

Raben Lietuva UAB

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Raben**Appendix 3****Placing Transport Orders**

1. The Transport Order shall be placed to the Carrier:
 - 1.1. via the application provided by the Carrier after prior registration and setting up an account by the Customer. Detailed instruction concerning registration is available on the Carrier's Website and at Carrier's customer service.
 - 1.2. in a form of an electronic data interchange (EDI) or in any other manner previously agreed with the Carrier.
2. In case it is impossible to place the Transport Order as set forth in Clause **Error! Reference source not found.** or **Error! Reference source not found.** hereinabove, it is acceptable to place the Transport Order via electronic mail or fax on a form available in each Carrier's branch or on the Carrier's Website. Transport Orders placed via electronic mail or fax shall be sent to the applicable – for the place of dispatching the Goods or location (seat) of the Customer – Carrier's branch. A list of Carrier's branches and their e-mail addresses and fax numbers for placing Transport Orders, as well as territorial scope of the Carrier's branches are available on the Carrier's Website. In the case of placing the Transport Order via electronic mail or fax, the confirmation of acceptance of such a Transport Order for execution by the Carrier is mandatory. The confirmation of accepting the Transport Order shall be sent by the Carrier via electronic mail or fax to the address / number indicated in the content of the Transport Order. Lack of confirmation of accepting the Transport Order by the Carrier placed via electronic mail or fax shall mean that the Transport Order has not been accepted and the Contract of Carriage shall not be concluded.
3. Transport Orders shall be placed appropriately in advance:
 - 3.1. Transport Orders for Domestic Transport Service:
 - 3.1.1. Till **12:30** on the Business Day when the collection of the Goods from the Consignor is to take place – for cases when place of collection of the Goods is within the territorial scope of the Carrier's branch to which the Transport Order was placed; (Kaunas (D19), Vilnius (D18), Klaipėda (D20))
 - 3.1.2. Till **11:00** on the Business Day when the collection of the Goods from the Consignor place is Panevėžys, Šiauliai, Mažeikiai. Alytus, Marijampolė.
 - 3.1.3. Till **15:00** of the Business Day preceding the Business Day when the collection of the Goods from the Consignor is to take place – in any other cases.

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Raben**3.2. Transport Orders for International Transport Service:**

3.2.1. Imports (Transport Orders for transport of a Goods from abroad to Lithuania): by 15:00 of the Business Day preceding the Business Day when the collection of the Goods from the Consignor is to take place;

3.2.2. Imports from Latvia and Estonia (1st zone) (Orders for transportation of goods from these countries to Lithuania: by 12:00 on the business day when goods are to be picked up from the Sender in the case where the goods are loaded in the same area as Raben Latvia (Zone 1) or Raben Estonia (Zone 1). Other zones in Latvia and Estonia - before 15:00 for collection of next working day when the goods are to be collected from the Sender.

3.2.3. Exports (Transport Orders for transport of a Goods from Lithuania to abroad):

3.2.3.1. Till **12:30** on the Business Day when the collection of the Goods from the Consignor is to take place – for cases when place of collection of the Goods is within the territorial scope of the Carrier's branch to which the Transport Order was placed; (**Kaunas (D19), Vilnius (D18), Klaipėda (D20)**).

3.2.3.2. Till **11:00** on the Business Day when the collection of the Goods from the Consignor place is **Panevėžys, Šiauliai, Mažeikiai, Alytus, Marijampolė**.

3.2.3.3. Till **15:00** of the Business Day preceding the Business Day when the collection of the Goods from the Consignor is to take place – in any other cases.

3.2.4. Transits (Transport Order for transport of a Goods outside the territory of Lithuania): by 15:00 of the Business Day preceding the Business Day when the collection of the Goods from the Consignor is to take place.

4. Transport Order placed after the cut-off times specified in Clause **Error! Reference source not found.**, shall be deemed placed on the next Business Day.
5. After placing an order for shipment transportation, where the final recipient is a private person, the customer guarantees that the consignee will be available to receive the goods until 5 p.m. If the goods cannot be delivered within 3 days, shipment will be returned to the sender at the customer's expense without further notice. Shipment deliveries are made only on working days, from 8:00 a.m. until 5 p.m. It is not possible to reserve a delivery time for a private person.