

**General Terms of  
DPD Kazakhstan Limited Liability Partnership**

## ANNEX No. 1 to the Postal Service Contract

### General Terms for Postal Service

rendered by the “DPD Kazakhstan” Limited Liability Partnership

(revised according to the Order of the Managing Director of DPD Kazakhstan LLP No.538- II from 30.09.2024)

#### 1.DEFINITIONS/ STATEMENTS

The following definitions shall be used in the terms and provisions listed below for the Postal services under the present Contract:

**DPD or Service Provider** - DPD Kazakhstan Limited Liability Partnership duly established and operating in accordance with the laws of the Republic of Kazakhstan, including Branches of DPD Kazakhstan LLP registered in the territory of the Republic of Kazakhstan, represented by its employees and/or authorized persons.

**Client** - a physical person or a legal entity or an individual entrepreneur whom signed a contract with DPD for postal services.

**GeoPost/DPD Group** - is the parent company of DPD Kazakhstan LLP, as well as all subsidiaries and affiliates of GeoPost/DPD Group, as well as all companies directly or indirectly controlled by GeoPost/DPD Group

**Postal services (sending services)** – actions or activities on reception, processing, transportation (sending) and delivery (hand delivery) of mail items (hereafter – Mailings). Sending services cover the period from the date of the Mailing reception under DPD waybill up to the date of Mailing issue to the Addressee.

**Request** is a Client’s order executed through My DPD online service at [www.dpd.kz](http://www.dpd.kz) and sent by e-mail or in written form.

**Order** is a Client’s request executed on the basis of the Application in the Provider’s operating system with an assigned number stated in a DPD /CMR/ Waybill, Delivery List and including all the information necessary for providing of the ordered service.

**Regular order** means an order for receipt of mailings / shipments in accordance with a schedule agreed with the Client and on agreed terms.

**DPD Label** is an address label configured by the DPD automated system and placed on each Parcel. The address label contains all the information necessary for its processing, sending and delivery.

**Mailing** is the total sum of Parcels being sent from one address to the other under one DPD waybill.

**Parcel** means any envelope, package, bag, box, pallet or container handed-over to the Service Provider, accepted by the Service Provider and delivered in accordance with a postal services contract under the same DPD marking.

**Options** are paid or free of charge supplementary services provided alongside with the general services.

**Additional Charges** are additionally collected fees a list of which is stated in TC.

**Identification** means actions taken by DPD employees for a purpose of authentication of a physical person to his/her identity document provided.

**Forbidden Items** are all goods and materials forbidden for sending by the acting legal acts, by-laws, conditions of the present general terms. Forbidden items are stated in Annex No.2.

**DPD Waybill** is a document containing stating of the contractual parties, service subject matter and confirming event and date of reception and delivery (hand delivery) of Mailing under the Client’s Application. Signing of a

PDP waybill by Client/Sender means that Client fully and unconditionally accepts the conditions of the Postal service Agreement, General terms and Tariff Card. Any verbal or written instructions which conflict with the Agreement, General Terms and DPD Waybill are invalid if it is not executed by the Supplement Agreement.

**Commercial report (damaged cargo report)** means a report developed upon receipt of a mailing (parcel) with or without damaged package in the presence and issued upon signature of the client's representative. See a form of the report form in Appendix 6 being an integral part of these General Conditions.

**Handover and Acceptance Certificate** means a document to be prepared as evidence of the performance of the Contract; the Certificate shall be signed by the parties and validates the handover / acceptance of the mailing / parcel from one Party to another.

**Acceptance Register** means a postal waybill (for postal services) / Cargo Register / Manifest (for transport services) or any other DPD's or Client's shipping document specified by the Parties in accordance with the terms of the Contract. The Acceptance Register shall specify the Service Provider, the Client, the Sender and the Recipient and their addresses, the date of receipt, number of pieces, declared value, order reference, description of the service provided and any other information agreed by the Parties. The Acceptance Register shall be used for acceptance of more than one mailing from the same Sender.

**Delivery Register** means a postal waybill (for postal services) / Cargo Register / Manifest (for transport services) or any other DPD's or Client's shipping document specified by the Parties in accordance with the terms of the Contract. The Delivery Register shall specify the Service Provider, the Client, the Sender and the Recipient and their addresses, the date of receipt, number of pieces, declared value, order reference, description of the service provided and any other information agreed by the Parties. The Delivery Register shall be used for delivery of more than one mailing to the same Recipient.

**Packet shipment** means a mail item consisting of documentation of maximum 35 cm in any of three dimensions (length, width, height) and not more than 2 kg.

**Parcel Paid Weight** is a weight of a Parcel used for service cost rating. The paid weight is the maximum value stated by comparison of actual and bulk weights. Actual and bulk weights are specified by Service Provider.

**Mailing Paid Weight** is a sum of the paid weight of Parcels for this Mailing.

**Insured Mail Item** is a Mailing taken with enclosure cost estimated by Sender.

**Common Mail Item** is a Mailing taken without enclosure cost estimated by Sender.

**Mail Item with Cash on Delivery** is a Mailing with declared value. At its transfer the Client assigns the Service Provider to collect from the addressee the sum of money determined by the Client and to send it to the legal body specified by the Client.

**Valuable consignment** is an internal enclosure included in the list of goods that need security supplement reducing the risk of its loss or damage during transportation (valuable cargos include the goods combining high liquidity at the market with high cost of the product unit).

**List of goods qualified as a "valuable consignment":**

1. Mobile phones;
2. Smart phones;
3. Notebooks;
4. Netbooks;
5. Tablet computers;

**DAT** means a data acquisition terminal used for the C.O.D. delivery of mail items in accordance with the procedure specified in Appendix No. 5 to these General Conditions.

**Partner Network Point (PNP)** is a point of the partner network to cover some of the DPD operative functions related to the receipt and delivery of parcels by self-transport located outside the terminal / city-storage.

**Parcel terminal** means an automatic station (self-service terminal) where the Recipient can independently (without participation of DPD representatives) receive mail items sent over the DPD network. Limitations for the mail items: 1 mail item = 1 parcel / piece of cargo, maximum size: 44 x 39 x 54 or 35 x 39 x 54 centimeters (depending on a type of the stations).

**Door-to-door shipping** means delivery of a mail item of max. 30 kg to the place specified by the Recipient and over 30 kg to the place of vehicle unloading site.

**Door-to-terminal delivery** means the delivery of a mail item to the DPD terminal \ issue point \ city storage, partner network point or parcel terminal.

**EAEU countries / EAEU** is an international organization of regional economic integration with international legal personality established by the Treaty on the Eurasian Economic Union. The member states of the Eurasian Economic Union are the Republic of Armenia, the Republic of Belarus, the Republic of Kazakhstan, the Kyrgyz Republic and the Russian Federation.

**Applicable sanctions** means any sanctions laws or regulations, economic sanctions, restrictive measures, or other similar instruments that restrict dealings with certain countries or individuals and / or restrict business activities, trade, export or re-export of certain goods, services or items, and which have been issued by the European Union, and / or its Member States, the United States, the United Kingdom, the United Nations Security Council, or by any other country or jurisdiction where DPD Kazakhstan or GeoPost/DPD Group operates. In particular, applicable sanctions include but are not limited to the measures reflected in the following legal instruments:

- SDN (Specially Designated Nationals and Blocked Persons List);
- CAPTA (List of Foreign Financial Institutions Subject to Correspondent Account or Payable-Through Account Sanctions);
- NS-MBS (Non-SDN MenuBased Sanctions List)
- Consolidated list of persons, groups and entities subject to EU financial sanctions;
- Consolidated list of financial sanctions targets in the UK;
- United Nations Security (“UN”) Council Consolidated List.

**Restricted items** are goods and/or items the export or re-export of which has been restricted or prohibited under the applicable sanctions, including but not limited to items identified as dual-use or military by the sanctions authorities in any country where DPD Kazakhstan or GeoPost/DPD Group operates.

**Re-export of restricted items** means the export to the Russian Federation and/or the Republic of Belarus of goods and/or items previously imported from any country into the territory of the Republic of Kazakhstan, which are subject to applicable sanctions and which are “dual-use” goods or may be intended or modified for military purposes.

## **2. GENERAL SERVICES**

### **Express delivery services:**

**DPD EXPRESS (NDY) Service** is an express service for inter-city delivery of the mail items consisting of, mainly, documents and parcels, maximum, 31.5 kg in the Republic of Kazakhstan to the locations as specified in the Tariff Card and not later than the specified delivery date.

**DPD 18:00 (BZP) Service** is a service for inter-city delivery of the mail items in the Republic of Kazakhstan to the locations as specified in the Tariff Card not later than 18:00 of the day as specified by the delivery terms.

### **Standard delivery services:**

**DPD Classic Domestic (CUR) Service** is an express service for delivery of the mail items consisting of, mainly, documents and parcels, maximum, 31.5 kg between locations in the Republic of Kazakhstan and to the countries of the **Eurasian Economic Union** to the locations as specified in the Tariff Card within specified periods of time.

**DPD CLASSIC International (DPI\DPE) Service** is a service for international door-to-door delivery of the mail items containing the parcels, maximum, 31.5 kg within the stated periods of time and to the locations as specified in the Tariff Card.

**DPD Online EXPRESS (CSM) Service** is a service for online shops and other distance selling companies for delivery of mail items containing, mainly, parcels, maximum, 31.5 kg, to physical persons in the Republic of Kazakhstan within the stated periods of time and to the locations specified in the Tariff Card.

**DPD Online CLASSIC (PCL) Service** is a service for delivery of the mail items containing, mainly, parcels, maximum, 31.5 kg in the Republic of Kazakhstan and to the countries of the Eurasian Economic Union to the locations as specified in the Tariff Card within specified periods of time.

