

I confirm that I have read and agree to the terms and conditions of service, as well as to the rules for the processing of my personal data by „KIWI POST” LLC, for the purpose of creating a user account and providing the service.

International Cargo Shipping and Freight Forwarding Agreement

Last Update: 22 September, 2025

“KIWI POST” LLC, hereinafter referred to as the “Forwarder” Webpage: www.kiwipost.ge

E-mail: support@kiwipost.ge T: +995 32 205 23 24 Address: 1 Mtskheta St, Tbilisi and the customer: private person or a legal entity who uses the forwarding services provided by KIWI POST and, is given a personal room number of a customer which should be indicated in the general commercial invoice as well as in the database of KIWI POST, conclude the present agreement as it follows:

1. Subject of the Agreement:

1.1 Subject of the present Agreement is rendering the freight forwarding services from the warehouses located in Newark (USA), London (UK), Trabzon (TR), Guangzhou (China), Athina (Greece) Jelenia Góra (Poland) **Castelldefels (Spain)** and Tbilisi (Georgia) and belonging to the Forwarder, namely, delivery to Tbilisi and/or London of the cargo passed by the customer and accepted by the Forwarder, on behalf of the Forwarder and on the account of the client.

KIWI POST address in Tbilisi:

1 Mtskheta St. Tbilisi, Georgia

Tel.: +995 32 205 23 24;

support@kiwipost.ge

Vazha-Pshavela Ave. N90 Tbilisi, Georgia

Tel.: +995 32 205 23 24

support@kiwipost.ge

Angia Bochorishvili N33a, Tbilisi
Tel. +995 32 205 23 24
support@kiwipost.ge

Mirian Mepe 17, Tbilisi
Tel. +995 32 205 23 24
support@kiwipost.ge

KiwiDrive Service Centers in Tbilisi:

Amashukeli St. N23
Tel. +995 32 205 23 24
support@kiwipost.ge

D. Aghmashenebeli Highway N260
Tel. +995 32 205 23 24
support@kiwipost.ge

KIWIPOST Branch in Kutaisi:

D. Aghmashenebeli Ave. N81
Tel. +995 32 205 23 24
support@kiwipost.ge

KIWI POST address in Newark:

2860 Ogletown Rd. Bldg 2 Unit 3
Newark, DE, 19713
TEL: +1 929 472-2378

KIWI POST address in London:

19 New College Parade
Finchley Road London, NW3 5EP
Tel: +442074490312

KIWI POST address in Turkey:

Pelitli Mahallesi Şelale Sokak No: 35A
Ortahisar, Pelitli Mah
Trabzon 61010
TEL: +05349104886

KIWI POST address in China:

广东省， 深圳市， 宝安区， 福永街道， 深圳市宝安区福永街道兴华路南107号福兴达物流园C栋
C405

KIWI POST address in Greece:

Zinonos Athens omonia zinonos 29/31

Athina 10431 Greece

TEL: +(30) 6940854947

KIWI POST address in Poland:

Jelenia Góra

Dolnośląskie

Jasna 3/2

NERSE SP.Z.O.O 58-500

+48534960700

KIWI POST address in Spain:

Calle Indústria 60/K

Castelldefels, Barcelona

08860

TEL: +34605435530

1.2 Registration is free and voluntary. Customer can register online on the webpage www.kiwipost.ge. Terms and conditions are public. Using the KIWI POST's service means that the customer has read and agreed with the terms and conditions of the present Agreement.

2. Transportation fee and Payment:

2.1 Cost of transportation is calculated based on the total gross weight of the parcels. Transportation fee per 1Kg from USA to Georgia is **\$ 10** equivalent in GEL according to TBC bank US Dollar exchange rate for the period of payment. Transportation fee per 1Kg from UK to Georgia is **£ 8** equivalent in GEL according to TBC bank GBP exchange rate for the period of payment. Transportation fee per 1Kg from Turkey to Georgia is \$4 equivalent in GEL according to TBC bank US Dollar exchange rate for the period of payment. Transportation fee per 1Kg from China to Georgia is **\$14** equivalent in GEL according to TBC bank US Dollar exchange rate for the period of payment. Transportation fee per 1Kg from Greece to Georgia is €4 equivalent in GEL according to TBC bank EURO exchange rate for the period of payment. Transportation fee per 1Kg from Poland to Georgia is €6 equivalent in GEL according to TBC bank EURO exchange rate for the period of payment. **Transportation fee per 1Kg from Spain to Georgia is €8**

equivalent in GEL according to TBC bank EURO exchange rate for the period of payment.

The transportation cost is calculated with an accuracy of 100 (one hundred) grams. For shipments sent from Georgia and from Poland, the minimum chargeable weight is 1 (one) kilogram. After this threshold, the parcel weight is rounded to the nearest 100 (one hundred) grams.

