

## TERMS AND CONDITIONS

These Terms and Conditions describe how we, Meest Post Sp. z o.o. provide individuals with organizing the parcel delivery services from the United Kingdom to Ukraine ([except for the territories temporarily occupied by Russia](#)).

### 1. DEFINITIONS

The terms used in these Terms and Conditions have their meaning as defined below:

“**Contractor**” means Meest Post Sp. z o.o., with its registered office at Obrzeźna 7, 02-691 Warsaw, Poland, identification number (KRS) 0001027880.

“**Customers**” means individuals/sender who order organizing the parcel delivery services from the United Kingdom to Ukraine.

“**Parcel**” means a package with its contents.

“**Recipient**” means the person or the addressee to whom the Parcel is addressed.

“**Services**” means services with organizing the parcel delivery services from the United Kingdom to Ukraine.

“**Website**” means [uk.meest.com](http://uk.meest.com) and [cab.meest.com/uk-en/portal](http://cab.meest.com/uk-en/portal).

### 2. SERVICES WE PROVIDE

2.1. The Contractor organizes the parcel delivery services for the Customer including the acceptance, sorting, transportation, and delivery of the parcel, for the remuneration, under the principles set out in these Terms and Conditions and at the Customer's request.

2.2. By submitting an order for the Services, the Customer confirms that he or she has read and agreed to these Terms and Conditions and all details of providing the Services.

2.3. These Terms and Conditions, and the documents and information on the Website constitute the entire agreement between the Customer and the Contractor.

2.4. The Contractor provides the Services in the territory of the United Kingdom.

2.5. The Contractor engages third parties to provide the Services, enabling the Contractor to provide high-quality and timely services. For this reason, the Contractor in these Terms and Conditions may also mean this third party.

2.6. Unless the law provides otherwise, the parcel is the Customer's property until issued to the Recipient.

2.7. The average delivery time is 7 days. More specific information is displayed on the Website during registration.

2.8. The Customer and the Recipient can track the parcels through the Website after specifying the parcel's tracking number.

### 3. PRICE AND PAYMENT

3.1. The Customer can calculate the approximate rates of the Services the Contractor provides using «Calculate Rates» on the Website before buying the Services.

3.2. The price will be charged at the rates applicable on the date you place your order on the Website after you provide the Contractor with sender information, recipient information, and all details before we ask you to pay.

- 3.3. The payment is made on the Website after the Customer fills in all information and details about the sender, Recipient, and the good the Customer wants to send.
- 3.4. The Services cannot be provided without prior payment.
- 3.5. The price is also set out in the order the Customer get by email.
- 3.6. Other rates will be payable in the manner and timescale specified by the Contractor from time to time.
- 3.7. The price may change if the Customer provide the Contractor with the wrong information or parcel details. If that happens, the Contractor will not provide the Services until the Customer have paid extra. Until the Customer has paid any surcharges owing to the Contractor, the Contractor can hold the parcel at the Customer's risk. If after 30 days, the Customer has failed to pay the surcharges, the Contractor may dispose of or destroy the parcel.
- 3.8. Payments are not processed through pages controlled by the Contractor. The Contractor use online payment service providers who will encrypt the payment data in a secure environment.

#### **4. PLACE OF COLLECTION AND DELIVERY**

- 4.1. The Customer can choose the place of collection and delivery while submitting the order on the Website. It can be from Address to Address, from Address to Branch, from Branch to Branch, from Branch to Address.
- 4.2. From the Address means collecting the parcel at the sender's address.
- 4.3. To the Address means delivering the parcel to the Recipient's address.
- 4.4. From the Branch means receiving the parcel from the sender at a specified branch by delivering the parcel at the sender's own expense and risk.
- 4.5. To the Branch means delivering it to the Recipient at another specified branch.
- 4.6. The Contractor can change the place of collection or delivery upon prior notice to the Customer if the Branch is closed or unavailable and in other cases, indicated in these Terms and Conditions.