**DPD ECONOMY Customs Union (ECU) Service** is a service for economical ground transportation of the mail items to the countries of the Eurasian Economic Union within specified periods of time to the locations as specified in the Tariff Card.

## **2.2. SPECIAL SERVICES**

**DPD Full Truck (FTL) Service** is a service for delivery of freight Mailings between the settlements of RK and into the countries of the Eurasian Economic Union by separate trucks of different load capacity with Sender's seal. If the value of the Mailing exceeds 10 mln KZT, the Service Provider undertakes by the Client's order to organize the transportation over the territory of RK accompanied by armed security.

**DPD Customs Clearance Service** is a service for customs clearance of goods. The service is provided to the clients according to the agreement of the customs agent.

## **3. OPTIONS**

**Cash on delivery** is an option of collecting from the addressee – individual person of payment for good at its receipt under the Clients request. The maximum cost of goods in one Mailing shall be 1,000,000 KZT. If this option is needed, the Client shall make with DPD an appropriate supplementary agreement and an agreement for carrying out of activities concerning acceptance of payment from individual persons.

**Declared value of Mailing (DV)** is an option to declare the value of the Mailing that is to estimate the value of enclosure. This requirement is mandatory for valuable shipments, C.O.D. and temperature-sensitive Mailings.

**Acknowledgement of Receipt** means provision of copies of a DPD/CMR waybill, consignment note or any other document signed by the Recipient to confirm the delivery. The delivery confirmation may be the Recipient's signature in the shipping documents as provided for in Appendix No.3 to these General Terms.

**Notification of Addressee by SMS\E-mail** is a notification of the Addressee under the Client's request about the delivery status: date of the Mailing receipt, planned delivery date, date of delivery, date of delivery to the designation terminal (if this delivery type is chosen), sum of cash on delivery, DPD service cost when the Addressee makes cash payment for it.

**Delivery at agreed date (DAD)** is an option which enables the Addressee to change the date of delivery by getting in contact with DPD's Customer Services Department.

**Loading/Unloading of Parcels at Delivery (LUO, LUD)** is loading / unloading of the Mailings with parcels of maximum actual weight of 30 kg, maximum total weight of the Mailing of 100 kg, maximum total size of the parcel / piece of cargo 270 cm and/or maximum measured length of 200 cm. If the above weights and/or sizes of the mailings are exceeded, the loading/unloading operations at Sender's / Recipient's locations shall be agreed by the parties.

**E-mail Notification of Order/ E-mail Notification of Delivery** is an option of sending information about ordering in DPD's automated system and about delivery at the e-mail address stated in the Application. Cost of this option shall be included in the service cost.

**Waiting at Delivery Address or Receiving / Collection Point** means waiting by the Service Provider at the Recipient's address or receiving / collection point during 20 minutes, after the first contact with the Recipient for

a purpose of fitting or conformance checking of the products purchased by the Recipient (physical person) from a distance selling company. See the requirements for this option in Appendix 4 being an integral part of these General Terms.

**Predict** is an option of early notification of the Recipient of the planned delivery date and possibility for the Recipient to change the date, time, delivery address (within the city of the delivery specified by the Client in the Request), track the status of the order and cancel the order through <http://mydpd.dpd.kz/dpd/recipients/recipients.do2>.

For the cost of the services and options see the Tariff Card at [www.dpd.kz](http://www.dpd.kz).

#### **4. My DPD**

At [www.dpd.kz](http://www.dpd.kz) in My DPD section, the DPD's client can arrange his/her own personal section protected by individual password and also he/she can use convenient tools for ordering, documentation execution (printing of DPD labels and DPD waybills), mailing monitoring, calculation of delivery cost and receiving of accounting and information of accounts.

#### **5. PACKAGING**

5.1. The Client shall provide compliance of package to the standard legal requirements of mailing and terms of transportation by automobile, air and railway transport and shall ensure that it will keep the enclosure safe from general risks at sending, prevent access to the internal enclosure and contain the necessary marking/handling marks. The Client is hereby notified that the Service Provider shall be entitled to lodge claims to it in case of damage of other Parcels due to incorrect packaging of the Parcel being sent under the Client's order.

5.2. The additional package requirements shall be specified by the Client when forming the request for the postal services. If the Client does not specify the requirement for or pay for the additional package, or provides no request for the additional package after the Service Provider has informed that the additional packaging is necessary, the Service Provider shall be fully discharged from any liability for compensation of the damage provided that such damage has been caused by the lack of the proper (including additional) packaging.

5.3. The Service Provider may reject the delivery of the mail items packed in breach of the requirements specified in Article 5.1 of these General Terms, or in the absence of manipulation signs or any other symbols used for relevant categories of the mail items (shipments).

5.4. No value declaration provisions may be applied to any shipments without proper packaging, manipulation signs and / or any other symbols that have been accepted by the Service Provider for transportation. In case of any non-conformance of the packaging of any Client's value-declared mailings (no manipulation signs and any other symbols required) that have been damaged as a result of violations of the requirements of Article 5.1 of these General Terms, the Service Provider shall be discharged from any liability for compensation of such damage, and the amount paid for the value declaration of the mailing shall be returned to the Client.

#### **6 TERMS FOR ACCEPTANCE OF APPLICATIONS FOR SENDING. TERMS FOR MAILING RECEIPT AND DELIVER AND ROUTING OF MAILING SENDING**

6.1. The Service Provider shall accept requests for delivery of the Mailings to the Recipient's address during the current day:

DPD EXPRESS service: before 14.00 for Almaty and Astana (local time). Any mailings to be delivered under the requests submitted after 14.00 shall be taken over from the Sender's address on the next business day;

DPD 18:00, DPD Online CLASSIC, DPD ECONOMY Customs Union, DPD Online EXPRESS, DPD CLASSIC Domestic, DPD CLASSIC international: requests for the above types of the services shall be provided before 14.00 (local time of the departure city) provided that the requests are submitted in a city where a DPD branch is located; the list of the DPD branches is available on [www.dpd.kz](http://www.dpd.kz). The Mailings to be delivered under the requests placed after 14.00 shall be taken over from the Sender's address on the next business day.

6.2. The application shall be submitted by MyDPD online service on [www.dpd.kz](http://www.dpd.kz) through autoloading service, by e-mail or in written form.

6.3. The application form is available on [www.dpd.kz](http://www.dpd.kz), [http://www.dpd.kz/ru/requisition\\_forms/](http://www.dpd.kz/ru/requisition_forms/). The applications obtained in such a way are completely effective and shall be considered as submitted in written form.

6.4. Transportation types and routes for delivery of the Client's Mailing shall be chosen solely by the Service Provider at its own discretion.

6.5. If the Client sends the Mailing to the terminal of the Service Provider, the application can be executed later on the same day till 17.30 p.m.

6.6. When the Sender (physical person) hands the Mailing over to a Service Provider's terminal or a courier authorized by the Service Provider, the Sender shall:

a) produce his/her identity document, specify his/her identity information in "MAILING INFORMATION" and put his/her signature to confirm the wording: "No non-mailable things. Package requirements read and understood";

b) produce the items mailed to demonstrate that the shipment contains no prohibited items.

6.7. When the Client (physical person) hands the Mailing over to a Service Provider's terminal or a courier authorized by the Service Provider, the Client shall open and demonstrate any and all enclosed mailings with the declared value and provide a list of the enclosures; for any international mailings customs declarations shall be submitted.

6.8. According to the Customs Code of the Republic of Kazakhstan and the Customs Code of the Eurasian Economic Union, for international shipments to be delivered from Kazakhstan to the EAEU countries that are not classified as goods "for personal use", the Client shall submit such shipping documents as a list of enclosures and copies of goods declarations, electronic invoice(s) certified by the local public revenue and customs authorities or a certified CT KZ copy for the goods of Kazakh origin, to confirm that the mailing contains no enclosures included in the list of goods available on [www.kgd.kz](http://www.kgd.kz) and the Service Provider's website [www.dpd.kz](http://www.dpd.kz) that have been imported at WTO customs rates and are prohibited for import to the EAEU countries.

6.9. In case of absence of the shipping documents specified in clause 6.8 and in established cases in clause 6.9 of these General Terms and Conditions, the Service Provider has the right to refuse to accept the given consignment for transportation without any responsibility.

6.10. If the Client doesn't pay for sending and the payment is made by bank transfer so the mark shall be made in the application in the column "paid by an addressee/third person". At that, the Client shall specify the Payer's client number in the application. If the Payer is not the DPD's Client, so the Client being the Customer, shall previously send in the written form all data about the Payer required for executing settlements with him.

6.11. The Service Provider shall accept the Mailings from 9.00 to 18.00 for the following services: DPD 18:00, DPD EXPRESS, DPD Online CLASSIC, DPD ECONOMY Customs Union, DPD CLASSIC Domestic, DPD Online EXPRESS, DPD CLASSIC international.

For the Clients/Senders with business day ending at 17.00, the standard time for mailing collection in the city where a Service Provider's office is located, shall be 9.00 to 17.00. If needed, when placing the request on the day preceding the collection date, the Client may choose the collection by the Service Provider before noon (9.00 to 13.00) or after noon (13.00 to 18.00) for the city where the office of DPD or DPD's authorized representative is located.

For the DPD Online CLASSIC, DPD Online EXPRESS, DPD CLASSIC international services, the Client, at the time of the request, or the Recipient, at the time of contact with the Service Provider's Customer Services Department, may choose any of the below delivery times: 9:00-18:00, 9:00-14:00, 13:00-18:00, 18:00-22:00, for offices where this type of servicing is available. Mailings may be delivered from 18:00 to 24:00, as agreed by the Service Provider and the Recipient.