2.2 The Company reserves the right to calculate the shipping cost in the case of non-standard (in case, one of the parameters exceeds 50 cm) parcel by Dimensional weight.

2.3 Transportation invoice is provided after the package is delivered to the country of destination.

2.4 Payment can be done using the credit cards and bank transfers through company's webpage and also via "Pay-boxes".

2.5 The weight is rounded up to 100 grams. Weight of the packages shipped from Poland rounds up to 1 kg.

2.6 Packages shipped from China will be charged based gross and dimensional weight.

2.7 Transportation fee should be paid within 30 days after the package arrival. In case of payment delay customer will be charged with commission of 1 GEL per each day of storage.

2.8 Packages Received at the UK, USA, Spain and China warehouses will be automatically repacked in coincidence with safety norms.

3. The customer is obliged to:

3.1 To provide the Forwarder with full information regarding the cargo (cargo category), and, when supplying the cargo to the relevant office, to give a detailed information on the cargo consignee (first name, surname, address, telephone number), as well as to present all required documentation to execute custom clearance and other actions.

3.2 Customer must indicate the tracking number of the package on the website kiwipost.ge in advance and complete the declaration form by indicating the sender (online store), price of the item and its category.

3.3 In case of the dangerous goods, customer must warn the Forwarder about the exact type of threat and, if necessary specify safety measures to be taken.

3.4 If the Forwarder is not informed about the danger in advance, dangerous goods may be unloaded, destroyed, or decontaminated at any time and on any site, without the damage compensation.

3.5 If a type of the cargo requires so, customer is obliged to pack it according to its transportation requirements.

3.6 When transporting the electronic equipment and breakable parcels, KIWI POST assumes no responsibility on safety of the parcels. In case of such cargo, customer must pack the parcel himself/herself and assume responsibility for its safety.

3.7 KIWIPOST reserves right to open any package, to check the content for safety reasons.

3.8 Customer is obliged to check the content of the parcel when receiving it at the office. After taking the parcel out of the office, no claims regarding the damage thereof will be accepted and, KIWI POST will assume no responsibility for a possible damage or deficiency of the items placed in the parcels.

4. Courier service:

4.1 KIWI POST offers courier delivery service within Tbilisi and the whole territory of Georgia.

4.2 Courier delivery service should be activated from customers own account. In order to receive packages through courier delivery, customer should add appropriate amount to his balance and check his address and phone number, before pressing the home delivery button.

4.3 Customer will not be able to change the address or phone number after the courier delivery service is activated.

4.4 Standard delivery service From Tbilisi and Kutaisi branches is held within 2-3 working days. Supplying parcels to other cities and regions of Georgia, is implemented through the recipient's relevant addresses. Delivery service is not held on Sunday.

4.5 Prices for the courier delivery service From Tbilisi and Kutaisi Branches are listed below:

0-5 Kg - 7 GEL

5-10 Kg – 9 GEL

10- 15 Kg – 11 GEL

15-20 Kg – 13 GEL

20-25 Kg – 15 GEL

25-30 Kg – 17 GEL

30-50 Kg – 21 GEL

Prices of regional courier delivery service are following:

0-5 Kg - 10 GEL

5-10 Kg – 14 GEL

10- 15 Kg – 18 GEL

15-20 Kg – 22 GEL

20-25 Kg – 31 GEL

25-30 Kg – 31 GEL

30-50 Kg – 41 GEL

4.6 Courier delivers parcels only once, at the address instructed by the customer before activation.

4.7 Change of the consignee's address from the webpage is possible only before the activation of the courier delivery service. Otherwise parcel will not be supplied to the changed address.

4.8 It is not allowed to change the address through a phone call or on the grounds of a verbal agreement.

4.9 Courier don't provide deliveries up stairs.

4.10 10-15 minutes before reaching the consignee's address, courier will contact him/her via phone number/numbers indicated by the consignee for the purpose of receiving the parcel. If the parcel will not be delivered because of the consignee, courier will take it back to the KIWI POST office and, it is the consignee's responsibility to take it from the office. The parcel will be returned to the Kiwi Post office within 2 business days. In such case, value of the courier service will not be compensated to the customer.

4.11 The courier does not carry parcels upstairs.

4.12 Upon delivery of the shipment to the specified address, the recipient must present a valid identity document.

4.13 Express courier service within Tbilisi is provided within 2–3 hours from the time of activation.

4.14 Express courier service may be activated Monday through Friday from 10:00 to 17:00, and on Saturday from 11:00 to 17:00. Activation of the express courier service is not available on Sundays.

