



SIA "Velokurjers"
Vilanu 9-12, Riga, LV-1003
Reg. Nr. 40003516205

OFFER FOR COURIER DELIVERY SERVICES

Riga, 2019

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1. INFORMATION ABOUT SIA “VELOKURJERS”

1.1. About us:

SIA “Velokurjers” is a modern and tradition-rich company established in 1999. Today Velokurjers is the leader in its specialisation - same day delivery - in Latvian market. Our competitiveness is based on providing a high quality service constantly, high customer service culture and a rational and effective organisation of work.

Today we offer our clients a wide variety of courier services – we transport not only letters and documents but also flowers, furniture, computers and even large cargo units. Our workers include bicycle, motorcycle, car and van couriers and we deliver not only in Riga, but also to whole Latvia, the Baltic States and EU. The dispatchers also are excellent logistics who find solutions in the most difficult situations and react operatively to orders, prepare accounts and give the needed information to the clients.

The manager of the enterprise is Oļegs Stoļarovs, who is one of the most well-known specialists in bike-transport and bike-tourism in Latvia.

1.2. Our requisites and contacts:

| | |
|--------------------------------------|--|
| Name | SIA “Velokurjers” |
| Address | Legal address: Vilanu street 9-12, Riga, LV-1003 Office address: Lapenu street 7, Riga, LV-1013 |
| VAT number | LV40003516205 |
| Contacts | Phone numbers for orders and customer support: 20000041. E-mail: velokurjers@velokurjers.lv |
| Account information | AS “SEB banka”, SWIFT: UNLALV2X, IBAN: LV14UNLA0002054469186 |
| Postal service licence number | P20018/1 |

2. TECHNICAL OFFER

2.1. Our couriers and types of transport

| Our transport | Our couriers |
|---|--|
| 13 vans (carrying capacity up to 1400 kg) 12 cars 2 scooters 20 bicycles | 20 bicycle couriers 15 car couriers 2 motocouriers |

2.2. Online services

- Right after your order we will send a map link to your email, where you will be able to track a full delivery process – times of parcel pickup and delivery, the courier’s movement in the map, courier’s photo and the receiver’s name;
- You can calculate an exact delivery price by using the price calculator in our homepage.
- If the delivery is ordered online via client’s account, a special discount for each delivery is applied.
- Each client is provided with an online account where it is possible to see all the current and previous bills, delivery times and receiver’s names for all deliveries.
- A monthly bill is prepared electronically and sent to client’s e-mail address.

3. A AND B DELIVERY | Same day

3.1. A delivery prices | Immediately

| Distance | Riga | Riga | Outside Riga | Lithuania, Estonia | Eastern Poland | Europe |
|---------------|---------|---------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 0-2 km | 2 - 17 km | 17 km < | | | |
| Bicycle | 5,00 € | + 0,80 € / km | - | - | - | - |
| Car | 10,00 € | + 0,80 € / km | 15,00 € + 0,45 € / km | 15,00 € + 0,45 € / km | 15,00 € + 0,60 € / km | 15,00 € + 0,70 € / km |
| Van | 20,00 € | + 0,80 € / km | 25,00 € + 0,55 € / km | 25,00 € + 0,55 € / km | 25,00 € + 0,70 € / km | 25,00 € + 0,80 € / km |
| Delivery time | 1,5h | 3h | 6h | 6h | 12h | 24h |

3.2. B delivery prices | In 5 - 6h time

| Distance | Riga | Riga | Outside Riga | Ordering time |
|---------------|--------|---------------|-----------------------|---|
| | 0-2 km | 2 - 17 km | 17 - 100 km | |
| Bicycle | 3,75 € | + 0,60 € / km | - | Until 12:00: • Delivery on the same day From 12:00 to 15:00: • Delivery on the next working day until 12:00. |
| Car | 7,50 € | + 0,60 € / km | 11,25 € + 0,34 € / km | |
| Delivery time | 5h | 6h | 6h | |

