



TERMS AND CONDITIONS OF THE SERVICE “POSTAL ITEM REDIRECTION” (Version 2)

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1. TERMINOLOGY USED IN TERMS AND CONDITIONS

Terminology	Description
Customer	natural or legal person, receiving an electronic invitation to receive a postal item, delivered by Latvijas Pasts.
Latvijas pasts	State Joint Stock Company "Latvijas Pasts" (hereinafter referred to as Latvijas Pasts) having registered address at 10 Ziemeļu Street, Riga International Airport, Marupe Municipality, LV1000. Unified registration No.40003052790. Website of Latvijas Pasts: www.pasts.lv . Electronic communication: info@pasts.lv .
Customs cargo	Postal item subject to Customs inspection
Terms and Conditions	Terms and Conditions of the Postal Item Redirection service of Latvijas Pasts with all the amendments and supplements in force at the time of provision of the services. You can get acquainted with them on the website of Latvijas Pasts www.pasts.lv or in the mobile application of Latvijas Pasts or on the redirection website.
Delivery location	Post office/customer centre, parcel locker of Latvijas Pasts or address specified by the Customer.
Postal item redirection	Additional service of Latvijas Pasts available through a unique link, that is sent to the Customer's mobile phone, that provides the Customer with redirection and delivery of postal item to the address, Post office or parcel locker chosen by the Customer that differs from the initial one.
Rates	Prices of the Postal Item Redirection service provided by Latvijas Pasts that are in force at the time of provision of the services and published on the website of Latvijas Pasts www.pasts.lv .

2. GENERAL

- 2.1. The terms and conditions of provision of the service "Postal Item Redirection" (hereinafter referred to as Terms and Conditions) lay down the procedure of application for the Postal Item Redirection service by the Customer and its execution by Latvijas Pasts.
- 2.2. Customer may redirect the postal item by following the unique redirection link received in the notification sms.

- 2.3. The Customer's personal data is processed in accordance with Privacy Policy of Latvijas Pasts published in website of Latvijas Pasts (www.pasts.lv) and is compliant to regulatory requirements of personal data protection.

3. APPLICATION FOR THE SERVICE

- 3.1. After receiving text message about the receipt of a postal item addressed to him/her in the post office, the Customer clicks on the unique link indicated in the text message, and selects the new delivery location:
- 3.1.1. Post office/ Customer centre of Latvijas Pasts;
 - 3.1.2. Parcel locker of Latvijas Pasts;
 - 3.1.3. Or new address to which the postal item must be redirected.

4. TERMS AND CONDITIONS FOR THE APPLICATION FOR THE SERVICE

- 4.1. The Customer is responsible for the compliance of the postal item applied for redirection with the conditions, size and weight restrictions of Latvijas Pasts delivery places:
- 4.1.1. the postal items marked as "Customs cargo" may not be redirected;
 - 4.1.2. registered or insured postal items accompanied by a Delivery notice cannot be redirected to Latvijas Pasts parcel locker;
 - 4.1.3. postal items with cash-on-delivery may not be redirected to Latvijas Pasts parcel lockers.
 - 4.1.4. the postal items intended for delivery at parcel lockers may not be redirected;
 - 4.1.5. postal items may not be redirected to Latvijas Pasts parcel lockers if their weight exceeds 31.5 kilograms;
 - 4.1.6. postal items may not be redirected to Latvijas Pasts parcel lockers if their dimensions exceed 38 cm x 38 cm x 58 cm;
- 4.2. The service is provided after it has been paid for.
- 4.3. When a postal item is redirected to the new delivery location, the Customer will receive a new text message with an invitation to receive or redirect it again.