The Service Provider shall accept and issue the mailings at the Service Provider's terminals and receiving/collection points in accordance with information available at <http://dpd.kz/ru/contacts>.

6.12. The Service Provider shall accept and issue the Mailings at the Service Provider's terminals from 10.00 to 17.30.

6.13. After 17.30 the Client may hand the Mailings over to the terminal as may be agreed by the parties. In that case, the Service Provider may increase the delivery time by one working day.

## **7. MAILING PREPARATION AND PACKAGING**

7.1. The shipment must be prepared for acceptance by a DPD representative, so all its Parcels must be in one place. The maximum time of standing at the address for the carrier/the Service Provider shall depend on the total actual weight of taken and/or delivered Mailings: up to 400 kg – 20 minutes, up to 1500 kg – 30 minutes, up to 5000 kg – 60 minutes, 5000 kg and more – 120 minutes.

7.2. If the Mailing has been not prepared yet, the carrier/the Service Provider shall be entitled to leave the address of the Sender. For reissuance of the order it is necessary to get in contact with the Service Provider (Customer Services Department).

7.3. The Sender/the Addressee shall provide the access to the loading/unloading point for the car and the Service Provider's representative.

7.4. The Sender/the Addressee shall independently perform the handling operations if the actual weight of even one Parcel exceeds 31.5 kg, the total mailing weight exceeds 100 kg, the total parcel dimensions exceeds 200 cm and the Client has not ordered the Handling Operations option.

7.5. The mailing shall be delivered to a Recipient's address, maximum, to the 5<sup>th</sup> floor (the exception is delivery to addresses in high-rise buildings equipped with elevators and provided that the elevator capacity is sufficient for transportation of such shipment).

7.6. The Sender shall fill the DPD waybill by itself according to the execution rules specified in the Annex 1 to the General Terms.

7.7. If required, the Sender shall fill the accompanied documentation. The Service Provider shall not sign the internal documents of the Sender.

7.8. The Service Provider shall accept the Mailings according to the number of pieces handed over by the Sender even if the number of pieces is inconsistent with the number specified in a DPD waybill.

7.9. The Client shall not make a claim with regard to the number of pieces and shall pay the cost of the transportation according to the actual number of pieces accepted by the Service Provider from the Sender.

7.10. The Parcels shall be packed prior to arrival of the Service Provider, the possibility of the access to the enclosure shall be avoided. The Package shall comply with the enclosure nature and the type of transportation in order to ensure safety of the enclosure from general risks at sending. The package shall contain the necessary marking/handling marks. The Service Provider shall be entitled to make claims to the Client in case of damage of other Parcels due to improper packaging of the Parcel being sent under the Client's order, as well as disclaim all responsibility in case of the damage or total loss of the mailing as a result of the improper packaging.

## **8. DEFINITION OF WEIGHT AND DIMENSIONS. DEFINITION OF BULK AND PAID WEIGHT**

8.1. During processing at the sending terminal and the delivery terminal the Service Provider shall perform weighing – checking of dimensions and weight of the Parcels. The information about dimensions, actual and bulk weights of the Parcels and about the paid weight of the Mailing shall be displayed and stored in the software database of the Service Provider. The Client shall agree with use of the Service Provider's system for acquisition of data concerning dimensions and weights of the Parcels and the Mailings for cost value trifling and weighing and dimensioning of the Parcels and Mailings at reception and delivery.

8.2. The Client shall be entitled to be present during weighing and dimensioning of the Mailing at receipt and/or delivery of the Mailing in the terminal of the Service Provider.

8.3. The sending tariff shall be determined according to the paid weight. Paid weight shall be maximum value stated by comparison of actual and bulk weights. The bulk weight shall be calculated using a formula specified in the Tariff section at [www.dpd.kz/ru/tariffs](http://www.dpd.kz/ru/tariffs).



8.4. The paid weight of the Mailing which includes several Parcels shall be determined by summing up of paid weight of each Parcel.

For a purpose of invoicing the paid weight of the mailing shall be rounded upward.

## **9. REJECTED MAILINGS**

9.1. The Service Provider shall not receipt for sending the mailing items with enumeration of the internal enclosures and also shall not record the list of enclosures in the DPD waybill unless otherwise provided by the supplementary agreement between the Service Provider and the Client.

The Service Provider shall not receipt for sending/transportation without approval:

- mailing items with declared value exceeding 10 mln. KZT which are requested for delivery from the same address during the same day.

9.2. Items and materials forbidden for sending in the internal mailing items. The list of items and materials prohibited for shipment is specified in Annex No. 2 to these General Conditions.

9.3. If the Parcel with the above said content is detected, the Service Provider in its discretion shall return it to the Sender or shall request the Addressee to take up the Parcel at the address specified by the Service Provider. Return and storage shall be performed at the Client's cost.

9.4. The Service Provider shall not receipt the Mailings for which the Client demands to maintain certain temperature conditions during transportation except for cases when the Client orders the TPM option and the services are provided in the framework of such option.

9.5. The Service Provider accepts no mailings that require use of control sensors according to Client's instructions, including but not limited to: temperature, inclination and other controls, unless the Client informs of availability of such controls but refuses to monitor their readings; in that case the Service Provider shall not be liable for compliance of such controls during the provision of the postal services.

9.6. The Service Provider accepts no Mailings that shall be accompanied with the documentation to be provided by the Client in accordance with Articles 6.8 and Article 6.9 of the GT, if the Client fails to provide complete package of such documentation as required by applicable regulations of the Republic of Kazakhstan, the Kyrgyz Republic and other international treaties, agreements and protocols.

### **9.7. DPD CLASSIC Domestic, DPD Online EXPRESS**

The Service Provider accepts no Parcels with dimensions exceeding 300 cm in length, 80 cm in width, 80 cm in height; the Parcels exceeding 31.5 kg; the Shipments exceeding 400 kg, without prior agreement of the parties. The Client shall initiate the agreement concerning the delivery possibilities.

### **9.8. DPD EXPRESS**

The Service Provider accepts no Parcels/shipments with total dimensions exceeding 200 cm and/or any side exceeding 70 cm; shipments of more than 31.5 kg, without prior agreement by the parties. The Client shall initiate the agreement concerning the delivery possibilities.

### **9.9. DPD CLASSIC international (import/export), DPD Online CLASSIC**

The Service Provider accepts no Parcels more than 175 cm long, when their actual weight exceeds 31.5 kg and the Parcels of more than 300 cm in volume, without prior agreement of the parties. The volume shall be calculated using the formula: length + 2x (width + height). The Client shall initiate the agreement concerning the delivery possibilities.

### **9.10. DPD 18:00, DPD Economy Customs Union**

The Service Provider shall not receipt for sending without prior approval the Parcels with dimensions exceeding 350 cm in length, 160 cm in width and 180 cm in height; and also the Parcels with weight exceeding 1000 kg. The Client shall initiate the agreement concerning the delivery possibilities.

9.11. When, for some reason, the Mailing is received in which dimensions or actual weight of any Parcel and/or actual weight of the whole Mailing exceeds the above mentioned values, so the Service Provider may change the delivery date of the whole Mailing.

## 10. UNDELIVERED, UNRECEIVED AND REJECTED MAILINGS

10.1. If while attempting to deliver the Mailing it cannot be presented to the Addressee or the Addressee refuses to accept it, so the Service Provider shall try to get in contact with the Client in order to determine the further actions.

10.2. If the Mailing is sent to the designation terminal it shall be taken not later than within 4 working days after arrival not including the arrival date (for DPD Online EXPRESS, DPD Online CLASSIC, not later than within 14 working days after arrival to the designation terminal not including the arrival date).

10.3. Undelivered and non-received Mailings shall be moved into temporary storage at the delivery terminal with the exception of DPD Online EXPRESS, DPD Online CLASSIC. Any rejected mailings for DPD Online EXPRESS and DPD Online CLASSIC services shall be processed for return upon receipt of the Mailing rejection by the Addressee or upon cancel of delivery by the Client.

10.4. Any undelivered and non-received mailings for DPD Online EXPRESS and DPD Online CLASSIC services shall be processed for return 14 working days after storage at the designation terminal.

Temporary storage of Mailings shall be performed within 1 calendar month from the date of arrival to the designation terminal unless otherwise provided by the supplementary agreement between the Client and the Service Provider.

In absence of fault of the Service Provider the Client shall cover to the Service Provider incurred expenses resulting from readdressing, storage, disposal, return of the Mailing and redelivery according to the Tariff Card.

The delivery address and/or the Recipient may be changed only upon written instruction by the Client.

10.5. Any unclaimed Mailings shall be stored by the Service Provider within 1 (one) calendar month after the date when the Service Provider has determined impossibility of Mailing delivery due to the fact that the Addressee is absent at the address specified by the Client, refuses to accept the Mailing delivery and etc.

If the Service provider is not able to make the delivery due to lack of the documentation necessary for observance of the custom formalities, so the Service Provider shall inform the Client thereof. If the problem will not be eliminated within 21 consecutive days, the Service Provider, depending on the Client's will, shall be entitled to send the Mailing back to the Client or to provide disposal of the Mailing at the Client's cost. In failed attempt to deliver the Mailing (actual weight of the Mailing shall not exceed 31.5 kg) for DPD Online EXPRESS and DPD Online CLASSIC services the Service Provider shall provide one redelivery which cost shall be included in the cost of the provided service.