#### **5. INFORMATION YOU PROVIDE**

- 5.1. The Customer agree to provide accurate, up-to-date, and complete information while ordering the Services. In order to ensure a delivery on time, please ensure that your parcel has the full, correct names, addresses, an email addresses and a mobile numbers. This will help the delivery partner to ensure the parcel is delivered correct first time.
- 5.2. The Contractor provides the Services based on the documents completed only using the form on the Website. The Customer is fully liable for all data in the documents.

#### **6. RECEIVING THE PARCELS**

- 6.1. The Customer shall send a properly packaged parcel.
- 6.2. The Contractor accepts the parcel if it is packaged appropriately for the content, form, weight, and size, ensuring its proper protection against external factors.
- 6.3. The Customer shall send the parcel in a condition enabling its proper delivery without loss or damage.

6.4. The Customer shall, at his own expense and risk, properly pack and secure the parcel against damage to exclude the movement of the contents and ensure the integrity of its contents during transport.

6.5. The Customer shall pack the goods in the way that does not cause or endanger damage to other items transported by the Contractor and the property of the Contractor and third parties, including vehicles.

6.6. The Customer shall pack the parcel in a way that does not threaten the health, people, and the natural environment.

6.7. The parcel should be packed using materials to see all the details about the parcel.

6.8. The packaging of the parcel is included in its weight.

## **7. RIGHT TO REFUSE**

7.1. The Contractor shall refuse to provide the services:

- If the Customer does not comply with the requirements of these Terms and Conditions;
- If the content of the parcel exposes others to damage;
- the packaging or a visible part of its content contains inscriptions, images, drawings, or other graphic signs violating the law;
- If the Customer wants to send the parcel outside the territory specified in the preamble of these Terms and Conditions unless the Contractor has an agreement enabling the delivery to such territory;
- If the content of the parcel is prohibited under these Terms and Conditions or the law;
- If any of the dimensions of the parcel exceeds 1500 mm;
- If the sum of the dimensions (length, width, height) of the parcel exceeds 3000 mm;
- If the weight of the parcel is greater than 30 kg;
- If the value of the parcel exceeds the value, permitted by the regulations of the country of destination or other laws;
- If the parcel is addressed incorrectly or the parcel is improperly packed or marked;
- If the documents the Customer shall deliver to the Contractor together with the parcel are improperly completed or are unreliable;
- If the Customer fails to deliver to the Contractor together with the parcel, all documents required by law or these Terms and Conditions at the appropriate time.

7.2. If the Contractor refuses to provide the services, the parcel shall be returned to the Customer at his expense and the fee for the Service shall be refunded.

## **8. CANCELLATION**

8.1. The Customer may cancel the Services and receive a full refund of the charges paid by contacting the Contractor using the 'Contact Information' provided below, supplying the relevant parcel tracking number, and following all instructions.

8.2. The Customer shall not be able to cancel the Services and will not be entitled to a refund if the parcel has been accepted from the Customer or if the parcel label generated after submitting the form on the Website has been used.

8.3. If the Customer breaches these Terms and Conditions or there are reasonable suspects of a breach of the law, the Contractor may cancel the Services.

## **9. CHANGES AND RETURNS**

9.1. The Customer can provide the Contractor with a reasonable request for return services before the parcel is delivered to the Recipient. The Contractor may ask to provide additional information to understand why the Customer requests for return services.

9.2. The return services are provided at the Contractor's discretion and its reasonable decision not to provide the service shall owe no liability.

9.3. Before the parcel is delivered, the Customer also may request a change of the Recipient, address, or place of delivery of the parcel.

9.4. The Customer shall remain responsible for all charges for change and return services and indemnify the Contractor in respect of all liabilities, losses, damages, claims, costs, and expenses suffered or incurred by the Contractor arising from change and return services.

## **10. FAILURE TO DELIVER**

10.1. The Contractor will do its best to provide the Services and organize the delivery of the parcels to their Recipients.

10.2. If the delivery fails, the Contractor will arrange for collection or redelivery for a reasonable period.

10.3. The Contractor may offer the additional service of storing the parcel after a reasonable period ends for further delivery attempts if the Contractor receives a request from the Customer or the Recipient.

