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INSTRUCTION

For Sending Parcels to Distant Foreign Countries from Kazakhstan

Sending commercial shipments is prohibited. If customs services classify the contents as commercial, the shipment may be delayed, subject to additional charges, returned to the Sender, confiscated, or subject to other measures.

For each international postal shipment (IPS), the Sender must independently fill out an Invoice (INVOICE) providing a detailed description of the contents, the declared value, and complete details of both the Sender and the Recipient.

International postal shipments are subject to inspection. An employee of “Expert Logistic Kazakhstan” LLP (courier, manager) checks the contents for consistency with the customs declaration provided by the Sender. The parcel is sealed (with adhesive tape) and weighed in the Sender’s presence.

Items inside the box must be tightly packed or filled with cushioning materials (bubble wrap, paper, fabric, etc.) to prevent movement during transportation. Attaching multiple boxes together is not allowed.

IPS shipments may be insured for an additional 1% of the amount declared in the CN23 form (at the client’s request). If insurance is declined and the shipment is subsequently lost, only the declared value of the parcel will be reimbursed.

The postal operator is not responsible for damage to items if the packaging does not provide proper protection.

International postal shipments may be opened officially (by customs authorities). In case of discrepancies between contents and declared description, overstated declared value, presence of prohibited items, detection of commercial batches, etc. Customs authorities may detain or confiscate the parcel and impose duties or other charges. The Recipient will be notified regarding the payment of customs fees.

Only the Sender is responsible for payment of delivery services.

For shipments to European countries, the USA, and Canada, private parcels with a total value below the allowed limit (as defined by the customs services of each country) are cleared at a 0% duty rate. If two parcels are registered for one Recipient and their total value exceeds the allowable limit, customs will apply duties (from 12% to 25%). If customs inspection reveals that the limit has been exceeded, the Sender will be notified as soon as possible. The customs value is subject to the size of customs duties of the recipient's country and is paid by the recipient, even in case of refusal to receive, for the customs destruction procedure.

“Expert Logistic Kazakhstan” LLP provides transportation of non-commercial parcels (gifts, personal items, etc.) from individuals to individuals. External packaging made of polyethylene or stretch film is not accepted. For exports to European countries, shipments must be packed in boxes or corrugated cardboard, be sealed with tape prevent opening during transit, and have at least 60% of the outer packaging as visible cardboard.

Delivery services in Europe will contact the Recipient via email, phone call or text message, a notice in the Recipient's mailbox. If the Recipient does not respond, or delivery fails due to incorrect information in the postal declaration, the parcel will be returned to the warehouse. Subsequently, the parcel may be returned to the Sender in Kazakhstan; be redelivered after updating Recipient details (additional charges apply); be disposed of at the warehouse.

In case of discrepancy between the declared and actual value of the parcel, a commercial batch (more than 2 identical goods in the shipment), and/or the parcel contains items prohibited for transportation, customs authorities may confiscate parcels, return them to Kazakhstan, impose customs fees, etc. Additional information regarding the contents and value may be requested from the Sender or Recipient. Claims related to delays due to false declarations will not be considered; If multiple shipments are sent by one Sender to the same Recipient, customs authorities may aggregate the values and take appropriate actions.

Accurate and complete Recipient details are essential.

Sender's Full Name _____, I have read and agree with the above terms.

Date _____

Signature _____