

OFFICIAL TRANSLATION

REPUBLIC OF LITHUANIA

POSTAL LAW

15 April 1999 No. VIII-1141

(As amended by 13 April 2004 No. IX-2118)

Vilnius

Article 1. Purpose, Scope and Objectives of the Law

1. This Law shall establish the legal framework for the provision of postal and courier services, relations between providers and users of postal and courier services, the rights and obligations of the providers of postal and courier services, regulatory institutions governing postal activities, liability of the providers of postal and courier services as well as compensation for damage.

2. The Law shall be applicable to providers and users of postal and courier services.

3. The Law shall not regulate diplomatic mail.

4. The objective of this Law shall be harmonisation of the regulation of the postal and courier activity of the Republic of Lithuania with the legal act of the European Union referred to in the Annex to this Law.

Article 2. Definitions

1. "Terminal dues" shall mean the remuneration of a universal service provider for the delivery of incoming cross-border mail.

2. "Cash-on-delivery postal item" shall mean a postal item handed over to the addressee against payment to a provider of postal services of an amount specified by the sender plus relevant postal charges.

3. "Insured postal item" shall mean a postal item in the event of damage or loss whereof the compensation up to the value declared by the sender shall be paid.

4. "Document exchange" shall mean a mutual exchange of postal items by self-

delivery between users subscribing to the service.

5. “Item of correspondence” shall mean a communication in written form (letter (postal item enclosed in an envelope), picture postcard (plain postcard), aerogramme) on any kind of physical medium to be conveyed and delivered at the address indicated by the sender on the item itself or on its wrapping.

6. “Authorisation” shall mean a document of an established form issued by the Communications Regulatory Authority and allowing to provide postal services.

7. “User” shall mean a natural or legal person using postal or courier services for personal or business purposes.

8. “Courier services” shall mean the clearance, distribution, transport and recorded delivery of postal items through a courier and the provision of additional services requested by the sender.

9. “Provider of postal and/or courier services” shall mean a person providing postal and/or courier services.

10. “Letter-post item” shall mean an item of correspondence, literature for the blind, also printed papers, small packets to be conveyed and delivered at the address indicated by the sender on the item itself or on its wrapping. Postal items regarded as letter-post items shall be understood in the manner they are defined in the Letter Post Regulations of the Universal Postal Union.

11. “Means of postal prepayment” shall mean valid postage stamps, souvenir sheets, envelopes and postcards (plain postcards) as well as aerogrammes with preprinted stamps, franking impressions and special approved prepayment impressions of the Republic of Lithuania.

12. “Postal services” shall mean the clearance, distribution, transport and delivery or handing in of postal items.

13. “Access points” shall mean a part of the postal infrastructure, including letter boxes provided for the public either on the public highway or at the premises of the universal service provider, where postal items may be deposited with the public postal network by users.

14. “Postal item” shall mean an item addressed in the final form in which it is to be carried by providers of postal or courier services. Such items shall include letter-post items, direct mail, also items containing printed papers and postal parcels.

15. "Postal parcel" shall mean articles (merchandise) with or without commercial value sent by post.
16. "Distribution of postal items" shall mean the totality of actions performed in relation to postal items from sorting at the distribution centre to delivery of postal items to their addressees.
17. "Clearance of postal items" shall mean the totality of actions during which postal items are collected from users of postal services.
18. "Registered postal item" shall mean a postal item provided with a flat-rate guarantee against risks of loss, theft or damage thereof. Upon request, the sender shall be supplied with proof of the delivery of the postal item or of its handing in to the addressee.
19. "Direct mail item" shall mean an addressed postal item consisting of advertising, marketing or publicity material and comprising an identical message (except for bills, invoices, financial statements and other non-identical messages) sent by one sender by mail. A communication combining direct mail with other items shall not be regarded as direct mail.
20. "Reserved postal services" shall mean a part of postal services the provision whereof shall be subject to established weight and price limits to the extent necessary to ensure the provision of universal postal services.
21. "Cross-border postal item" shall mean a postal item sent from one state to another.
22. "Universal postal services" shall mean postal services provided in a permanent manner at all points in the territory of the country.
23. "Universal postal service provider" shall mean the State enterprise Lietuvos Patas and/or other providers of postal services authorised by the Government to provide universal postal services in the territory of the country.
24. "Public postal network" shall mean a postal infrastructure used by a universal postal service provider in the provision of the following postal services: the clearance of postal items covered by a universal service obligation from access points throughout the territory; the handling and routing of those items from access points to sorting places; distribution to the addresses shown on the postal items.

### Article 3. Regulatory Institutions Governing Postal Activities

1. Postal activities in the Republic of Lithuania shall be regulated by the Government or an institution authorised by it and the Communications Regulatory Authority.

