



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

OFFER FOR COURIER DELIVERY SERVICES

Riga, 2020

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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 Stolarovs, 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

1.3. Our couriers and types of transport

Our transport	Our couriers
2 vans with a lift 9 vans 11 LAVs (minivans) 2 cars 1 scooter 6 cargo bicycles 15 bicycles	15 bicycle couriers 16 car couriers 1 motocourier

1.4. 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.

2. DELIVERY PRICES

2.1. Delivery prices in Riga

Weight (kg)	Size (m)	A delivery 0-1 km	B delivery 0-1 km	C delivery (pickup today, delivery tomorrow)	
		Immediately (1- 3 h)	In 4 h time	Weight / volumetric weight (kg)	Price
1	0,66	4,00 €	3,50 €	< 0,5	3,00 €
3	0,72	5,00 €	4,50 €	< 1	3,50 €
5	0,90	6,00 €	5,50 €	< 3	4,00 €
10	1,20	7,00 €	6,50 €	< 5	4,50 €
25	1,45	8,00 €	7,50 €	< 10	5,75 €
50	2,00	9,00 €	8,50 €	< 15	7,00 €
100	2,50	10,00 €	9,50 €	< 20	8,25 €
200	3,00	12,00 €	11,50 €	< 25	9,50 €
300	< 1 pallet	14,00 €	13,50 €	< 30	10,75 €
400	< 1 pallet	16,00 €	-	> 30	+0,25 € / kg
700	< 2 pallets	20,00 €	-		
1000	< 3 pallets	24,00 €	-		
1500	> 3 pallets	28,00 €	-		
Price per km after the 1st km:		+ 0,75 € / km	+ 0,50 € / km	-	-

2.2. Delivery prices outside Riga, in Latvia, the Baltic States & EU

Weight (kg)	Size (m)	A delivery (immediately)		B delivery (In 4 - 6 h time)	C delivery (Within the Baltic States: on the next working day: Other EU countries: in 4-6 working days time)			
		Outside Riga, Lithuania, Estonia (2-6h)	Other EU countries (12-24h)	Available up to 100 km from Riga	Weight / volumetric weight (kg)	Regions near Riga, Cities	Rest of Latvia, Lithuania, Estonia	Other EU countries
1	0,66	10,00 € + 0,45 € / km	10,00 € + 0,70 € / km	7,00 € + 0,35 € / km	< 0,5	5,00 €	10,00 €	20,00 €
3	0,72	10,00 € + 0,45 € / km	10,00 € + 0,70 € / km	7,00 € + 0,35 € / km	< 1	6,00 €	11,00 €	22,00 €
5	0,90	10,00 € + 0,45 € / km	10,00 € + 0,70 € / km	7,00 € + 0,35 € / km	< 3	6,50 €	12,00 €	24,00 €
10	1,20	10,00 € + 0,45 € / km	10,00 € + 0,70 € / km	7,00 € + 0,35 € / km	< 5	7,00 €	13,00 €	26,00 €
25	1,45	10,00 € + 0,45 € / km	10,00 € + 0,70 € / km	7,00 € + 0,35 € / km	< 10	8,25 €	15,50 €	31,00 €
50	2,00	10,00 € + 0,45 € / km	10,00 € + 0,70 € / km	7,00 € + 0,35 € / km	< 15	9,50 €	18,00 €	36,00 €
100	2,50	10,00 € + 0,45 € / km	10,00 € + 0,70 € / km	7,00 € + 0,35 € / km	< 20	10,75 €	20,50 €	41,00 €
200	3,00	12,00 € + 0,45 € / km	12,00 € + 0,70 € / km	9,00 € + 0,35 € / km	< 25	12,00 €	23,00 €	46,00 €
300	< 1 pallet	14,00 € + 0,45 € / km	14,00 € + 0,70 € / km	11,00 € + 0,35 € / km	< 30	13,25 €	25,50 €	51,00 €
400	< 1 pallet	16,00 € + 0,55 € / km	16,00 € + 0,80 € / km	-	> 30	+0,25 € / kg	Latvia: +0,25 € / kg	By agreement
700	< 2 pallets	20,00 € + 0,55 € / km	20,00 € + 0,80 € / km	-				
1000	< 3 pallets	24,00 € + 0,55 € / km	24,00 € + 0,80 € / km	-				
1500	> 3 pallets	28,00 € + 0,55 € / km	28,00 € + 0,80 € / km	-				