10.4. The Contractor shall deem it impossible to deliver the parcel and has the right to return the parcel to the Customer if:

- The parcel has an incomplete or incorrect name of the Recipient or delivery address;
- The parcel does not meet the conditions set out in these Terms and Conditions;
- The Recipient refuses to pay any customs charges and duties; or
- The Recipient refuses to accept the parcel or does not contact the Contractor within the reasonable period.

10.5. The Customer should provide the return address to have the parcel returned.

10.6. The return of the parcel does not affect the Contractor's right to payment for providing the Services.

10.7. The Contractor shall not be liable and shall inform the Customer if the Recipient doesn't want to pay customs charges and duties. In such an event, the parcel can be returned to the Customer if the Customer pays all customs charges and duties and charges for the parcel's return.

10.8. Without paying the relevant charges, the Contractor solely disposes of the parcel.

## **11. RIGHT TO COMPLAINT**

11.1. If the Customer has any claims or believe the Contractor has not met its legal duties, follow the contact information below. Also, a claim may be filed electronically using the online form on the Website.

11.2. By filing the claim using the online form on the Website the complainant understands that the Contractor will use the email address and/or phone number provided by the complainant to respond to the complainant.

11.3. The claim for loss and damage expires when acceptance of the parcel without reservations unless the authorized person found defects or damage not visible from the outside after accepting the good and, no later than 7 days after accepting the parcel, reported a claim to the Contractor on this account and proved that the defects or damage to the goods occurred between the acceptance of the goods by the Contractor to perform the Services and its delivery to the Recipient.

11.4. The parcel and its packaging should be kept until the claim is settled.

## **12. LIABILITY FOR LOSS AND DAMAGE**

12.1. The Contractor is liable for loss and damage of the goods the Customer sends caused by the Contractor's negligence or that of those for whom it is vicariously liable.

12.2. The Contractor shall not be liable for any loss or damage if such loss or damage occurs:

- Due to force majeure;
- For reasons attributable to the Customer, the Recipient, or third party, not caused by the fault of the Contractor;
- Due to the nature of the goods the Customer sent e.g., natural deterioration, any latent or inherent defect; or
- Due to the breach by the Customer or the Recipient of these Terms and Conditions or applicable law.

Also, the Contractor shall not be liable for loss and damage of the goods specified as excluded.

## **13. COMPENSATION LIMITS**

13.1. The compensation for loss or damage payable under the Services shall be limited to the price of the goods and shall not exceed the limits stated below. The Customer declares the price when filling in parcel details in the form on the Website. Also, any compensation for damage shall be limited to the repair costs of the goods the Customer sends.

13.2. The following limits apply to compensation for loss or damage payable under the Services:

EUR 150 for the parcels sent to Ukraine;

13.3. If only one or a few of the goods the Customer sends is lost or damaged the Contractor applies compensation only in this part.

13.4.

Compensation cover for loss and damage is included in the price of the Services.

13.5. If the Contractor fails to perform the Services, the Contractor shall refund the Customer the fee charged for the Services regardless of any compensation.

13.6. The Contractor shall reject any claims that overstate the limits stated in these Terms and Conditions.

## **14. PROHIBITIONS**

14.1. The parcel must not contain any prohibited content:

- Items whose properties could pose a hazard to people or expose other parcels to the risk of destruction, damage, soiling, etc.;

