



DHL Parcel Europe parcels deliveries.

1. Parcel is turned over for delivery on the day when it arrives in Latvia, the delivery is done within the business hours and to the address indicated in accompanying paper (parcel label). Parcel is handed against signature on Delivery list and/or courier's scanner touchscreen to:

- Individual person – to recipient, indicated on parcel label. Courier may hand over the shipment to another person if the person is located at the delivery address that is specified on parcel label. Courier in his scanner records data of actual recipient's name and surname.
- Legal person – to contact person, mentioned in accompanying paper or any other receiver's representative (secretary, administrator etc.)

2. Receiver, receiving the parcel should not keep courier waiting without reason. At the time of shipment delivery, the receiver must assess the outer packaging of shipment in the presence of the courier. In case the parcel's outer packaging is damaged or there is a reasonable suspicion about possible parcel content damages, the receiver should make a note on Delivery list about damage and/or inform the courier, who will create damage report in scanner.

3. Courier doesn't have to check the content of shipment according to invoice or other attached documents and doesn't have to wait for receiver to perform the check. Itella is mediator between the shipper and the consignee and is responsible for parcel delivery only. The signature before parcel opening means that the shipment is delivered to the recipient unopened

4. Parcel is considered to be delivered when the receiver has signed Delivery list and/or courier scanner's touchscreen. If the receiver refuses to provide his name, surname or signature, parcel will not be handed out.

5. In case the receiver refuses the parcel or there is unsuccessful delivery because of other reasons, courier makes a note in scanner about the reasons of refusal.

6. Undelivered parcel is transported back to the warehouse and depending on available information the Customer service operator will:

- wait for the contact from receiver if courier left the Notification card in receiver's postal box
- try to contact the receiver if electronically submitted data – phone number or e-mail address - is available
- send letter by post, if there is full address, incl. postal code

7. The second attempt will be performed only after the date is agreed with the receiver. The receiver can change delivery address and authorize another person to receive a parcel.

8. If receiver doesn't contact Itella within 14 days from the day of 1st delivery attempt and /or doesn't refer to notification (notification in postal box, e-mail notification, letter by post) or Itella is not able to contact receiver within 14 days from the day of parcel arrival in Latvia, the parcel will be returned to the shipper.

9. If the parcel is considered undeliverable (lost) or damaged, the recipient shall immediately submit claim to the shipper. In case of damaged shipment or if the contents of the shipment does



not comply with the order, we recommend to inform the sender about the situation and add to the application pictures of the external appearance and internal content, i.e. the outer packaging, inner packaging, contents of the shipment damage. Note! Recipient should pass the financial issues to the parcel's shipper.

10. If receiver has any complaints about Itella's delivery (time, courier) and/or Customer service quality, the claim should be submitted in written to claims.lv@itella.com, indicating parcel number (ID). The claim will be reviewed within 14 business days and the answer will be given in written. Note! Recipient should pass the financial issues to the parcel's shipper.