3. ADDITIONAL CHARGES AND FEES

Description	Price	
Delivery to any "Latvijas Pasts" parcel terminal in Latvia (weight up to 10 kg, size up to 38x38x58 cm)	4,50 €	
Preparation of bill and sending it to an e-mail	Free of charge	
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	
Parcel storage in SIA "Velokurjers" warehouse for more than 24 hours (parcels up to 3kg only)	2,00 € / 24h	
Parcel packaging (price depends on size, weight, type). <i>The service is available for C delivery with a pickup address in Riga.</i>	2,00–10,00 €	
Additional charge to the price if the pickup / delivery address is located in Jūrmala special zone and the delivery is ordered in dates between April 1 and September 30	A delivery	2,00 €
	B delivery	1,00 €
	C delivery	0,50 €
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>	2,00 €	
A parcel within C delivery has to be picked up or delivered at a specific time. <i>The service is available at addresses in Riga.</i>	2,00 €	
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
Loading charges (If the process of loading or unloading takes more than 2 minutes)	2,00 € / 5 minutes	
Waiting charge (first 10 minutes are free of charge) <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>	2,50 € / 10 minutes	
Additional charge applied to the standard delivery price, if a van with a lift is ordered. <i>The service is available for A delivery.</i>	In Riga	+10,00 €
	Outside Riga	+ 0,10 € / km
Delivery outside the working time	06.00-08.00 or 19.00-21.00	3,00 €
	21.00-06.00	8,00 €

4. ORDERING CONDITIONS

4.1. 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.

4.2. Changes in delivery times

- 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/delivery time during winter or in bad road conditions (snow, rain, traffic jams) may grow up to 2h for a bicycle courier, up to 3h for a car/van courier.
- If the delivery is ordered in dates between December 10 and 31, standard delivery times due to the high demand of orders are not guaranteed and before making an order it is necessary to consult our operators about the fastest possible delivery time.

4.3. Weight and size calculation

- A and B delivery (size): 1 length (m) + 1 width (m) + 1 height (m).
- C delivery (volumetric weight): 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.

4.4. Insurance

- A and B delivery: up to 5000,00 € per parcel. Valid in the whole of Latvia.
- C delivery: up to 520 € per one unit and up to 13000 per whole parcel. An additional insurance is available.

4.5. 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.

4.6. C delivery ordering conditions

4.6.1. 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.

4.6.2. Next-day delivery to other EU countries

- 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

4.6.3. Delivery from other countries (import)

- For a delivery from other countries to Latvia an additional charge 5,00 EUR is applied.

4.6.4. Pickup and delivery locations (term explanation)

- 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 region
- Cities - addresses in Jūrmala, Aizkraukle, Alūksne, Balvi, Bauska, Cēsis, Daugavpils, Dobele, 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

4.6.5. Maximum weight and size

- Maximum length for the longest dimension – 150cm, maximum total length – 300cm.
- Maximum total length calculation: $2 \times \text{height (cm)} + 2 \times \text{width (cm)} + 1 \text{ length (cm)}$.
- 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.

4.6.6. Parcel preparation and ordering time

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.

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, and in that case an A delivery price from the pickup address to SIA “Velokurjers” office address in Riga, Lapenu street 7 is charged additionally to the C delivery price.

4.6.7. 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.

5. OTHER SERVICES

5.1. Full-day courier

Full-day courier service for your company

Type of transport	Indicative price	Comments
Bicycle	88,00 €	<ul style="list-style-type: none"> • One price per day regardless of the number of deliveries • In 8 h time courier can carry out 40-60 deliveries on average (depends on the type of transport, route, size and weight of the parcels). • You do not have to care about the courier's equipment. • SIA "Velokurjers" is responsible for courier's work, salary and tax payment. • Fuel expenses for 150 km distance in city conditions are included in the price • 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
Cargo bike	96,00 €	
Car (VW Caddy)	104,00 €	
Van	120,00 €	
Van with a lift	132,00 €	

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. DISCOUNTS

Description	Discount	
Two or more receivers in the same building (additional delivery price) <i>The discount is applied to all A, B and C deliveries in Riga.</i>	1,00 €	
Discount for each delivery ordered by using online clients account <i>The option to print the address label is offered during the delivery registration process</i>	With an address label attached	- 0,50 €
	Without the address label	- 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 A, B and C 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%.