## 11. DOCUMENTATION

The acceptance of the Mailing to the sending shall be acknowledged by the signature with full name of the Service Provider's representative on the DPD waybill, one copy of which shall be remained with the Sender. At Mailing accepting the driver shall not have any additional documents confirming that he is related to DPD except the ID card and the letter of attorney for receipt of cargo issued by DPD Kazakhstan LLP in the name of the driver.

### 11.1. On delivery to a Legal body:

11.1.1. The person who receipts the cargo shall sign the DPD waybill with its own hand and shall specify readably the full name and the time and date of receipt. One copy of the DPD waybill shall be remained with the Addressee and other shall be taken by the carrier of the Service Provider.

11.1.2. Impression of the seal or stamp of the Addressee enterprise **MUST BE AFFIXED**. If the employee/representative of the Addressee enterprise has not the seal or the stamp, he shall present the original of the letter of attorney for mailing receipt issued by the Addressee and then to sign the DPD waybill (specifying his job position, name of signatory/full name) and to submit the copy of this letter of attorney.

11.1.3. The packet mailing may be delivered against acknowledgement by the Recipient's representative who shall put his/her signature and specify his/her position on the DPD waybill, provided that the Recipient's representative does not have the company seal, storage stamp or letter of attorney.

**IMPORTANT:** if the Recipient does not have the letter of attorney and the seal, the Service Provider may not

hand the Mailing over.

## **11.2. Delivery to an individual entrepreneur (IE) or physical person:**

11.2.1. The DPD waybill shall be filled by the Recipient with its own hand. The following shall be specified: the full name (in readable form), the Recipient's signature, the date and time of receipt of the Mailing. In addition, the Recipient shall confirm his/her consent for receipt and processing of his/her personal information by DPD Kazakhstan LLP in the "Remarks" section.

11.2.2. At hand delivery of the Mailing to IE operating without seal or physical persons, the identification document shall be presented which number shall be filled into the DPD waybill.

11.2.3. Upon receipt of the Mailing with cash on delivery the Recipient may only sign the DPD waybill.

11.2.4. The packet mailing may be delivered against acknowledgement by the Recipient's representative who shall put his/her signature and specify his/her position on the DPD waybill, provided that the Recipient's representative does not have the company seal, storage stamp or letter of attorney.

**IMPORTANT:** if the Recipient does not have the letter of attorney and the seal, the Service Provider may not hand the Mailing over.

## **11.3. Delivery to physical person with the Cash on Delivery option:**

11.3.1. The DPD waybill shall be filled by the Addressee with its own hand. The following shall be specified: the full name, the readable Addressee's signature, the date and time of the Mailing receipt.

11.3.2. The receipt of the Mailing by the Recipient (physical person) shall be acknowledged by the Recipient's signature put on the shipping documents in accordance with Appendix No. 3 to these General Terms / DPD waybill with indication of the Recipient's full name and number of the identity document in the DPD waybill.

For Cash on Delivery shipments the Mailings may be handed over without indication of the identity document provided.

It is necessary to follow these rules for transfer of cargo to the addressee as it avoids the risk of mailing receipt by an authorized person.

## **12. CLIENT'S OBLIGATIONS**

12.1. The Client shall provide meeting by the Sender and the Addressee the requirements of the Agreement, the General Terms and the Tariff Card relating to the Sender and the Addressee.

12.2. The Client shall guarantee that:

12.2.1. It shall accurately and reliably specify the content, the address of Mailing receipt/delivery, actual weight and volume of the Mailing, type and category of the Mailing in the application and the DPD waybill (consignment document) and completely and accurately fills the DPD waybill (if necessary, TH, CMR) in a readable handwriting;

12.2.2. It shall accept and observe the Rules specified in section 5 of the present General Terms;

12.2.3. The Mailing doesn't contain the items listed in section 9.2 according to Annex 2 of the present General Terms;

12.2.4. If the representatives of the controlling authorities have any doubts about accuracy of the submitted information concerning the Mailing, so the Client shall submit at a reasonable period of time (not exceeding 4 working days of the Mailing storage at the terminal) additional documentation, document originals or its duly certified copies; the Client shall bear the risks of additional charges and/or losses resulting from tie-up of its Mailing by state authorities for checking.

12.2.5. At the receipt of the Mailing, the Mailing transfer to the Service Provider or loading of the Mailing onto of the appropriate and signing of the relative documents shall begin within a period of time specified in Article 7.1 after the representative of the Service Provider has come in contact with the Sender. The Service

Provider shall not be responsible for quantity, accuracy and completeness of documentation filling by the Sender. If during this period the Sender has not performed any actions for giving of the Mailing and executing the necessary documentation, so the representative of the Service Provider shall be entitled to leave the address of the Sender;

12.2.6. For a purpose of the delivery of the Mailing, the Mailing receipt or unloading of the Mailing from the vehicle and signing of the relative documents including the documentation submitted to the Client/Sender for the “Return of Documentation to the Sender” option shall begin within a period of time specified in Article 7.1 after the representative of the Service Provider has come in contact with the Sender. The Service Provider shall not be responsible for quantity, accuracy and completeness of documentation filling by the Addressee. If during this period the Addressee has not performed any actions for receipt of the Mailing and executing the necessary documentation, so the representative of the Service Provider shall be entitled to leave the address of the Addressee;

12.2.7. For any international shipments sent from Kazakhstan to the EAEU countries, when no lists of enclosures and documents as specified in Article 6.8. of the GT are submitted, the Client shall guarantee that the shipment include no enclosures associated with goods prohibited for importation into the EAEU countries, in accordance with the List of Exempted Goods prohibited for export and handling outside the Republic of Kazakhstan.

12.2.8. The Client shall agree to use of the paid weight of the Mailing in calculation of the Service Provider’s service cost;

12.2.9. The Client shall provide the payment for the ordered general services, options, extra charges according to the Tariff Card. He shall provide payment for the pre-agreed additional charges occurring due to the reasons specified in section 5 (restrictions of actual weight and dimensions for services) of the present General Terms. The Service Provider shall be entitled not to hand over the Mailing to the Addressee up to complete payment of past due debts by the Client;

12.2.10. The Client shall provide the payment of customs duties and fees in the country of sending/designation if they are required by local legislation;

12.2.11. The Client shall inform the Service Provider about changes in his address, bank data, phone number, fax number, e-mail address within 5 (five) days after the changes has come into effect.

12.2.12. By entering into the Postage Services Contract, and by accepting these General Terms, the Client agrees and accepts to fully abide by all applicable sanctions as defined in these General Terms.

12.2.13. By entering into the Postage Services Contract, and by accepting these General Terms, the Client certifies that it is not subject to or otherwise subject to any applicable sanctions and that it is not owned, 50% or more, directly or indirectly, or controlled by, or acting on behalf of or at the direction of, a person or entity that is subject to applicable sanctions. The Client agrees to notify DPD immediately if the Client or their final beneficiaries, or any other affiliate of the Client, including other subsidiaries under the direct or indirect control of the Client, becomes subject to applicable sanctions after entering into the Postage Services Contract.

12.2.14. By entering into the Postage Services Contract, the Client accepts the obligation to comply with export controls on restricted goods and the prohibition on re-export restricted items and/or items prohibited from movement into the Russian Federation and/or the Republic of Belarus in accordance with applicable sanctions and which are “dual-use” goods or may be designed or modified for military purposes. The Client’s failure to comply with the obligation to comply with export control measures for restricted goods and prohibition of re-export restricted items shall constitute a material breach of the Postal Services Agreement and the General Terms and Conditions and shall entitle DPD to immediate unilateral termination of the Postal Services Agreement and/or DPD shall have the right to suspend the provision of postal services at its discretion. In this case, DPD shall not be liable to the Client for any liability, including but not limited to fines, damages, penalties, lost profit, any consequential damages in connection with the termination or suspension of contractual obligations.

12.2.15. The Client’s failure to comply with applicable sanctions, export controls or prohibitions on re-export restricted items, or when the Client knowingly or unknowingly engages in any activity that may result in violations of the requirements of any of the provisions of Article 12.2.12, 12.2.13 or 12.2.14 of these General

Terms and Conditions, for non-compliance with which DPD or GeoPost/DPD Group may be held liable, including but not limited to fines, damages, penalties, lost profits, losses, the Client undertakes to compensate DPD and/or GeoPost/DPD Group for any fines, damages, penalties, resulting from such violation by the Client.

12.2.16. The Client also commits to undertake its best efforts to ensure that the purpose of no re-export provision and applicable sanctions, generally, is not frustrated by its customers.

**If the Client declares the mailing value, the Service Provider shall be entitled:**

- if the option is not paid within the contractual period - to withhold from obligation for rendering this service including compensation of damages until the Client performs the payment of such option or
- if the option is not paid within 10 (ten) working days from the date when obligations for option rendering have been withheld including compensation of damages in the sum of declared value – to cancel obligations for option rendering including compensation of damages in the sum of declared value and to seek recovery of losses.

**13. RESPONSIBILITY OF THE SERVICE PROVIDER FOR FAILURE TO MEET THE TERMS OF MAILING SENDING**

**DPD 18:00:** The Service Provider shall bear responsibility for delay in delivery of the Mailing which is equal to 2% of the transportation cost for each day of delay but not greater than the cost of the Mailing sending.

**DPD EXPRESS:** The Service Provider is responsible for the delay in delivery of the Mailing in an amount equal to the difference in the tariffs for DPD EXPRESS and DPD CLASSIC Domestic services, all other conditions being equal.

For other services in case of delay in sending the Service Provider shall be responsible for penalty payment equal to 0.1% of the sending cost for each day of delay but not greater than the cost of the mailing sending. If the amount of the Service Provider's liability doesn't exceed 100 (one hundred) KZT, the Client shall renounce claims.