4.15 The fee for express courier service is determined based on the specific delivery address.

4.16 When activating the express courier service, it is mandatory to indicate the location on the map.

4.17 Prior to arrival at the delivery address, the courier will call the recipient at the mobile number(s) provided by the customer 10–15 minutes before delivery in order to hand over the parcel. If delivery cannot be completed due to reasons attributable to the recipient, the courier will return the parcel to the KIWIPOST office. The recipient is then obligated to collect the parcel personally from the office within two (2) business days following its return. In such cases, the courier service fee already paid by the customer is non-refundable.

5. Working hours and Shipping periods:

5.1 Tbilisi Office working hours are:

Monday - Friday: 10:00-18:30;

Saturday – 11:00-18:00;

Newark warehouse working hours are:

Monday- Friday- 10:00-18:00

London warehouse working hours are:

Monday-Saturday- 11:00-17:00

Athina warehouse working hours are:

Monday- Friday- 10:30-18:00

- 5.2 An average shipping duration from USA to Georgia is 7-10 (seven-ten) days.
- 5.3 An average shipping duration from UK to Georgia is 4-7 (four-seven) days.
- 5.4 An average shipping duration from TURKEY to Georgia is 4-6 (four-six) days.
- 5.5 An average shipping duration from CHINA to Georgia is 10-14 (ten-fourteen) days.
- 5.6 An average shipping duration from GREECE to Georgia is 6-7 (six-seven) days.
- 5.7 An average shipping duration from Poland to Georgia is 6-7 (six-seven) days.
- 5.8 An average shipping duration from Spain to Georgia is 4-7 (four-seven) days.
- 5.9 Company assumes no responsibility for delayed shipments, in case of occurrence of the force-majeure circumstances (e.g. difficult meteorological conditions, cancellation or changes in the shipments schedules, etc.) and/or holidays-related delays.

6. Terms of Terminal Service:

- 6.1 After the package arrival, Customer receives 9-digit Terminal Code through SMS and E-mail.
- 6.2 Terminal Service cannot be used, before customer completes all transportation invoice payments.
- 6.3 Customer can choose the branch from KIWIPPOST account under "Parameters " section. Change will apply to all packages except the ones in shipped or arrived section.
- 6.4 Using the terminal code by third parties is allowed only for packages, which are not subject to Custom Clearance procedure. Receiving such package by third parties is possible with a proper authorization of consignee only.
- 6.5 Terminal Code is sent to the customer only, who is responsible for its safety or loss.
- 6.6 Receiving a package, subjected to Custom Clearance procedure is possible only by providing ID or passport.

7. Customs clearance:

- 7.1 Cargo declaration and invoice uploading on KIWI POST web-page is obligatory during 24 hours after that parcel is reflected in "warehouse" section. Customer is responsible for the correctness of indicated information.
- 7.2 Customer is responsible for the clearance procedures.
- 7.3 The cost of documentation handling for custom clearance is 10 GEL, per each declaration.
- 7.4 If any penalty sanction is imposed on KIWI POST by the Customs Office or the Ministry of Finance due to a full or partial nonperformance of the service-related obligations by the customer (e.g. incomplete or inaccurate declaration of the items), KIWI POST preserves the right to charge the customer with payment of any of such penalty sanction.
- 7.5 Customer is obliged to pay to KiwiPost transportation fee even in case, package will be handed to governmental property.

8. Terms to collect packages from KiwiDrive.

8.1 The package can be forwarded to KiwiDrive from the "Arrived" section. To use KiwiDrive, it is necessary to pay outstanding invoices and add KiwiDrive service fee to your balance.

8.2 KiwiDrive service fee is 5 Gel, after activation all packages in "Arrived" section will be redirected.

8.3 The packages at KiwiDrive will be stored within 2 calendar days, after the due date packages will be returned to the Branch.

8.4 Packages subject to customs clearance can be redirected to the KiwiDrive after we receive signed declaration via e-mail.

8.5 Customers can collect packages from the KiwiDrive using terminal or QR code.

8.6 KiwiDrive works 24 hours a day.

9. Terms of insurance:

9.1 Insurance service can be activated through customer's personal account. Activation or deactivation of such service is impossible if the package is already shipped or delivered to the country of destination. Insurance service cost is 1% of the amount indicated by customer during the declaration. If customer declares the package with a value of 300 USD/GBP or more, the insurance service will be activated automatically. In order to deactivate insurance service, customer should send an E-mail to support@kiwipost.ge, before the package arrives to the country of destination. KIWI POST is not responsible for the workability or validity of the product.

9.2 According to the insurance terms, company is responsible for a package loss after the delivery to the warehouse or external damage.

