automatically sent back to the Sender's warehouse. In addition, an invoice shall be issued to the client for the parcel return. If the return is initiated by the Contractor, the cargo may be returned to the international sorting HUB in the Czech Republic.

To return to the warehouse of one of the European representative offices:

Країна доставки	up to 1 kg	up to 2 kg	up to 5 kg	up to 10 kg	up to 15 kg	up to 25 kg	up to 30 kg
Poland	40,25 €	41,10 €	42,35 €	45,35 €	48,90 €	54,90 €	60,05 €
France	47,15 €	48,00 €	53,70 €	56,95 €	60,90 €	67,65 €	73,05 €
Greece	53,45 €	57,45 €	68,65 €	89,40 €	110,65 €	152,00 €	174,90 €
Spain	47,95 €	48,80 €	59,20 €	62,70 €	66,65 €	73,15 €	78,80 €
Germany	43,75 €	44,60 €	48,75 €	51,95 €	55,90 €	62,30 €	68,05 €
Portugal	46,65 €	47,50 €	58,15 €	61,65 €	65,90 €	72,90 €	78,00 €
Italy	46,90 €	47,75 €	54,25 €	57,45 €	61,45 €	67,95 €	73,55 €
Czech	44,05 €	44,90 €	47,15 €	50,65 €	54,35 €	60,45 €	65,55 €
England	24,30 €	25,65 €	27,15 €	30,85 €	37,55 €	47,50 €	52,60 €

To return to the warehouse of the US representative office:

- the calculation shall be carried out according to the tariff of export mail of the Meest company https://meest.com/uploads/elFinder/UA/PDF/Taryfy-na-dostavku-Canada-USA_2023_0304.pdf and shall be issued as an export Mail. Only those shipments that can be sent by air are subject to return. If the return is initiated by the Contractor, the cargo may be returned to the international sorting HUB in the Czech Republic.

9.7. Payment of customs duties for International Mail (IM) can be made through the application or the web version of the **Meest Shopping** personal account.

9.8. Shall the Recipient/Customer be not satisfied with the cost of customs duties, the latter may refuse to pay them and issue a return to the Sender company. To do this, it is enough to send a notification of refusal to pay duties to the e-mail mymeest@meest.com (for Mails from Europe) or to issue an appeal

through personal profile (for Mails from the USA) and inform customs brokers. After confirming the parcel return, the Customer shall be invoiced in his/her personal profile (in accordance with para. 9.5.)

9.9. The term of the International Mail processing, which was returned from Ukraine, may be up to 3 calendar months.

9.9.1. The exception shall be the International Mails, which were returned due to the lack of legal grounds for their customs clearance (including but not limited to prohibited goods). Such cargo shall not be subject to re-processing and may be confiscated by the customs authorities of the country of the Sender or the country of the Receiver.

10. Procedure for registration and consideration of claims.

10.1. In case of receiving services for international mail delivery of inadequate quality, including, but not limited to damage or loss of cargo, the Customer may issue a complaint within 14 calendar days from the date of receipt of the International Mail by filling in the appropriate form (which can be obtained on request to the service support of the carrier company, which carried out the delivery).

10.1.1. Exceptions shall be the Customer's goods that have not been identified or shipped by employees of the warehouse of the international representative office. The deadline for filing such complaints shall be 2 calendar months from the date of goods delivery indicated on the carrier's website to the warehouse of the international representative office.

10.1.1.1. Complaints about the International Mail must be made by creating an appeal with the appropriate topic in the Meest Shopping personal account

10.2. In accordance with the requirements of the Universal Postal Union Acts, a claim (request) may be considered within 2 months from the date of submission of the initial claim or within 30 days of that date, if the claim was submitted using electronic means.

10.2.1. The standard period for consideration of the claim shall be 10 working days, but it may be extended (para.10.2) if third parties shall be involved.

10.3. In case of receipt of International Mail with damage to external packaging or access to the content, the Receiver shall draw up the relevant act and issue a complaint to the carrier in the presence of the representative of the carrier company.

10.3.1. When filing a complaint about damage to the cargo or lack of content delivered in the country of the Receiver of Meest Partner, the Customer shall attach the Act drawn up with the representative of the carrier company.

10.4. The Contractor shall not accept claims for:

- damage to the cargo in case of lack of proper packaging or appropriate marking on the part of the Seller/Sender (in accordance with Clause 4.6 of the Public Offer), provided that additional packaging was not ordered at the warehouse of the International Representative Office (in accordance with Clause 7.3.1.1. of the Public Offer);
- damage to fragile cargo, regardless of the nature/quality of packaging, including, but not limited to: dishes, lamps, windshield, glass products, ceramics;
- damage to oversized cargo, including, in the presence of additional packaging, since the Contractor does not have special equipment to ensure the separate placement of oversized goods, including: hoods, bumpers, car wings, doors, case furniture, but not exclusively

10.5. The Contractor shall not consider claims regarding the blocking of the Customer's personal profile, regardless of the reason for blocking.

10.6. If the complaint does not contain sufficient information listed in accordance with the specified requirements in the complaint, the complaint may be rejected.