3.3. Weight and size

| Size (m) | Weight (kg) | Bicycle | Car | Van | Comments: |
|-----------------|-------------|---------|--------|--------|--|
| 0,66 | 0-1 | - | - | - | Size calculation: • 1 length (m) + 1 width (m) + 1 height (m). Loading and unloading • If the process of loading or unloading takes more than 2 minutes, a loading service charge 36€/1h or 3€/5min. is applied. Additional charges for a van with a lift. • Weight charge is 10,00 €. • If a cargo van with lift is ordered outside Riga or further than 17 km from the city centre, an additional charge 0,10€/km is applied. |
| 0,72 | 1-3 | 1,00 € | - | - | |
| 0,90 | 3-5 | 2,00 € | - | - | |
| 1,20 | 5-10 | 3,00 € | - | - | |
| 1,45 | 10-25 | 4,00 € | - | - | |
| 2,00 | 25-50 | 5,00 € | 2,00 € | - | |
| 2,50 | 50-100 | - | 3,00 € | - | |
| 3,00 | 100-200 | - | 4,00 € | - | |
| Up to 1 pallet | 200-400 | - | 5,00 € | - | |
| Up to 2 pallets | 400-700 | - | - | 6,00 € | |
| Up to 3 pallets | 700-1000 | - | - | 7,00 € | |
| Over 3 pallets | 1000-1500 | - | - | 8,00 € | |

Maximum parcel weight and size limit for each type of transport:

- Bicycle: 40 x 18 x 35 cm / 10 kg.
- Cargo bike: 40 x 50 x 60 cm / 50 kg.
- Car: 120 x 80 x 100 cm / 500 kg.
- Van: 350 x 170 x 180 cm / 1500 kg.

3.4. Other conditions

Delivery time changes:

- If the parcel has to be delivered faster than within the standard delivery time shown in the upper table, it has to be agreed with our phone operators at the ordering moment.
- Length of parcel pickup or delivery time during winter or in bad road conditions (snow, rain, traffic jams etc.) may grow up to 2 h for a bicycle courier, up to 3 h for a car / van courier.

Distance calculation:

- If both pickup and delivery locations are in Riga or closer than 10 km from Riga centre, the distance is calculated as a straight line between both addresses.
- If the addresses are located each on a different side of Daugava river, the calculation line consists of three parts: distance from the pickup address to the closest bridge + length of the bridge + distance from the bridge to delivery address.
- Such kind of calculation is more accurate because it is not affected by the route choice and it is approximately 30% shorter than by calculating via roads.
- If both or one of the two addresses is located outside Riga or further than 10 km from Riga centre, the distance is calculated via the shortest possible route.

4. C DELIVERY | Pickup today, delivery tomorrow

4.1. C delivery prices

| Weight or volumetric weight | Riga | Regions near Riga Cities | Rest of Latvia | Lithuania, Estonia | Other EU countries | Comments: |
|-----------------------------|--|--------------------------|----------------|--------------------|---------------------------------|---|
| < 1 kg | 3,00 € | 6,00 € | 11,00 € | 11,00 € | 22,00 € | Pickup / delivery locations: <ul style="list-style-type: none"> • Riga – addresses in whole Riga administrative territory. • Regions near Riga – addresses in Ādažu, Babītes, Baldones, Carnikavas, Garkalnes, Inčukalna, Krimuldas, Ķekavas, Mālpils, Mārupes, Olaines, Ropažu, Salaspils, Saulkrastu, Sējas, Siguldas, Stopiņu regions. • Cities - addresses in Jūrmala, Aizkraukle, Alūksne, Balvi, Bauska, Cēsis, Daugavpils, Dobeles, Gulbene, Jēkabpils, Jelgava, Jūrmala, Krāslava, Kuldīga, Liepāja, Limbaži, Ludza, Madona, Ogre, Preiļi, Rēzekne, Saldus, Talsi, Tukums, Valka, Valmiera, Ventspils towns. • Rest of Latvia – other addresses in Latvia. |
| < 3 kg | 3,50 € | 6,50 € | 11,80 € | 12,00 € | 24,00 € | |
| < 5 kg | 4,00 € | 7,00 € | 12,60 € | 13,00 € | 26,00 € | |
| < 10 kg | 5,25 € | 8,25 € | 14,60 € | 15,50 € | 31,00 € | |
| < 15 kg | 6,50 € | 9,50 € | 16,60 € | 18,00 € | 36,00 € | |
| < 20 kg | 7,75 € | 10,75 € | 18,60 € | 20,50 € | 41,00 € | |
| < 25 kg | 9,00 € | 12,00 € | 20,60 € | 23,00 € | 46,00 € | |
| < 30 kg | 10,25 € | 13,25 € | 22,60 € | 25,50 € | 51,00 € | |
| > 30 kg | +0,25 €/kg | +0,25€/kg | +0,40€/kg | +0,50€/kg | By agreement | |
| Delivery time | <i>On the next working day</i> | | | | <i>In 4-6 working days time</i> | |
| | <i>A delivery to other EU countries on the next working day is also available. To know an accurate price for such delivery, please write to velokurjers@velokurjers.lv</i> | | | | | |