The Service Provider shall be entitled to extend the maximum sending time in one working day for mailings accepted for sending within the period from November, 1 up to March, 15 of the corresponding year and also if the Sender/Addressee doesn't meet the conditions of section 7 of the present General Terms.

The Service Provider shall be entitled to extend the maximum sending time in the event of circumstances which cannot be affected by the Service Provider. Information concerning such circumstances is available on [www.dpd.kz](http://www.dpd.kz) in "Transport Cases" section or it is sent to the Client by e-mail.

The Service Provider shall take the enhanced responsibility for delivery time compliance only if the Client has the full version of the agreement with DPD signed by both parties, the overdue payments for sending of the other Mailings are absent at the moment of claim submission and the conditions of sections 7, 10, 11, 12 of the present General Terms are met.

**14. TERMS AND CONDITIONS FOR INDEMNIFICATION FOR LOSSES, DAMAGES, PARTIAL DAMAGE TO CLIENT'S MAILINGS**

14.1. In the event of complete loss or damage to the Shipment with non-declared value, the Service Provider shall be liable to the Client at twice the amount of the delivery cost.

14.2. In the event of partial damage or loss of any part of the Shipment with non-declared value, the Service Provider shall be liable to the Client to the partial amount of the total delivery cost in proportion to the paid weight of the damaged / lost part of the total paid weight of the Shipment.

14.3. The Service Provider shall be held liable to the amount of 10,000 (ten thousand) KZT for the loss, damage, shortage or partial damage of the packet mailing.

14.4. Where the Client claims compensation for the full or partial damage to the declared-value mailings, the mailing to be compensated shall be transferred to the Service Provider's ownership under the handover and acceptance certificate in the form specified in Appendix No. 7 of the General Conditions, unless the Client provides a documentary evidence that the damage may be eliminated / repaired using the compensation paid and the shipment may be used for its intended purpose in future.

14.5. The shipment to be delivered by Service Provider shall be handed by the Client over to the Service

Provider, maximum, 7 working days from the date of receipt of the Claim Satisfaction Response.

14.6. The basis for the compensation of the cost of the mailing damaged or lost in whole or in part shall be a damage act, documents supporting the value of the damaged mailing, certificate of handover of the damaged mailing to the Service Provider, damage compensation invoice supported with the damage act.

14.7. The Service Provider shall be liable for the loss or total damage of the declared-value Mailing to the amount of the declared value and the delivery cost paid. The cost of the lost / fully damaged property shall be based on a price specified in the Contract, applicable seller's invoice, payment document, commercial invoice and/or shipping document.

14.8. The Service Provider shall be liable for any shortage of the enclosures, partial loss or damage of the declared-value enclosures, provided that they are accompanied with the list of enclosures, to the amount of the declared value of the missing, lost or damaged part of the enclosures specified by the Sender in the Contract, applicable seller's invoice, payment document, commercial invoice and/or shipping document.

14.9. The Service Provider shall be liable for any shortage of the enclosures, partial loss or damage of the declared-value enclosures not accompanied by the list of enclosures, to the amount of the declared value of the Mailing to be determined on a pro rata basis of the weight of the missing, lost or damaged part of the enclosures to the total weight of the enclosures (excluding the weight of the mail envelope), regardless of actual cost of such part.

14.10. If, according to the Client's request, a mailing category is not specified in the shipping document (declared-value or standard mailings) or for the declared-value mailing no declared value amount is specified:

14.10.1. The Service Provider shall be liable to the Clients to the extent of liability for the standard mailing;

14.10.2. The Service Provider shall not be liable for failure to fulfill or improper fulfillment of the obligations in any of the below cases:

14.10.3.1. If such failure or improper fulfillment is a result of the Client's failure to perform or improper performance under the Contract, including non-compliance with any packaging and marking requirements to be met due to specific character of the enclosures;

14.10.3.2. If such failure or improper fulfillment is a result of any actions by public bodies, local governmental authorities or officials of such bodies or authorities along the route of the Mailing;

14.10.3.3. If the parcel accepted closed is issued to the Recipient against the acknowledgement receipt and there are no external damages to the package and/or seals / stamps that make it possible to access the enclosures from outside, or written objections by the Recipient with regard to the service performance;

14.10.3.4. If such failure or improper fulfillment is a result of force majeure circumstances, such as natural disasters, stoppage of communication routes, snowdrifts.

14.11. The Service Provider shall not compensate any lost profit and indirect losses suffered by the Client.

14.12. In case of any damage to the enclosures of the Mailing, partial loss of the enclosures, external damage to the packaging and/or seals / stamps that make it possible to access the enclosures from outside, as well as shortage of the enclosures, the damage act shall be issued (hereinafter referred to as the "Damage Act").

14.13. The Service Provider shall not be liable for delay or failure to deliver the Mailing provided that:

14.13.1. The Client has indicated the incomplete or inaccurate address of the Recipient;

14.13.2. The Recipient specified by the Client is absent;

14.13.3. The Client has not indicated a zip code of the Recipient in the waybill.

14.14. The Service Provider shall not be responsible for safety of the contents of the Mailing provided that the content may not be shipped in accordance with the Service Provider's GT and TC and applicable laws of the Republic of Kazakhstan.

14.15. The Client shall be responsible for correctness and accuracy of the data included in the waybill.

14.16. The Client shall be liable for any claims raised against the Service Provider by third parties or government agencies with regard to the Client's Mailings.

14.17. The Client shall bear full financial liability for any and all losses resulted from any penalties and other statutory liabilities and provide compensation to the Service Provider for any and all claims made by the Service Provider against the Client in an indisputable manner, where these GT, applicable regulations of the Republic of Kazakhstan and the EAEU countries, international treaties, agreements and protocols provide for prohibitions and restrictions on importation of certain categories of goods to the EAEU countries, and the Client has not

notified the Service Provider that such goods are included as enclosures of the Mailings handed over to the Service Provider for a purpose of postal delivery (transportation).

14.18. The Client shall be liable for any damage caused through the Client's fault to other persons, property of the Service Provider and third parties in connection with this Contract.

## 15. PERSONAL DATA REGULATION

15.1. By providing their personal data, the Client expresses their full consent to the processing of personal data by DPD Kazakhstan Limited Liability Partnership (BIN 050840001342) and its Branches: in Aktau - BIN 111141014707; in Aktobe - BIN 111141002595; in Astana - BIN 080941018609; in Uralsk - BIN 130741015768; in Karaganda - BIN 090241012270; in Ust-Kamenogorsk - BIN 130141008654; in Kostanai - BIN 130241018556; in Pavlodar - BIN 13074101341; in Atyrau - BIN 101041010917; in Shymkent - BIN 110941006069 (hereinafter referred to as DPD, Personal Data Operator), as well as by third parties authorized by DPD, provided by the Client through accompanying documents for Parcels.

15.2. The Client agrees to the processing of the following personal data: surname, name, patronymic, date and place of birth, citizenship data, individual identification number, personal identification document data, registration address, address of actual location, contact telephone number and e-mail address, contact telephone number and e-mail address, data that are transmitted by filling in electronic forms on the DPD website: [www.dpd.kz](http://www.dpd.kz), taking into account the uploading of files and/or images to the specified website of the Operator, as well as data on the Operator's website.

15.3. DPD may process the Client's personal data received by DPD by any means, including, but not limited to, collection, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, depersonalization, blocking, deletion, destruction of personal data, transfer (provision, access) to third parties, including cross-border transfer of the Client's personal data and receipt by third parties of the Client's personal data, in respect of which the Client consents to the processing of their personal data.

15.4. The Client's consent to the processing of their personal data shall be valid for the duration of the Agreement, as well as within 3 (three) days from the date of termination of the Agreement. If the Client revokes their consent, the processing of personal data shall be terminated by DPD and/or third parties and the Client's personal data shall be destroyed (provided that the Parties fulfill all previously established obligations) within 1 (one) year at the latest from the date of termination of such participation.

15.5. When processing the Client's personal data, DPD shall be guided by the applicable personal data legislation.

Applicable legislation in the field of personal data:

- Council of Europe Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data;
- General Data Protection Regulation (GDPR) (EU) 2016/679;
- Agreement on Enhanced Partnership and Cooperation between the Republic of Kazakhstan, on the one hand, and the European Union and its Member States, on the other hand (ratified by the Law of the Republic of Kazakhstan dated 25.03.2016 № 475-V 3PK);
- Law of the Republic of Kazakhstan (No. 94-V of 21.05.2013) On Personal Data and its Protection;
- and other applicable international and Kazakhstani legislation in the field of personal data.

## 16. ANTI-CORRUPTION AND ANTI-BRIBERY CLAUSES

16.1 The Client and the Service Provider hereby confirm that they themselves or their employees, agents, authorized representatives or intermediaries, or their affiliates, have not paid, offered to pay or authorized the payment of any money or value, directly or indirectly, to any person to influence the actions or decisions of such persons in order to obtain for themselves any undue advantage or other improper purpose, including but not limited to:

- influencing any official act or decision, expediting existing procedures;
- granting any advantage or guarantees not provided for by law or contrary to the rules of business ethics;
- inducement of any official to act (omission to act);
- have not directly or indirectly offered, promised, paid or authorized the payment of money, gifts or anything of value to any person who is a government official or employee of a government agency, or an employee of any department, agency or other government entity, or an employee of any public international organization;
- have not performed and do not perform actions qualified by the applicable legislation as giving/receiving bribes, commercial bribery, assistance in legalization (laundering) of proceeds of crime, assistance in terrorism;
- did not offer each other's employees, including by providing monetary sums, gifts, gratuitous performance (rendering) of works (services) to them and other ways, not named herein, putting such employee in a certain

dependence and aimed at ensuring the performance of any actions by such employee.