2. The Government or an institution authorised by it shall:

- 1) develop and implement the national postal strategy and policy;
- 2) approve regulations on the provision of universal postal services;
- 3) establish quality-of-service standards for universal postal services;
- 4) ensure that universal postal services evolve in response to the technical progress, economic and social environment and to the needs of users;
- 5) authorise provider(s) of postal services to provide universal postal services in the territory of the country and inform the European Commission of the provider(s);
- 6) approve tariff ceilings for universal postal services according to the weight steps of postal items;
- 7) approve regulations on compensation of loss-making universal postal services;
- 8) adopt regulations on issuance, withdrawal from use and accounting of the means of postal prepayment;
- 9) approve the features of the public postal network of a universal postal service provider;
- 10) in accordance with the procedure set forth by laws and other legal acts, issue instructions, tasks and orders binding on providers of postal and courier services in the event of force majeure and emergencies or other extraordinary circumstances and for the purposes of preparation for general mobilisation and State defence and ensuring State security and public order;
- 11) co-operate with foreign postal authorities and represent, within the limits of its competence, the Republic of Lithuania in international organisations;
- 12) perform other functions assigned to it by the legal acts regulating postal activities.

3. The Communications Regulatory Authority shall supervise compliance with the provisions of this Law and the implementation thereof. The status, activities as determined in this Law, sources and conditions of and procedure for funding as well as other aspects of the activities of the Communications Regulatory Authority shall be established by the Law on Electronic Communications.

4. The Communications Regulatory Authority shall:

- 1) draft and approve general requirements for the provision of courier services and supervise compliance with the requirements;
- 2) draft and approve, in accordance with Articles 2.78 and 2.79 of the Civil Code, regulations on the granting of authorisations to providers of postal services and on the provision of postal services and shall grant authorisations and supervise compliance with the requirements of the regulations on granting of authorisations to providers of postal services and on the provision of postal services;
- 3) draft and submit for approval to the Government or an institution authorised by it the regulations on compensation for loss-making universal postal services;
- 4) draft and submit proposals to the Government or an institution authorised by it on tariff ceilings for universal postal services;
- 5) draft and submit proposals to the Government or an institution authorised by it on the features of the public postal network of a universal postal service provider;
- 6) draft and submit for approval to the Government an institution authorised by it the regulations on the provision of universal postal services;
- 7) supervise compliance of a universal postal service provider with the established features of the public postal network and quality standards of the universal postal services;
- 8) establish basic principles of cost accounting for a universal postal service provider and set requirements for the cost accounting system as well as other requirements related to the cost accounting system, including the requirement to conduct an audit;
- 9) organise an independent monitoring of the quality of universal postal services and publish the reports once a year;



- 10) draft and approve the procedure for examination of disputes between providers and users of postal or courier services and examine disputes between the providers and users of postal and courier services;
- 11) draft and approve the procedure for examination of disputes between providers of postal services and/or providers of courier services and examine disputes between the providers of postal services and/or providers of courier services;
- 12) supervise the application of tariffs to universal postal services;
- 13) within the limits of its competence, investigate and analyse the violations of this Law and impose sanctions on violators in the cases, under the terms and conditions and in accordance with the procedure set forth by other legal acts;
- 14) co-operate with foreign regulatory institutions governing postal activities and participate, within the limits of its competence, in the activities of international organisations and institutions, committees and groups of the European Union;
- 15) in accordance with the procedure set forth by laws, supply information in its possession to other State and/or municipal institutions upon their request. The State and/or municipal institutions that have been submitted confidential information must ensure adequate protection thereof;
- 16) perform other functions assigned to it by laws of the Republic of Lithuania and other legal acts.

5. When implementing the functions assigned to it under this Law, the Communications Regulatory Authority shall have the right:

- 1) to control compliance with the provisions of this Law and other legal acts regulating postal activities;
- 2) to obtain from State and municipal institutions, providers and users of postal and courier services and other persons all information, including financial data, related to implementation of the tasks and functions assigned to it ensuring the protection of confidential information;
- 3) to perform other actions established by laws of the Republic of Lithuania and other legal acts.

#### Article 4. Principles of Regulation of Postal and Courier Activities

Postal and courier activities shall be regulated according to the principles of honest competition, the freedom to provide postal services and the gradual and controlled liberalisation of the postal market.