5. OBLIGATIONS OF THE SERVICE PROVIDER

- 5.1. Latvijas Pasts undertakes:
- 5.1.1. To provide the Customer with all information about the content of the service and terms and conditions of its provision;
 - 5.1.2. To ensure the provision of the Postal Item Redirection service in accordance with the procedure referred to in the Terms and Conditions;
 - 5.1.3. To ensure delivery of the postal item to the new delivery location in accordance with the data provided in the redirection request within 3 (three) business days after full payment for the service is received;
 - 5.1.4. To ensure preparation and sending of the invitation text message to the Customer for postal items addressed to the Customer received at the Latvijas Pasts delivery place to the mobile phone number indicated in the Customer's application for Postal Item Redirection;
 - 5.1.5. To use personal data of the Customer only in accordance with the specified purposes of personal data processing;

- 5.1.6. To inform the Customer in a timely manner about any changes in terms and conditions of the service.

6. LIABILITIES OF LATVIJAS PASTS

- 6.1. Latvijas Pasts undertakes to deliver the postal item to the Delivery location chosen by the Customer, in accordance with the information provided in the redirection request, within 3 (three) working days after full payment for the Service has been received.
- 6.2. If Latvijas Pasts has not delivered the postal item as specified in the Terms and Conditions, Latvijas Pasts is obliged to refund the Service fee to the Customer within 30 (thirty) days following the Customer's written request..
- 6.3. Latvijas Pasts assumes no liability for direct, indirect, consequential, special, or incidental losses (including, but not limited to, business losses, loss of contracts, revenue, data, information, or business interruptions) arising from or related to the use of the Service, limitations of its use, or arising from or related to the Terms and Conditions..
- 6.4. Latvijas Pasts assumes no liability for any third-party claims related to the sending of electronic notifications (SMS) to the Customer regarding postal items addressed to other recipients if an incorrect mobile phone number is indicated on the postal item addressed to the Customer..

7. LIABILITIES OF THE CUSTOMER

- 7.1. The Customer is fully responsible for the accuracy and truthfulness of the information provided to Latvian Post.
- 7.2. The Customer undertakes to:
- 7.2.1. comply with and observe the Terms and Conditions;
 - 7.2.2. make timely payment for the Service;
 - 7.2.3. inform Latvijas Pasts of any changes to personal data (including mobile phone number).

8. HANDLING OF COMPLAINTS

- 8.1. The Customer has the right to submit a written complaint to Latvijas Pasts at its service location (post office/customer centre or to a postal worker), send it to the address: VAS "Latvijas Pasts", Ziemeļu iela 10, Lidosta "Rīga", Mārupes pagasts, Mārupes novads, LV-1000, or send it electronically to the email address: info@pasts.lv.
- 8.2. Latvijas Pasts shall provide a response to the complaint no later than 1 (one) month from the date the complaint is received.
- 8.3. If it is not possible to provide a response within the specified time due to reasons beyond Latvijas Pasts control, the Customer will be informed of the reason for the delay and given a new deadline by which they the final response will be provided.

9. SETTLEMENT PROCEDURE

- 9.1. When applying for the service "Postal Item Redirection", the Customer shall make the payment with a bank card or via internet banking system in accordance with the Rates published on the website www.pasts.lv.

10. RIGHT OF REFUSAL

- 10.1. The Customer has the right to cancel the Service within 14 (fourteen) days from the date of payment for the Service.
- 10.2. The Customer cannot use right of refusal if the postal item redirection service is already provided;
- 10.3. The Customer informs Latvijas Pasts about his decision to refuse from the service in writing by submitting it at any service location (post office/ customer centre or to a postal worker) of Latvijas Pasts, send it to the address: VAS "Latvijas Pasts", Ziemeļu iela 10, Lidosta "Rīga", Mārupes pagasts, Mārupes novads, LV-1000, or send it electronically to the email address: info@pasts.lv.
- 10.4. When refusing from the service, the Customer is obligated to cover the costs for the Service that has been fully or partially provided during the withdrawal period, in proportion to the part of the service that has been performed.
- 10.5. Latvijas Pasts shall refund the amount paid by the Customer for the Service, withholding the costs specified in Clause 10.4, for the performed part, within 14 (fourteen) days after the decision regarding the use of the right of refusal has been made.