- Dangerous Goods classified as dangerous in the latest edition of the International Civil Aviation Organization's Technical Instructions for the Safe Transport of Dangerous Goods by Air, for example: explosives such as fireworks, flares and blasting caps; gases including cylinders for camping stoves, gas cartridges, fire extinguishers and scuba tanks; flammable liquids including acetone, benzene, petroleum, lighter fluid, solvent-based paint thinners and removers and many paints, enamels and adhesives; flammable solids including magnesium, phosphorous, potassium, sodium, sodium hydride, zinc powder, fire lighters and matches; oxidising materials or organic peroxides; toxic or infectious substances; radioactive material; corrosives including acids, corrosive paint and rust removers, caustic soda, some dyes, mercury and gallium metal; car airbag inflators, dry ice);
- Radioactive materials classified as dangerous goods in the latest edition of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air;
- Inflammable or explosive materials, corrosive substances and other goods listed in the ADR Treaty;
- Arms, firearms, weapons, ammunition, airguns imitation firearms, de-activated guns, antique firearms, paintball guns, inert projectiles, air weapons, and all kinds of other arms (i.e. instruments designed to injure or to kill) and their parts. The weapons include items made for the sole purpose of causing injury to a person, any item adapted for use to cause injury to a person, and any item intended by the person sending or receiving it to cause injury to a person, including, but not limited to CS gas, pepper sprays, tasers and stun guns, flick knives, gravity knives, disguised knives, spring knives, butterfly knives, pistols, crossbows, swords, brass knuckles, and tasers, and other items that are banned under laws applicable in the UK or the destination country
- Bladed Items;
- 3D printers designed or used exclusively for the production of firearms;
- Controlled drugs and drugs detailed in the Misuse of Drugs Act 1971, certain other substances which may be prohibited or are illegal to import to certain countries, or considers to have as having an effect similar to a controlled drug. Narcotics, psychotropic substances and new psychoactive substances known as "legal highs", as well as cannabinoids, cannabis derivatives such as cosmetics, clothing, food, etc., containing tetrahydrocannabinols (THC) and derivatives of non-fibrous cannabis (including medicinal marijuana);
- Replica and inert explosive devices and military ordnance, including replica and inert grenades, inert shells and the like, as well as toy ones;
- Correspondence exchanged between persons other than the sender and the addressee or persons living with them;
- Counterfeit and pirated items;
- Indecent, immoral or obscene items (including prints, photographs, books, words, marks or designs);
- Live animals or insects;
- Human or animal organs;
- Human remains and dead animals (including any their parts);
- Body fluids and products of human or animal metabolism, its diagnostic specimens;
- Infectious substances, clinical and medical waste, including contaminated dressings, bandages and needles;

- Aerosols;
- Alcoholic beverages and liquids, other objects which require excise duty labels (e.g. tobacco products);
- Dried tobacco or denatured alcohol;
- Perfume and aftershave (including eau de toilette, eau de perfume);
- Nail varnish and polish;
- Lithium ion and lithium polymer batteries sent with equipment (e.g. rechargeable batteries sent with equipment but not installed in the equipment);
- Lithium ion/polymer batteries sent on their own (e.g. lithium batteries sent as replacements);
- Lithium metal batteries sent with equipment (e.g. nonrechargeable batteries found with electronic devices);
- Lithium metal batteries sent on their own (e.g. lithium batteries sent as replacements);
- New wet, non-spillable batteries (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries);
- Other batteries classified as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO) including wet spillable lead acid/lead alkaline batteries (including car batteries);
- Damaged batteries of any type and used alkaline, nickel metal hydride or nickel cadmium batteries;
- Christmas Crackers;
- Fish or Fish Fry;
- Frozen food;
- Wet ice (frozen water);
- Perishables requiring special transport conditions;
- Foreign and illegal lottery tickets;
- Goods made in foreign prisons of a kind not manufactured in the UK or those in transit;
- Car parts (e.g. car panels, doors, bumpers, bonnets);
- Medicines, medicinal products;
- Plants;
- Liquids more than 5 litres per container and 10 litres per box;
- Any items that are wet, leaking or emit an odor of any kind including waste, dirt, filth or refuse;
- Articles which, by their nature or their packing, may expose officials or the general public to danger, or soil or damage other items, postal equipment or third-party property;
- Goods whose carriage is prohibited in the country of origin, transit or destination (e.g. ivory and goods made from ivory).

14.2. Also, the parcel addressed to Ukraine must not contain any following content:

- Hazardous narcotic drugs, psychotropic substances whose circulation is prohibited, and plants containing these drugs and substances classified in lists No. 1, No. 2, and No. 3 of Table I of the List of Narcotic Drugs, Psychotropic Substances, and Precursors, approved by the Resolution of the Cabinet of Ministers of Ukraine dated May 6, 2000, No. 770, along with their analogs;