16.2. If the Client and/or the Service Provider suspects that a violation of applicable law has occurred or may occur, the Client and/or the Service Provider shall notify each other in writing. In the written notice, the Client or Service Provider shall refer to facts and/or provide materials that reliably establish or give reason to believe that a violation of applicable law by the respective employee, representatives, intermediaries and affiliates has occurred or may occur. Upon receipt of a written notice, the Party to which it is addressed shall provide the other Party, within seven (7) business days from the date of receipt of the written notice, with assurances that measures have been taken to prevent violations, minimize adverse consequences in the event that a violation has occurred.

16.3. The Parties agree that any, even partial, failure of the Counterparty to comply with the obligations and guarantees specified in this section of the Agreement shall be considered a material breach of the Agreement and other contractual relations of the Parties and, as a consequence, shall entitle the Service Provider to unilaterally refuse (even in the process of its fulfillment) or terminate any contractual agreements by sending a notice by registered mail, which shall contain a brief description of the circumstances indicating the manifestation of a breach of the Agreement and other contractual relations of the Parties.

16.4. For purposes of these conditions, "Applicable Law" means, without regard to jurisdictional limitations:

- U.S. International Corrupt Practices Act (The Foreign Corruption Act 1977);
- UK Bribery Act 2010 (UK Bribery Act 2010);
- Organization for Economic Cooperation and Development Convention on Combating Bribery of Foreign Public Officials in International Business Transactions (1997);

As well as the applicable relevant articles:

- Criminal Code of the Republic of Kazakhstan dated 03.07.2014 № 226-V ЗРК
- Code of Administrative Offenses of the Republic of Kazakhstan dated 05.07.2014 No. 235-V ЗРК
- Law of the Republic of Kazakhstan on Combating Corruption dated 18.11.2015 № 235-V ЗРК
- Law of the Republic of Kazakhstan on Combating Legalization (Laundering) of Proceeds of Crime and Financing of Terrorism dated 28.08.2009 № 191-IV.
- Law of the Republic of Kazakhstan on Countering Extremism dated 18.02.2005, No. 31.

Managing Director, DPD Kazakhstan LLP \_\_\_\_\_ V.V. Balaguta



# APPENDIX 1 to the General Terms for Services Provided by DPD Kazakhstan LLP

## Form and procedure of the DPD waybill filling


Filling of the DPD waybill shall be performed during rendering of services by DPD Kazakhstan LLP, hereinafter – DPD, and it shall be the mutual responsibility of the Sender/Addressee and the DPD representative who performs receipt/delivery of the Mailing. The DPD waybill is the short version of the postal service agreement, the service agreement concerning international transportation organization or freight forwarding, depending on the service ordered by the Client.

The signature of the Client/Addressee on the DPD waybill implies entry into the agreement with DPD Kazakhstan LLP under the terms and conditions specified by the General Terms of service rendering by DPD Kazakhstan LLP which available on [www.dpd.kz](http://www.dpd.kz)

**Client**, being a legal entity or a natural person that orders service for mailing delivery, shall confirm that it has agreement of the persons (employers of the sender, employers of the addressee, senders, addressees) for processing of their personal data (second name, first name, patronymic name, address, contact number, e-mail address) by DPD Kazakhstan LLP and/or by its contractors for rendering the services regarding mailings delivery.

The list of approved operations with the personal data is the following: processing including collection, recording, arrangement, accumulation, storage, extraction, use, submitting, anonymization, blocking, removal, destruction of personal data with automated equipment or without it.

The DPD waybill is the document confirming the fact of the Mailing receipt from the Sender.


[www.dpd.kz](http://www.dpd.kz)
**8 8000 700 700**

НАКЛАДНАЯ (ОТПРАВКА) № /  
WAYBILL (SHIPMENT) № /

1

ТОО «ДПД Казахстан» / «DPD Kazakhstan» LLC

**СВЕДЕНИЯ ОБ ОТПРАВКЕ / SHIPMENT DETAILS**

16 ☐ Отправка с объявленной ценностью /  
Shipment with declared value

17 ☐ Отправка обыкновенная  
(без объявленной ценности) /  
Ordinary shipment (with not  
declared value)

18 ☐ Отправка с  
наложенным  
платежом/C.O.D.

Объявленная ценность (в тенге) /  
Declared value (KZT) 19

Сумма в валюте страны получения /  
C.O.D. amount in the currency  
of the receiving 20

**СВЕДЕНИЯ ОБ ОТПРАВКЕ / SHIPMENT DETAILS**

Наименование / 21  
Description

Общее кол-во мест /прописью (без пересчета вложений) / Total number of pieces in word (without re-counting the enclosures) 22

Диапазон 23  
номеров пломб  
Seal numbers range

Примечания / 24  
Remarks

Отправитель (Ф.И.О.) / 25  
Shipper (Full name)

Подпись / 26  
Signature

Дата / 27  
Date

Время / 28  
Time

Курьер (Ф.И.О.) / 29  
Courier (Full name)

Подпись / 30  
Signature

**ЗАПОЛНЯЕТСЯ ПРИ ПОЛУЧЕНИИ / TO BE FILLED IN WHEN RECEIVING**

Получено общее кол-во мест прописью / Received total number of pieces in word 31

Общий вес прописью 32  
Total weight in word

Получатель (Ф.И.О.) / 33  
Consignee (Full name)

Подпись / 34  
Signature

Дата / 35  
Date

Время / 36  
Time

Предъявленный документ, номер / 37  
Presented document, number

Курьер (Ф.И.О.) / 38  
Courier (Full name)

Подпись / 39  
Signature

1 Код терминала отправления /  
Origin Code

2

3 Код терминала получения /  
Destination Code

4

5

6

7

8

9

10

11

12

13

14

15

**ОТПРАВИТЕЛЬ / SHIPPER**

Название компании /  
Company name 5

Адрес отправителя /  
Shipper's address 6

Контактное лицо /  
Contact person 7

Телефон /Phone 8

Почтовый индекс /  
Post (Zip) Code 9

**ПОЛУЧАТЕЛЬ / CONSIGNEE**

Название компании /  
Company name 10

Адрес получателя /  
Consignee's address 11

Контактное лицо /  
Contact person 12

Телефон /Phone 13

Почтовый индекс /  
Post (Zip) Code 14

**ПРИМЕЧАНИЯ ПО ОТПРАВКЕ / SHIPMENT-RELATED REMARKS**

экземпляр терминала получения / DESTINATION COPY

● поля, заполняемые Исполнителем / представителем DPD

● поля, заполняемые Отправителем

● поля, заполняются Получателем

The DPD waybill shall be completely accurately and readably filled with letters and figures according to the example of filling.

**The Sender shall specify the following data at sending:**

In the “Service code” field (4) – three-character code of the service ordered by the Client. The correspondence of the service code indication with the service names is specified on the back page of the waybill copy.

In the **SENDER** block the data about the Sender shall be specified:

(5) name of a company if the sender is a legal body

(6) the Sender’s address

(7) contact person (full name)

(8) contact phone of the sender

(9) postal code

(16) mail remarks (confirmation of no prohibited enclosures, consent to comply with packaging requirements, confirmation of no enclosures prohibited for transportation to the EAEU countries and imported into the RoK under WTO conditions (for international shipments to the EAEU countries only).

In the **ADDRESSEE** block the data about the Mailing Addressee shall be specified:

(10) name of a company if the Addressee is a legal body

(11) the Addressee’s address

(12) contact person (full name)

(13) contact phone of the Addressee

(14) postal code of the Addressee

(15) Addressee’s IIN (consent for personal data use, processing and storage by "DPD Kazakhstan" LLP, according to the Law of the Republic of Kazakhstan dated April 9, 2016 No. 498-V).

**TYPE AND CATEGORIES OF MAILING** block:

The following information shall be specified in the Categories subsection:

“With declared value” field (17) – the mark in the form of Latin letter “X”;

“Ordinary mailing” field (18) – the mark in the form of Latin letter “X” if the Mailing is declared without declaration of value;

“Mailing with cash on delivery” field (19) - the mark in the form of Latin letter “X”;

“Declared value (in KZT)” field (20) – the amount of the declared value (in figures) in KZT shall be specified if the mailing is declared by the Client with declaration of value.

“Amount in the currency of the country of receipt” field (21) - the amount of cash on delivery (in figures) shall be specified if the mailing is declared by the Client with cash on delivery.

**IMPORTANT: the Mailing shall be not receipted from the Sender in case:**

If at filling of any field (17, 18, 19, 20, 21, 22, 23) of the TYPE AND CATEGORIES OF MAILING block any mistake is made so this DPD waybill shall be destroyed and a new waybill shall be filled.

The **FILLED BY SENDER** block:

In the “Name” field (22) the name of goods prevailing in the mailing shall be specified.

In the “Number of pieces” field (23) the Total Number of Pieces /in words/ shall be readably specified in figures and in words, the actual number of pieces receipted from the Sender.

In the “Range of seal numbers” field (24) the seal number shall be specified.

In the field (25) - Notes – additional information concerning the Order

In the “Sender field” (26) the second name and the initials of the Sender or of the Sender’s contact person, if the Sender is a legal body, shall be specified.

In the “Signature” field (27) the Sender shall put his signature.

In the “Date” field (28) the actual date of the mailing receipt by the DPD representative shall be specified.

In the “Time” field (29) the actual time of the mailing receipt by the DPD representative shall be specified.

In the “Carrier (full name)” field (30) the second name and the initials of the DPD representative shall be specified.

In the “Signature” field (31) the DPD representative shall put his signature.

The DPD representative who performs the mailing receipt shall fill the following fields of the DPD waybill:

The “WAYBILL (SENDING) NO”. field (1) - order number.