4.2. C delivery ordering conditions

Weight and size calculation

- Maximum length for the longest dimension – 150cm, maximum total length – 300cm.
- Maximum total length calculation: 2 x height (cm) + 2 x width (cm) + 1 length (cm).
- Volumetric weight calculation: Length (cm) x height (cm) x width (cm) : 5000.
If the parcels` volumetric weight exceeds the weight, the price is charged per the volumetric weight.
- If the parcels` total weight is over 30kg and it has to be delivered to an address outside Riga, the price shown in the table is applied only if the weight of one unit does not exceed 30kg. To know the delivery price for parcels with maximum total length exceeding 300 cm and / or weight exceeding 30 kg please write to velokurjers@velokurjers.lv.
- If the process of loading or unloading takes more than 2 minutes, a loading service charge 36€/1h or 3€/5min. is applied. The service is available in Riga and regions near Riga.

Parcel preparation and ordering time conditions depending on the parcel pickup address:

- Riga: working days until 15.00.
- Regions near Riga / Cities: working days until 12.00.
- Rest of Latvia: working days until 10.00.
- Other countries: The courier picks up the parcel from the sender on the next working day after the ordering day.

Charges if the parcel in Riga city has to be picked up after 15.00:

- For parcels weighing under 5kg – A delivery price by a bicycle courier from the pickup address to SIA “Velokurjers” office address in Riga, Lapenu street 7.
- For parcels weighing over 5kg – A delivery price by a car courier from the pickup address to SIA “Velokurjers” office address in Riga, Lapenu street 7.
- If the pickup address is in Riga and the delivery is ordered after 15.00, it is required to contact our operators about the pickup options on the same day.

Wholesale delivery

- C deliveries to 10 or more addresses in Riga ordered at the same time. Delivery time can vary depending on the number of deliveries. To know the total delivery time and price for a wholesale delivery please write to velokurjers@velokurjers.lv.

Delivery to addresses outside Riga

- If a C delivery parcel has to be delivered at an exact time and day (for example, documentation for tenders, important agreements etc.) or it is impossible to encase it in a package safe enough for sorting by using a conveyer (non-standard, fragile contents), we recommend choosing B delivery within which the parcels are delivered without using the conveyer in the sorting process.

Parcel packaging

- If the parcel has to be picked up or delivered outside Riga, the client himself is responsible for a safe packaging - it has to be suitable for transportation and sorting by conveyer.

Insurance

- Every delivery is insured with a liability limit up to 500 EUR per unit and up to 5000 EUR per whole parcel. Insurance is included in the delivery price. An additional insurance is available.

5. OTHER SERVICES

5.1. Full-day courier

Full-day courier service for your company

- Beneficial for companies with many daily deliveries.
- One price per day regardless of the number of deliveries.
- You do not have to care about the courier's equipment.
- SIA "Velokurjers" is responsible for courier's work, salary and tax payment.

The service is available if it is ordered at least four days in a month period.

The price can vary depending on the working-day length, number of deliveries, parcel type, size, weight and distance.

To know an accurate price please write to velokurjers@velokurjers.lv.

5.2. Van rental

A driver with a van for excursions and events

A technical support van together with an experienced driver for carrying loads for excursions, active leisure (boat and bicycle) trips as well as to other activities.

- An option to park wherever it is needed because all our vans have a postal service licence.
- Every van is equipped with a GPS transmitter therefore its movement is traceable on the internet.
- A special trailer is available for a safe bike (up to 14 bikes), boat or other large object transportation.

To know an accurate price please write to velokurjers@velokurjers.lv.

5.3. Fixed price

Fixed price for A and B delivery in Riga

- We recommend choosing this type of delivery in case you wish to plan expenses about different distance deliveries more conveniently.
- This delivery is available in whole Riga city territory.

To know the fixed price for this delivery type please send the information about the planned approximate number of deliveries per month, parcel type and delivery addresses to velokurjers@velokurjers.lv.

