**Terms of Delivery in Latvia**

1. **Delivery by Courier**
   1. Courier delivery includes shipments sent via GLS network, as well as DHL shipments for which the optional “home delivery” service has been selected.
   2. DHL shipments without the consignee's contact phone number, having an incomplete or inaccurate home address, or without a Smartpost place (Smartpost or Parcelshop) within a certain distance from the consignee's address may be delivered by courier.
   3. The shipment will be transferred for delivery on the day it arrives in Latvia and will be delivered within a business day to the address indicated on the shipment label. The shipment is handed over against the signature on the delivery note and/or the touch-sensitive surface of the courier scanner:
      1. In the case of private persons, to the consignee stated on the shipment label. The courier may also deliver the shipment to another person, provided that this person is at the delivery address indicated on the shipment label. The courier records the personal data of the actual consignee - name and surname.
      2. For legal entities, the contact person on the shipment label or another company representative (secretary, administrator, etc.) at the address specified by the consignee.
   4. The consignee shall not unduly delay the courier when accepting the shipment. At the time of delivery, the consignee shall, in the presence of the courier, assess the outer packaging of the shipment. If the outer packaging of the shipment is damaged or there is a reasonable suspicion that the contents of the shipment have been damaged, the consignee shall mark the shipment label and/or request the courier to make a note of the damage in the scanner device and/or request to fill in the deed on damages
   5. The courier has no duty to check the contents of the shipment against the invoice or any other document accompanying the shipment, nor does he/she have the obligation to wait for the consignee to do so. Itella acts as an intermediary between the consignor and the consignee of the goods and is solely responsible for the delivery of the shipment. Signature of the consignee before opening, unpacking, etc. means that the shipment has been delivered to the consignee unopened and packed.
   6. The shipment shall be considered to have been delivered when the consignee has signed on the delivery note and/or on a courier’s scanner device. If the consignee refuses to provide his/her name and refuses to sign a delivery confirmation, the shipment shall not be handed over.
   7. In the event that the consignee refuses to accept the shipment or delivery of the shipment fails for other reasons, the courier shall make a note of the reasons for the refusal and/or reasons for non-delivery on the courier’s scanner device.
   8. Undelivered shipments shall be returned to the warehouse and, depending on the information available, Customer Service representatives shall:
      1. expect a message from the consignee if the courier has placed a notification in the consignee's mailbox;
      2. attempt to contact the consignee, if data is available electronically - telephone number or e-mail address;
      3. send notification by post if full mail address is provided, incl. postal code.
   9. The second delivery shall only take place after the date of delivery has been agreed with the consignee. The consignee has the right to change the delivery address and delegate the power to receive the shipment to another person.
   10. If the consignee fails to contact Itella within 14 days of the first delivery attempt and/or fails to respond to notifications (notification in mailbox, e-mail notification, notification by mail) or Itella is unable to contact the consignee within 14 days of arrival of the shipment in Latvia, the shipment shall be returned to the consignor.
   11. If a shipment is found to be undelivered (lost) or damaged, the consignee shall immediately submit a complaint to the consignor. In the case of a defective shipment or if the contents of the shipment do not correspond the order, the consignee shall notify the consignor of the situation, and the application shall be accompanied by pictures of the external appearance and the internal contents of the shipment.
   12. Financial matters (return shipping costs, compensation for lost or damaged goods, etc.) shall be settled by the consignee with the consignor of the shipment.
   13. Should the consignee have complaints regarding Itella service quality, these shall be sent in writing to the following e-mail address [claims.lv@itella.com](mailto:claims.lv@itella.com) including the relevant shipment number in the complaint. Complaints shall be considered within 14 working days and the applicant shall receive a written answer.
2. **Smartpost Delivery**
   1. DHL shipments containing the consignee's contact phone number, a complete or accurate home address, having a Smartpost place (Smartpost or Parcelshop) within a certain distance from the consignee's address may be delivered via Smartpost.
   2. The shipment shall be transferred for delivery on the day it reaches Latvia and delivered to the respective Smartpost site during a business day, notifying the consignee about the possibility to receive the shipment via SMS (if the telephone number is registered with any of Latvian mobile phone operators) or by e-mail.
   3. These messages and e-mails contain the address and unique access codes (PINs) of the shipment delivery site.
   4. In order to receive a Parcelshop parcel, the consignee must present the received text message or email to a Parcelshop employee.
   5. To receive a Smartpost parcel, the consignee shall use the parcel access code they have received and follow the instructions upon arrival at the parcel receipt site.