The “Sender’s terminal code” field (2) – the code of the terminal which customer basin includes the address of the Mailing receipt.

The “Addressee’s terminal code” field (3) – the code of the terminal which customer basin includes the address of the Mailing delivery (hand delivery).

**IMPORTANT: it is prohibited to change at will of the Sender the structure of the options declared by the Client.**

**NOTES FOR SENDING block (16)** includes the list of order codes in the Client’s accounting system, notes for package of parcels, information concerning availability of handling marks or sensors (including temperature sensors) on parcels, enlargement or consolidation of a mailing, information concerning commercial act execution and its number, etc.

After handling of the mailing to the Addressee the following information shall be specified in the DPD waybill in the **FILLED UPON RECEIPT** block:

In the “Total number of pieces receipted” field (32) - the actual number of pieces receipted, in figures and words, readably.

In the “Addressee” field (34) – the second name and initials of the Addressee or the contact person of the Addressee’s company (if the Addressee is a legal body).

In the “Signature” field (35) – the signature of the Addressee’ or the Addressee’s contact person (if the Addressee is a legal body).

In the “Date” field (36) – the actual date of mailing receipt.

In the “Time” field (37) – the actual date of mailing receipt.

**IMPORTANT: The signature shall be certified by the Addressee’s company seal or the warehouse stamp. The name of the Addressee’s company on the seal or warehouse stamp impression shall comply with the “Company name” field (10).**

If the Addressee is a natural person, the following fields shall be filled at the Mailing receipt:

In the field (38) the presented document (ID card, passport) shall be specified

In the “Carrier (full name)” field (39) the second name and initials of the carrier shall be specified who has delivered the Mailing to the Addressee.

In the “Carrier (full name)” field (40) the DPD representative shall put his signature.

**The following fields and blocks are automatically filled in the DPD waybill when it is printed by the Sender from MyDPD or by the DPD representative on the terminal on the basis of the order data:**

(1) the “WAYBILL (SENDING) NO” field;

(2) the “Sender’s terminal code” field;

(3) the “Addressee’s terminal code” field;

(4) the “Service code” field; the fields (5,6,7,8,9) of the “SENDER” block;

the fields (10,11,12,13,14) of the “ADDRESSEE” block;

(16) “MAIL REMARKS” block;

The “Mailing category” field (17,18,19) – one of them;

(20) the “Declared value (in KZT)” field;

(22) the “Name” field;

(23) the “Number of pieces (without re-count of enclosures)” field, at that this field shall be filled in words and figures;

(28) the “Date” field of the “FILLED BY SENDER” block;

**The DPD waybill includes four copies, each is the original document and is meant for the certain party of the services rendering process:**

After execution of the DPD waybill its copies shall be distributed in the following way:

The 4<sup>th</sup> copy remains with the Sender.

The 3<sup>rd</sup> copy remains with the DPD representative.

The 1<sup>st</sup> and 2<sup>nd</sup> copies shall be enclosed by the DPD representative into Unipak envelope. The envelope shall be

glued to the mailing parcel with the largest dimensions.

Managing Director, DPD Kazakhstan LLP

\_\_\_\_\_

V.V. Balaguta

**Items and materials forbidden for sending in internal mailings.**

**The following items and materials shall be forbidden for sending inside the mailings:**

1. military hand-held fire, civil and duty weapon, ammunition, its spare parts and components, sport bows and cross bows, weapon designed for light, smoke and audio signaling, electrical weapon, electroshock weapon and spark arresters, cold steel bladed weapon, chain maces, dusters, shurikens, boomerangs and other fitted impact and shattering, propellant, splitting and cutting devices excluding sports equipment, special technical devices of dual application and its components;
2. narcotic drugs, psychotropic substances and precursors;
3. nuclear materials, radioactive, aggressive, corrosive, explosive and highly flammable substances, firing devices, pyrotechnical agents and articles made therefrom and other hazardous materials;
4. poisons, poisonous animals, toxic agents, poisonous plants and seeds;
5. national currency of the Republic of Kazakhstan and foreign currency;
6. printed matters, graphic materials, film, photo, audio, and video materials containing propaganda or agitation for forced change of the constitutional form of government, violation of integrity of the Republic of Kazakhstan, disruption of the state safety, war, social, national, racial, religious, class and tribal superiority, cult of cruelty, violence and pornography;
7. perishable food stuffs;
8. items which can constitute by its nature or package a danger for postal workers, soil or spoil other mailing items and postal facilities.

**The following items and materials shall be forbidden for sending in international mailings:**

1. military hand-held fire, civil and duty weapon, ammunition, spare parts and components therefor, sport bows and cross bows, weapon designed for light, smoke and audio signaling, electrical weapon, electroshock weapon and spark arresters, cold steel bladed weapon, chain maces, dusters, shurikens, boomerangs and other fitted impact and shattering, propellant, splitting and cutting devices excluding sports equipment, special technical devices of dual application and its components;
2. narcotic drugs, psychotropic substances and precursors;
3. nuclear materials, radioactive, aggressive, corrosive, explosive and highly flammable substances, firing devices, pyrotechnical agents and articles made therefrom, and other hazardous materials;
4. poisons, poisonous animals, toxic agents, poisonous plants and seeds;
5. national currency of the Republic of Kazakhstan and foreign currency, and also cancelled financial credit documents excluding currency notes being sent for numismatic use;
6. horns, hooves, unossified antlers of Siberian stag, saiga, axis deers, and also fell of axis deer (when it is moved outside the territory of the Republic of Kazakhstan), derivatives of animals and plants listed in Red Book of the Republic of Kazakhstan;
7. printed matters, graphic materials, film-, photo-, audio-, and video-materials containing propaganda or agitation for forced change of the constitutional form of government, violation of integrity of the Republic of Kazakhstan, disruption of the state safety, war, social, national, racial, religious, class and tribal superiority, cult of cruelty, violence and pornography;
8. live animals excluding bees, leeches and silkworms, parasites and killers of destructive insects meant for research of these insects and exchanged between authorized institutes;
9. items which can constitute by its nature or package a danger for postal workers, soil or spoil other mailing items and postal facilities;
10. perishable food stuffs;
11. coins, bank bills, bank notes or any values to the bearer, traveler cheques, precious metals and gems and articles made therefrom;
12. items forbidden for import and handling in the country of destination.

**The following items and materials shall be forbidden for sending within the countries of the Eurasian Economic Union:**

1. weapon of any kind and its ammunition and also its components forbidden or restricted for import,

export and transit to (from/over) the territory of the Customs Union;

2. explosive agents, explosive devices and firing devices;
3. potentially pathogenic and pathogenic organisms, biological material, agents of infections and infestations;
4. perishable articles;
5. alcoholic products and ethyl alcohol, beer;
6. tobacco products and smoking mixtures of any kind;
7. plants in any form and condition, plant seeds;
8. precious gems in any form and condition and natural diamonds excluding jewelry;
9. narcotic drugs, psychotropic substances and precursors;
10. ozone depleting substances;
11. hazardous wastes;
12. toxic agents other than precursors of narcotic drugs and psychotropic substances.

**The following items and materials shall be restricted for sending within the countries of the Eurasian Economic Union:**

1. cryptographic (encryption) facilities restricted for export from the territory of the Customs Union or import to the territory of the Customs Union;
2. radio electronic facilities and (or) high-frequency commercial devices including those built in or integrated into other articles restricted for import to the customs territory of the Customs Union;
3. collections and collectables of mineralogy and paleontology restricted for movement through the customs border at import;
4. species of wild fauna and flora falling within Convention on the International Trade in Endangered Species of Wild Fauna and Flora dated March 3, 1973 and restricted for movement through the customs border at import;
5. rare and endangered species of wild animals and plants, its parts and (or) derivatives included in Red Book of the Republic of Belarus, the Republic of Kazakhstan, the Republic of Armenia, the Kyrgyz Republic and the Russian Federation and restricted for movement through the customs border at import;
6. documents of national archive funds, original archive documents restricted for movement through the customs border at import.

The Service Provider, in its discretion, shall return the parcel with the above said content to the Sender or shall request the Addressee to take up the Parcel at the address specified by the Service Provider. Return and storage shall be performed at the Client's expense.

The Service Provider shall not receipt the Mailings for which the Client demands to maintain certain temperature conditions during sending/transportation.

In case such Mailing is receipted for some reason, the Service Provider shall not undertake to maintain the temperature conditions required by the Client and shall override the Client's claims concerning compensation of losses resulting from noncompliance with these conditions.

**For air transportation the below enclosures are prohibited:**

**Dangerous goods:**

**Fire, gas-operated, pneumatic, cold and mechanical weapons of all kinds:**

Pistols, revolvers, rifles, carbines and other firearms, air guns, electric shock devices and their imitators; crossbows, spearguns, sabres, swords, backswords, yataghans, broadswords, smallswords, bayonets, daggers, dirks, stilettos; hunting, assault, Finnish, bayonet, ballistic, lock-type and household knives with blades more than 110 mm long;

**Explosives, firing devices and items rigged with explosives:**

Gunpowder in any package and quantity; ball cartridges (including small caliber cartridges); cartridges for gas-operated weapons; hunter's capsules (pistons); pyrotechnic devices: signal and light flares, signal cartridges, landing candles, smoke cartridges (blocks), firer's matches, Bengal fires, detonating signals; trotyl, dynamite, trilit, ammonal and other explosives; capsules, detonators, electric detonators, electric ignitors, detonating and

blasting fuses, etc.

**Compressed and liquefied gases:**

Gases for domestic use (butane-propane) and other gases; gas cartridges filled with nerve agents and tear agents.