5.4. Bicycle repair

Bicycle repair and maintenance at our repair shop

- Order the bicycle repair and we will transport the repairable bicycle from your address to the repair shop and back.
- To order the repair, call 20000041, our technicians will contact you to agree about the repair works, preferred term, bicycle transportation, repair/maintenance costs and the payment order.
- For our regular clients it is possible to include bicycle repair costs in the monthly bill.

The bicycle repair price list is available at our homepage www.velokurjers.lv.

5.5. Velo SOS!

Bicycle repair on the road

- To support our colleagues – cyclists in the streets of Riga – SIA "Velokurjers" is offering a service – Velo SOS!
- This service means that in case your bicycle breaks down when you are on the road (for example, empty tire, spoiled brakes, or just particular details need adjusting), now you can call us to 20000041, and our mechanic will come to your place to fix the bicycle, bring it to the workshop and take you home if necessary.

Velo SOS! prices:

- 5,00 € – ordering cost;
- 10,00 € – transportation cost (to workshop or the place of residence);
- 1,00 – 3,00 € – repair cost depending on the type of damage. If possible, we will repair the bicycle right there but in case of a serious damage we offer to repair your bicycle at our workshop according to our pricelist.

6. ADDITIONAL SERVICES

| Description | Price | |
|---|---|-------------------------------|
| Preparation of bill and sending it to an e-mail | Free | |
| Preparation of a bill and sending it by a courier or mail | C delivery price | |
| Invoice (PRP) return service from one address (only documents, given to courier by the receiver during delivery process will be returned to customer) | C delivery price | |
| Sending a scanned transport invoice to clients` e-mail address | 1,00 € | |
| Parcel storage in SIA "Velokurjers" warehouse for more than 24 hours (parcels up to 3kg only) | 2,00 € / 24h | |
| Parcel packaging (price depends on parcel size, weight, type) <i>The service is available for C delivery with a pickup address in Riga.</i> | 2,00–10,00 € | |
| Transportation of fragile objects by a bicycle courier (flowers, computers, tableware etc.) <i>The service is available at all addresses within A and B delivery / at addresses in Riga and regions near Riga within C delivery.</i> | 4,00 € | |
| A parcel has to be picked up or delivered at a specific time <i>The service is available at addresses in Riga</i> | 4,00 € | |
| The pickup or delivery has to be repeated (for example, the sender or receiver is not at the pickup / delivery address, does not answer the phone, the parcel is not prepared for the pickup when the courier arrives etc.) | in Riga | Base charge |
| | Outside Riga | Base charge + distance charge |
| Waiting charge (is applied if the courier has to wait for more than 10 minutes) <i>The service is available at all addresses within A and B delivery / at addresses in Riga and regions near Riga within C delivery.</i> | Bicycle | 10,00 € / h |
| | Car / Van | 20,00 € / h |
| Delivery outside the working time: <i>The service is available for A delivery.</i> | Working days 08.00-09.00 | 2,00 € |
| | Working days 06.00-08.00 or 19.00-21.00 | 5,00 € |
| | Weekends and holidays 09.00-18.00 | 3,00 € |
| | Working days 21.00-06.00, weekends and holidays 18.00-09.00 | 10,00 € |

7. DISCOUNTS

| Description | Discount | |
|--|-------------------------------|-------|
| Two or more receivers in the same building (additional delivery price) <i>The discount is applied to all A and B deliveries and also C deliveries in Riga and regions near Riga.</i> | 1,00 € | |
| Discount for each delivery ordered by using online clients account | - 0,20 € | |
| More than one delivery from the same pickup address in Riga ordered at the same time (<i>the discount is applied to each delivery</i>) | - 10% | |
| A and B there-and-back deliveries (<i>the discount is applied to one way delivery price</i>) | In Riga | - 10% |
| | Outside Riga | - 75% |
| If the total sum of the monthly bill exceeds 150,00 EUR without VAT, additional discounts are applied: <i>The discount is applied to the total sum of all C delivery orders and also A and B delivery orders in Riga.</i> | If the sum exceeds 150,00 EUR | - 5% |
| | If the sum exceeds 300,00 EUR | - 10% |
| | If the sum exceeds 450,00 EUR | - 15% |
| | If the sum exceeds 700,00 EUR | - 20% |

All prices are shown without VAT 21%.