- Goods, the import of which is prohibited by law due to threats to human life and health; those that may cause widespread infectious diseases or poisoning among people;
- Electrofishing systems (electric fishing rods), monofilament (hair) nets, hunting traps, and other means of extracting wildlife are prohibited by law;
- Cultural artifacts that are sought after;
- Cloned human embryos;
- Leaded gasoline and lead additives to gasoline;
- Radio equipment and radiating devices are classified as prohibited for use and import into Ukraine;
- Live pathogenic microorganisms (including bacteria, viruses, fungi, rickettsia, mycoplasmas, and other pathogenic microbes) and pathological material containing pathogens of animal diseases.
- Unregistered veterinary drugs;
- Regulated objects that are infected with quarantine harmful organisms; those that may introduce quarantine organisms into Ukraine; those that may increase the population of locally regulated harmful organisms beyond the established level of phytosanitary protection;
- Pesticides and agrochemicals before state registration, except in cases outlined by the Law of Ukraine "On Pesticides and Agrochemicals";
- GMOs and products produced using GMOs before state registration, except those intended for scientific research purposes or state approvals (tests);
- The list of goods approved by the Resolution of the Cabinet of Ministers of Ukraine dated December 30, 2015, No. 1147 "On the prohibition of the import into the customs territory of Ukraine of goods originating from the Russian Federation";
- Goods whose movement through the Russian Federation was conducted in transit, and goods imported from the Russian Federation, including those originating from third countries, may be placed under the customs regime of import if their import into Ukraine occurred before February 24, 2022, inclusive;
- Publishing products that originated or were manufactured and/or released into the world and/or imported from the territory of the aggressor state, the Republic of Belarus, or the temporarily occupied territory of Ukraine (except for the distribution of publishing products that originated or were manufactured and released into the world in the temporarily occupied territory of Ukraine before its temporary occupation), as well as book publications containing works whose authors are or were at any time after 1991 citizens of the aggressor state after 1991, except for former citizens of the aggressor state who are (or were at the time of death) citizens of Ukraine and did not hold (or did not hold at the time of death) citizenship of the aggressor state.

14.3. This list is not definitive and may be changed from time to time. For more information about service availability, or for country-specific prohibitions, exclusions or licence requirements, please contact us refer to the contact information below.

14.4. The Customer is liable for the content of the parcel. It is the Customer's responsibility to ensure compliance with the law.

14.5. In the event of a reasonable suspicion that a parcel/shipment does not meet the aforementioned requirements, the carrier may verify its contents before acceptance and then decide to withhold it from transport.

14.6. If the Contractor returns the parcel to the Customer due to contravention of customs regulations for prohibited goods, the charges will not be refunded and a return charge applies. The shipment of items that are excluded from transport may also be subject to sanction under the relevant generally applicable regulations.

## **15. EXCLUDED GOODS**

15.1. The list of goods whose loss or damage are not subject to compensation:

- Goods requiring special conditions for their movement or storage (including television sets; screens; laptops; computer monitors; photo cameras and lenses; cooktops; cases when used as external packaging; collectable toys and action figures, where the original packaging contributes to the item's value; furniture – both flat packed and ready built; lighting – fluorescent tubes, neon lighting, x-ray tubes, light bulbs etc. or any other inherently fragile lighting items; models, for example completed kit or scratch build models, dolls houses and architectural models; objects made of brittle or fragile materials: crystal glass, ceramics, porcelain, plaster, fibre clay, composites e.g. concrete and fragranite, resin – including amorphite, amber and composites; rock, stone and mineral items – including granite, marble, fossils, geodes, gem stones, crystals or similar items; mirrors or objects with mirror inserts; glass objects, e.g. bathtub screens, drinking glasses, vases, etc.; spectacles, optical devices (e.g. telescopes or binoculars); plants, seeds, flowers, fertilizers and plant products; stringed or plucked musical instruments);
- Valuables (precious metals or stones and objects made of them; jewellery; antiques; works of art or objects of artistic value, antiques and other objects whose value results from their age, rarity or subjective features; numismatic items or philatelic collections; fur; sim cards; trading cards; watches, clocks and their parts; or other valuable articles);
- Payment instruments and financial documents (coins, bank notes, currency notes; payment cards, credit/debit cards, prepaid cards; savings booklets; cheques, banker's drafts, postal orders, cheques or dividend warrants, other securities including share warrants, scrips or subscription certificates, bonds, relative coupons, bills of exchange, shares, or T-bills; unfranked postage stamps or revenue stamps; national insurance stamps; negotiable documents; stamps: unused or unfranked postage or revenue stamps; coupons, vouchers, tokens, lottery tickets, scratch cards or similar items which can be exchanged themselves or with any other item for money, goods or services;
- Documents (medical records, employment records; tender documents, commercial offers, accounting documents; passports; identity cards; driving licences; wedding certificates, birth certificates, death certificates and changes of name, gender certificates, or other documents containing personal data);
- All items that have been improperly packed, improperly secured, without “fillers” such as styrofoam;
- Liquid materials, e-cigarettes.