**Highly flammable liquids:**

Acetone; petrol; samples of flammable petroleum products; methanol; methyl acetate (methyl ether); carbon disulfide; ethers; ethylcellulose; all other flammable liquids.

**Flammable solids:**

Substances that, when contacting with water, generate heat and combustible gases and can self-ignite and cause fire, such as potassium, sodium, calcium metal and their alloys, calcium phosphide and others; white, yellow and red phosphorus and all other substances classified as flammable solids; organic peroxides; granulated or flaked colloid nitrocellulose, dry or wet, containing less than 25% water or solvent. Wet colloid nitrocellulose containing less than 25% alcohol. Dry or wet nitrocellulose containing less than 30% solvent or 20% water.

**Toxic and poisonous substances:**

Any liquid and solid poisonous, potent and poisonous substances packed in any containers; brucine; nicotine; strychnine; tetrahydrofurfuryl alcohol; antifreeze; brake fluid; ethylene glycol; mercury; salts of hydrocyanic acid and cyanide agents; cyclone, Black cyanide, arsenic anhydride and any other potent toxic and poisonous substances.

**Caustic and corrosive substances:**

Strong inorganic acids: hydrochloric, sulfuric, nitric and other acids; hydrofluoric (fluor-hydric) acid and other strong acids and corrosive substances.

**Other items:**

Precious and rare-earth metals and their products;

Precious stones and their products;

Currency notes and cash equivalents;

Strategic materials;

Rocket and space facilities, military command and control systems, regulatory and technical documentation for their production and operation;

Uranium, other fissile materials and their products;

X-ray equipment, instruments and equipment using radioactive substances and isotopes;

Results of research, scientific and design activities, as well as fundamental research for development of weapons and military equipment;

Cryptographic equipment, standards and technical documentation for production and operation of such equipment;

Narcotic and psychotropic substances;

Ethanol;

Radioactive and explosive waste containing precious and rare earth metals and precious stones;

Special and other technical means designed (developed, adapted, programmed) for surreptitious obtaining of information, standards and technical documentation for their production and operation.

Live animals;

Human organs.

**Limitations for air transportation of lithium-ion batteries:**

**Lithium-metal batteries** (including ion-lithium polymer batteries) including those found in electronic devices are prohibited for transportation.

The limitations apply to the lithium-ion batteries which are carried as cargo by passenger aircrafts only and do not apply to personal electronic devices of air passengers or aircraft crews (IATA)

**APPENDIX No. 3 to the General Terms  
for Services Provided by  
DPD Kazakhstan LLP**

The Cash on Delivery mailings / items shall be delivered under the following conditions:

1. For a purpose of the mail delivery, the Service Provider may, at its sole discretion, formalize the delivery of the mailings to the Recipients being physical persons using paper documents (DPD waybills, delivery registers).
2. The Recipient shall acknowledge the delivery by putting his/her signature on the electronic display upon receipt of the shipment from the Service Provider. The Service Provider shall ensure that the shipment delivered is handed over to the proper Recipient.
3. The Service Provider shall ensure individualization of the electronic signature of each Recipient and its binding to the electronic waybill that confirm the delivery of the mailing.
4. The electronic waybill signed by the Recipient shall be stored in the database of the Service Provider.
5. The parties agree that the electronic waybill signed by the Recipient shall be valid on an equal basis with the written original and may be used by the Parties as appropriate evidence for a purpose of legal proceedings.
6. The electronic waybill signed by the Recipient shall be transmitted by the Service Provider to the Client in an agreed manner / to the agreed addresses.



**APPENDIX No. 4 to the General Terms  
for Services Provided by  
DPD Kazakhstan LLP**

1. The Contractor shall, upon the Client's request, provide the optional service: "Waiting at Address" (abbreviated name - "WT"), that is waiting while the Recipient checks and/or tries on the contents of the mailing, check the mailing for quality, quantity and assortment upon acknowledgement of the receipt of the package by signing the DPD waybill / putting his/her electronic signature (in accordance with APPENDIX 3). The waiting period provided for delivery of the mailing to the recipient is 20 (twenty) minutes according to Section 12.

In the event that the Recipient has any claims with regard to the contents of the mailing, the Recipient may reject and return the mailing to the Service Provider for further return to the Client / Sender. In this case, the Service Provider and the Recipient shall develop a commercial report including description of the contents of the mailing and the reasons for the return. After the commercial report has been executed, the Service Provider shall seal the parcel with DPD packing tape and return it to the Client / Sender. The Client shall be responsible for payment of delivery costs for the mailing to be returned to the Client.

See the conditions and costs of the WT option in the General Terms and the Tariff Card.







2. The WT option shall be provided together with DPD Online EXPRESS and DPD Online CLASSIC services.

3. The Service Provider shall not be liable to the Client / Sender and the Recipient for the contents (assortment, quantity, quality) of the mailing.

**APPENDIX No. 5 to the General Terms  
for Services Provided by  
DPD Kazakhstan LLP**

1. For a purpose of the mail delivery, the Service Provider may, at its sole discretion, formalize the delivery of the mailings to the Recipients being physical persons using paper documents (DPD waybills, delivery registers) and electronic documents with the Recipient's Electronic Signature option.
2. The option of the Recipient's Electronic Signature means receipt of the electronic signature of the Recipient being a physical person put on the display of the Data Collection Terminal (TSD) provided by the Service Provider for a purpose of acknowledgement of receipt of the goods delivered in the mailing. The goods means any goods provided by the Client to the Recipient.
3. The Recipient shall acknowledge the delivery by putting his/her signature on the electronic display upon receipt of the shipment from the Service Provider. The Service Provider shall ensure that the shipment delivered is handed over to the proper Recipient.
4. The Service Provider shall ensure individualization of the electronic signature of each Recipient and its binding to the electronic waybill that confirm the delivery of the mailing.
5. The electronic waybill signed by the Recipient shall be stored in the database of the Service Provider.
6. The parties agree that the electronic waybill signed by the Recipient shall be valid on an equal basis with the written original and may be used by the Parties as appropriate evidence for a purpose of legal proceedings.
7. The electronic waybill signed by the Recipient shall be transmitted by the Service Provider to the Client in an agreed manner to the agreed addresses.

**APPENDIX No. 6 to the General Terms  
for Services Provided by  
DPD Kazakhstan LLP**

ООО "ДПД Казахстан"			
АКТ ОБ ОБНАРУЖЕНИИ ПОВРЕЖДЕНИЙ ГРУЗА			
Отправитель (по наклад )	Получатель (по наклад )		
Адрес места составления	(город, улица, дом и т.д.)		
Дата и время составления	маршрут перевозки		
№ накладной отправки	№ клиента		
№ наклейки			
Причина составления акта:	<input type="checkbox"/> возврат	<input type="checkbox"/> повреждение упаковки	<input type="checkbox"/> переупаковка/есть скотч DPD
Тип упаковки	<input type="checkbox"/> картонный короб	<input type="checkbox"/> сформированный паллет	<input type="checkbox"/> мешок
	<input type="checkbox"/> деревянный ящик	<input type="checkbox"/> мешок под пломбой	<input type="checkbox"/> другое
	<input type="checkbox"/> секьюрпак		
Марка и номер автомобиля	№ТТН		
Настоящий акт составлен в 2-х экземплярах в присутствии следующих лиц			
должность	организация	ФИО	
должность	организация	ФИО	
должность	организация	ФИО	
Описание содержимого и обнаруженных повреждений			
Момент обнаружения повреждений:			
Характер упаковки(подробно):			
Маркировка на упаковке:	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 		
Прочее:			
Описание повреждений упаковки:			
<input type="checkbox"/> деформация упаковки	<input type="checkbox"/> Намокание/протекание		
<input type="checkbox"/> деформация упаковки (доступ к вложению)	<input type="checkbox"/> Расхождение в весе		
<input type="checkbox"/> Нарушение упаковки	<input type="checkbox"/> Другое		
<input type="checkbox"/> Нарушения упаковки (доступ к вложению)			
Характер груза			
Описание поврежден груза:			
Наличие разрывов в поврежденном месте (номера):	<input type="checkbox"/> да	<input type="checkbox"/> нет	
Соответствие вложений в поврежденной Посылке документам	<input type="checkbox"/> да	<input type="checkbox"/> нет	
Доп. сведения:			
Сведения указанные в настоящем акте соответствуют действительности.			
Представитель	ф.и.о.	подпись	должность
ООО "ДПД Казахстан"			
Представитель	ф.и.о.	подпись	должность
грузополучателя (клиента)			
№ акта	М.П.		
	Филиал составления		
Простановка КИ в ИС Аргис			
	(дата)	(прим.)	

Managing Director, DPD Kazakhstan LLP

V.V. Balaguta

**APPENDIX No. 7 to the General Terms  
for Services Provided by  
DPD Kazakhstan LLP**

**Handover and Acceptance Certificate**

This Certificate is issued in accordance with the Postal Services Contract No. \_\_\_\_\_ dated \_\_\_\_\_.

Date: \_\_\_\_\_

From \_\_\_\_\_ To \_\_\_\_\_  
(city) (city)

Basis: \_\_\_\_\_  
(description of claim, Claim No., DPD waybill No.)

Item No.	Description of Goods	Measurement Unit	Qty	Price
1				
2				
3				
	Total:			

Authorized Representative \_\_\_\_\_:  
(company)

**Handed-over by:** \_\_\_\_\_  
(full name, position, signature, seal)

Authorized Representative \_\_\_\_\_:  
(company)

**Accepted by:** \_\_\_\_\_  
(full name, position, signature, seal)

Managing Director, DPD Kazakhstan LLP \_\_\_\_\_

V.V. Balaguta