



Services Agreement No. _____ (Waybill No.)

Agent: DHL International Kazakhstan LLP

Head Office Almaty:
 #100/2 Nursultan Nazarbayev ave.,
 Almaty 050008, Republic of Kazakhstan
 BIN 040240002644
 Bank Account: **KZ9683201T0200092058**
 JSC Citi Bank Kazakhstan
 BIC CITIKZKA
 JSC "Citibank Kazakhstan"
 Tel.: +7 (727) 259-00-03
 Order of the Customs Control Committee on inclusion in the Register of Customs Brokers No.463
 dated August 21, 2012



Pak Y

Client:

Full Name _____

ID Card No. _____

Issued by and when _____

IIN registered in the Republic of Kazakhstan

The name of the State Revenue Department (SRD) at the place of registration as a taxpayer of the Republic of Kazakhstan (tax authority)

(be sure to fill it in. Representative is responsible for the data correctness)

Signature _____

Date ___/___/2025

This Agreement (hereinafter referred to as the "Agreement") is made between DHL International Kazakhstan LLP represented by Y. Pak acting by virtue of the Power of Attorney, hereinafter referred to as the "Agent", on the one hand, and a person who subscribes his/her name to the front sheet of this document, hereinafter referred to as the "Client".

Subject of Agreement.

The subject of this Agreement is compensated provision of customs clearance services based on a customs receipt voucher (hereinafter referred to as the CRV) for Client's goods that are imported to the customs territory of the Republic of Kazakhstan by the agency of the DHL network under Waybill No. _____ beyond the limits of duty-free import provisions as specified in the Customs Laws (hereinafter referred to as the CL) of the Eurasian Economic Union (hereinafter referred to as the "EAEU") and are classified as the goods for Client's personal use.

Terms of Agreement

1. The Agent shall enter Client's goods as specified herein for customs clearing subject to the CL requirements and provisions.
2. The Agreement shall apply to the goods delivered by DHL to individuals and processed using the CRV.
3. The Client shall entitle the Agent to store and use personal data for a purpose of this Agreement.
4. The Agent may use the personal data for a purpose of this Agreement only and shall take any and all measures necessary to protect the personal data.
5. Any information received under Article 3 of the Agreement may not be disclosed or distributed, except to competent authorities pursuant to the applicable laws of the Republic of Kazakhstan.
6. The cost of the service is formed based on the tariffs in force in DHL on the day of service provision. The calculation of customs payments is based on the current Customs Legislation. The representative provides the calculation of fees to the represented person and notifies by sending the amounts for payment by e-mail to the e-mail address of the represented person. The represented person pays using electronic payment systems before declaring the cargo.
7. The Agent starts providing the services after receipt of the payment from the Client.
8. The Agent undertakes to take all necessary measures to return to the Client's current account the amounts overpaid by the Agent to the Client's personal account.
9. When the customs authorities classify the Client's goods as the goods not intended for personal use, the Agent shall pay a refund to the Client within 10 banking days or, as agreed with the Client, set off against any other services provided or to be provided by the Agent.
10. The Agent may terminate the Agreement in the event of any change in the customs clearance laws regarding the goods for personal use.
11. The Client shall be responsible for completeness and accuracy of the information provided for the goods entered, including the intended use.
12. The Agreement shall enter into force on the first day of the actual provision of the service or any other actions by DHL arising from the subject of this Agreement.
13. The Parties agree that on the basis of Article 152 of the Civil Code of the Republic of Kazakhstan, when concluding a Agreement, it is allowed to use a facsimile copy of the signature or in accordance with paragraph 5-1 of Article 36 of the Law of the Republic of Kazakhstan "On Informatization" by an agreement on acceptance of the terms of the contract, posted on the Internet portal www.edhl.kz, is sending a short text message to the phone number of the Represented Person containing a one-time password.