9.3 The pay-out will be held on basis of the detailed purchase order or invoice and the inquiry period will take up to 10 (ten) days.

9.4 The tracking code, which was not reflected in the "warehouse" section, is not subject to the insurance terms. In order for the package to be subject to insurance terms, customer should provide certifying document- Proof of Delivery, where the recipient's signature and exact delivery address is indicated.

9.5 KIWI POST is not responsible for the damage of repaired or used products and personal packages.

9.6 The insurance fee will be reflected in the transportation invoice.

10. Restricted products list:

10.1 Products listed below, are prohibited for transportation:

a) Cash, credit cards, banknotes;

b) Precious stones, platinum, gold, silver and jewelry made of them;

c) Paint and toxic substances;

- d) Explosive and other dangerous items, such as lighters, New year screws, pumped spraying balloons, etc.
- e) Firearms or their parts, electric shocker, crossbows, cold steel arms;
- f) Pornographic products;
- g) Narcotic substances substituting products;
- h) Medicines, plants or their seeds;
- i) Any types of flavor enhancers.
- j) Medicine that requires doctor prescription;
- k) Animals, birds, fishes, rodents or others;
- l) Milk, meat, fish, honey, tobacco.

Additional restrictions are applied to packages sent from China:

- a) Liquids
- b) Powder
- c) Food
- d) Batteries

10.2 If any prohibited product is sent by the customer, KIWI POST assumes no responsibility for confiscation of such products by the Customs Office.

10.3 If anyway, customer sends any prohibited item, KIWI POST assumes no responsibility for returning these items back to the customer or transferring to the consignee. Therefore, such action will be considered as a violation of terms of conditions of the services and, will cause an unconditional termination of the services and application of the penalty sanctions against the customer, size of which will be determined according to the material damage caused to KIWI POST.

10.4 Please note, that indicated list of restricted products is not complete, KIWIPOST as a freight forwarder is allowed to stop and refuse to send any package out of security reasons.

10.5 Customer must contact the KIWIPOST office for specific product importation into the country and verify information with both KIWIPOST and the Revenue Service.

11. Other terms:

11.1 Terms and conditions of the services specified herein, shall be deemed as the agreement concluded between the company and the customer upon submitting these terms and conditions to the customer through pressing the button "I agree" on the company's webpage.

11.2 KIWI POST is only responsible for the services described in the terms and conditions of the services.

11.3 KIWI POST preserves the right to record and keep the relations with the customer through internet, telecommunication, any type of video monitoring systems, including the E-mail communication, chats, telephone calls, Facebook, blog comments, which may be used by the company for the purposes of protection of its rights in case of court proceedings or occurrence of other disputes with the customer.

11.4 The room number on which no parcel was received, shall be considered inactive and, will be deleted after expiry of 3 (three) months from the date of its registration.

11.5 Personal information of the customer is protected. KIWI POST shall not disclose any Customer related information to any third party without the court decision.

11.6 KIWI POST preserves the right, upon informing the client and without any agreement, to change the terms and conditions or terminate delivery of the services to the customer.

11.7 Given name and surname of the customer cannot be changed after the registration thereof, without appropriate documentation provided to the company.

11.8 All information and terms placed on KIWI POST webpage, including text material from “Frequently Asked Questions” section and service terms page, are authentic and are the integral part of this Contract.

11.9 The rights and duties of the customer and the forwarder, as well as the terms and conditions of this agreement, shall be governed by the Applicable Laws of Georgia.

Rules and Conditions for the Processing of Personal Data During the Provision of Services

1. Who it applies to

This document applies to all users who use the services of KIWI POST via the website and/or mobile application.

2. Processed Personal Data

KIWI POST processes the following user data:

- First and last name
- Phone number
- Email address
- Residential or delivery address
- Information related to the account and orders (payment details, transaction history)

3. Purpose of Processing

The data is processed for the following purposes:

- To register and manage the user account
- To fulfill orders and deliveries
- For communication related to the service
- To improve the user experience

4. Data Sharing with Third Parties

Data is shared only when necessary for:

- Cooperation with courier and logistics companies
- Customs and other governmental authorities, based on legal obligations

5. Data Security

KIWI POST uses technical and organizational measures to ensure data security. The company's Data Protection Officer monitors compliance with these security measures.

6. User Rights

You have the right at any time, free of charge, to:

- Receive information about the data the company processes about you
- Request correction or update of your data
- Delete your account and personal information
- Exercise other rights provided by the Law of Georgia on Personal Data Protection

For questions or consultations regarding personal data, please contact the Data Protection Officer:

info@dpo.ge

+995 555 50 51 58

7. Contact Information

- Email: **support@kiwipost.ge**
- Phone: **+995 32 205 23**

Thank you for using our service!