15.2. Also, prohibited goods are excluded from any compensation and refunds.

## **16. LIMITATION OF LIABILITY**

16.1. The Contractor shall not be liable to pay any refund or compensation and shall not be liable for any damage if:

- there is any delay in delivery as the term of delivery is approximate;
- the parcel has been sent to an address that is closed;
- the parcel is returned to the Customer after a failed attempt to deliver to the Recipient;
- there is duty payable on the parcel;
- the parcel is held up or seized by customs or other authorities.

16.2. If the Contractor accepts the parcel for delivery, it does not exclude or limit the Customer's liability for providing incorrect or unreliable information when submitting the form on the Website.

16.3. If the Contractor reasonably suspects that the parcel may damage other parcels or the Contractor, the Contractor may request the Customer to open it. If the Contractor's request to open the parcel is impossible or ineffective, the Customer may secure the parcel at its own expense in a manner that ensures security. Failure of the Contractor to exercise the above shall not affect its liability under these Terms and Conditions.

16.4. If the Contractor reasonably suspects that the parcel is the subject of a crime or its content is dangerous, the Contractor shall detain and secure the parcel until authorized entities inspect it.

16.5. The Customer is liable for any damage to other parcels, the Contractor, or third parties caused by violating these Terms and Conditions or the law.

16.6. The Contractor shall not be liable to the Customer or others for any indirect or consequential loss or damage, including loss of profits, revenue, or anticipated savings, arising out of or in connection with these Terms and Conditions, whether due to negligence, breach of statutory duty, or otherwise.

## **17. OTHERS**

17.1. These Terms and Conditions will be governed by and construed in accordance with the laws of England and Wales.

17.2. The applicable law will apply in areas not covered by these Terms and Conditions.

17.3. Each party irrevocably agrees to submit to the exclusive jurisdiction of the courts of England and Wales for any claims or matters arising in connection with these Terms and Conditions.

17.4. These Terms and Conditions shall be construed together with other documents and information published on the Website.

17.5. The Contractor provides the Services in compliance with the highest standards of business ethics and zero tolerance for fraud, bribery, and corruption. The Contractor undertakes to comply with and ensure compliance with all applicable law, including anticorruption, anti-bribery, and economic sanctions.

17.6. If any provision of these Terms and Conditions shall be found invalid, such invalidity shall not affect the other provisions of these Terms and Conditions which shall remain in effect.

## **18. PERSONAL DATA**

18.1. The Contractor is the controller of the personal data collected on the Website.

18.2. For more information on data processing, please look at the **Privacy Policy**.

## **19. CONTACT INFORMATION**

19.1. Contact the Contractor by email, regular mail, or by call using the contact details below:

**Meest Post Sp. z o.o.**

Obrzeźna 7,  
02-691 Warsaw  
Poland

Email: info@meestpost.com

Tel. +443305330230

19.2. If the Customer has any feedback, questions, or claims regarding the Services, the Customer can also contact the Contractor by clicking on 'Contact Us' section found on the Website and filling in the form.

## **20. CHANGES TO OUR TERMS AND CONDITIONS**

20.1. The Contractor will review these Terms and Conditions regularly and post any updates on the Website.

20.2. Any changes take effect from the moment they are published on the Website. Nevertheless, the Contractor provides the Services according to the Terms and Conditions that are in effect at the time the Customer purchases the Services.

20.3. If any material changes in these Terms and Conditions, the Contractor will notify by posting notice on the Website.

These Terms and Conditions were last updated on **14 April 2025** by Meest Post Sp. z o.o.