

ANNEX NO. 1 TO THE TERMS AND CONDITIONS OF SHIPPING OF FEDERAL EXPRESS CORPORATION FOR LATVIA

1. Claims, Liability of FedEx as a Postal Service Provider and Compensation for Damage

- 1.1. The Sender may claim from FedEx compensation for damage resulting from a lost Shipment (which is considered a postal item as opposed to freight) or from lost, missing or damaged postal items, returning of a postal parcel without providing a notification on the reason for the non-issuance, the loss of uninsured postal parcels and any damaged or missing content within a time period of six months from the date when such postal item was handed over to the operator, presenting the receipt issued by the FedEx regarding acceptance of the item for sending.
- 1.2. The claims submitted after the expiry of the time limit specified in clause 1.1 of this Annex shall not be examined.
- 1.3. Complaints regarding a postal service shall be submitted and examined as follows:
 - 1.3.1. a complaint regarding a postal service shall be submitted to FedEx, which shall examine the complaint and provide a reply not later than within a month from the date when the complaint was received. Replies to complaints on cross-border postal services shall be provided in accordance with the procedures and within the time period laid down in the Universal Postal Convention and the rules of procedure thereof;
 - 1.3.2. if the person submitting the complaint is dissatisfied with the reply of the FedEx and the complaint refers to a type of postal service subject to regulation, he or she has the right to submit a complaint of the same content together with the reply of the postal operator to the Public Utilities Commission.
- 1.4. Compensation for the loss of or damage to Shipments (which are considered postal items as opposed to freight) shall be paid in compliance with the Postal Law of the Republic of Latvia.
- 1.5. FedEx shall not be held liable and shall not pay compensation where:
 - 1.5.1. damaged or missing content of such registered or insured postal items, which have been handed over in a sealed form and the content of which has not been examined upon acceptance of the item, but upon issuance of which the stamps, seals and packaging are intact and the weight is the same as indicated upon acceptance of the item;
 - 1.5.2. damaged or missing content of a postal item if a complaint regarding this item has been submitted after the deadline for submission of complaints referred to in clause 1.1 has expired;
 - 1.5.3. damaged or missing content of a postal item if a complaint regarding this item has been submitted after the issuance of the postal item to the addressee or his or her authorised person, and no damaged or missing content was detected at the time of issuance;
 - 1.5.4. indirect losses, which have been incurred by the sender or the recipient due to the loss, damaged or missing content, as well as delay en route of a postal item;
 - 1.5.5. non-delivery of a postal item to the addressee if the postal item contains articles, sending of which is prohibited, and further carriage thereof has been stopped;
 - 1.5.6. confiscation of postal items in accordance with decisions of the competent State authorities;
 - 1.5.7. the actions of customs officials and customs brokers (including employees thereof) relating to the customs clearance of postal items.

2. Delivery of Shipments

- 2.1. Shipments (which are considered postal items as opposed to freight) shall be delivered in person against signature; where such delivery is impossible, the Recipient shall be informed about delivery;
- 2.2. Registered Shipments and insured Shipments shall be delivered in person to the Recipient against signature or to another person who is fully authorized by the recipient to collect the Shipment.