#### Article 5. Officials of the Communications Regulatory Authority

1. When exercising supervision of this Law, officials authorised by the Communications Regulatory Authority shall enforce the following rights on the behalf of the Communications Regulatory Authority upon submission of an official certificate and a document issued by the Communications Regulatory Authority certifying their powers and performed functions:

- 1) under the terms and conditions and in accordance with the procedures set forth by this Law and other laws and other legal acts, to obtain the required information from providers of postal and courier services;
- 2) to obtain oral and written clarifications from the persons related to activities of the providers of postal and courier services under examination and to demand that they arrive to provide clarifications to the office of the authorised official conducting the investigation;
- 3) to obtain data and documents or copies thereof about business transactions of the provider of postal and courier services under examination from other persons irrespective of their subordination as well as from State administration and municipal institutions;
- 4) in order to establish whether or not providers of postal and courier services violate the requirements set forth in this Law and the regulations on the granting of authorisations to providers of postal services and on the provision of postal services and in general terms and conditions of provision of courier services, to inspect business activities of the providers of postal and courier services; to conduct a thorough examination of costs and/or income system(s) of the universal postal service provider(s);
- 5) to temporarily for up to 30 days collect documents and articles that are requisite for or may serve as a proof in the investigation of a violation upon a motivated decision on the collection of the documents and/or articles and the list of the collected documents and/or articles; to ask for the copies of the specified documents;
- 6) to involve specialists and experts in the investigation;
- 7) to perform other actions established by this Law and other laws.

2. Exercising the rights granted to them, officials authorised by the

Communications Regulatory Authority shall draft documents (acts, protocols, requisitions, etc.). The forms of the documents and procedure for filling in the forms shall be approved by an order of Director of the Communications Regulatory Authority.

3. Requisitions of officials authorised by the Communications Regulatory Authority and exercising the rights specified in this Article shall be binding on persons and on personnel of management bodies and administration thereof. The persons failing to comply with the requisitions of the officials authorised by the Communications Regulatory Authority shall be held liable in accordance with the procedure set forth by law.

#### Article 6. Right to Provide Postal and Courier Services

1. Persons shall have the right to provide postal and/or courier services in compliance with the requirements laid down by this Law and other legal acts. The Communications Regulatory Authority shall establish which information and documents shall be submitted by a person willing to provide postal and/or courier services.

2. Persons shall have the right to provide courier services without a separate prior authorisation of State institutions where they notify the Communications Regulatory Authority thereof in accordance with the procedure and under the terms and conditions established by the Communications Regulatory Authority. Upon the receipt of a person's notification of the planned commencement of provision of courier services, the Communications Regulatory Authority shall, not later than within 15 working days, inform the person of the receipt of such notification and indicate whether the form and contents of the notification meet the requirements set forth in the general terms and conditions of provision of courier services.

3. Persons shall only have the right to provide postal services when possessing an authorisation. Upon the receipt of a person's application to grant an authorisation for the provision of postal services and in accordance with the regulations on the granting of authorisations to providers of postal services and on the provision of postal services, the Communications Regulatory Authority shall, not later than within 30 days following the submission of the application, grant the authorisation. The authorisation shall come into force upon announcing the information on granting thereof in the supplement Informaciniai praneimai (Information Bulletin) to the official gazette Valstybs inios. The authorisation shall not be granted in the absence of any of the documents required to receive the authorisation or where the documents do not comply with the established requirements or where erroneous data have been submitted. Upon refusing an authorisation, the Communications Regulatory Authority shall indicate the reasons for the refusal to grant the



authorisation and establish an appeal procedure. After eliminating the causes resulting in the refusal to grant the authorisation, the person may submit an application for the granting of the authorisation.

4. The validity of an authorisation shall be cancelled where a person requests in written form to cancel the validity thereof, the person has been liquidated, reorganised (except in the cases of a merger), the person has received the authorisation upon submitting erroneous data or forged documents, concealed the facts which could have prevented the granting of the authorisation or failed to commence the provision of postal services within one year from the day when the authorisation came into force. The validity of the authorization shall be cancelled by an order of Director of the Communications Regulatory Authority. The person shall be informed of the cancellation of the authorisation in writing within 5 working days. After the cancellation of the authorisation, the person shall return the authorisation to the Communications Regulatory Authority within 10 days following the receipt of the notification.

5. Prior to termination of the provision of postal and/or courier services, persons shall notify thereof the Communications Regulatory Authority in accordance with the procedure and under the terms and conditions established by the Communications Regulatory Authority.

#### Article 7. Provision of Postal and Courier Services

1. The categories of postal items sent via the public postal network and maximum and minimum dimensions for the postal items shall meet the requirements laid down in the Universal Postal Convention and the Letter Post Regulations and Parcel Post Regulations of the Universal Postal Union.

2. Where it is established that an accepted postal item contains articles (merchandise) prohibited by legal acts, the articles (merchandise) shall be returned to the sender or confiscated in the cases and according to the procedure set forth by laws.

3. Where in the cases and in accordance with the procedure set forth by laws, a postal item is confiscated along with articles (merchandise) prohibited from conveyance by post, the provider of a postal service shall notify thereof the sender. The notification shall contain a list of articles (merchandise) confiscated.

4. Postal items shall be transported by the means of transport of providers of postal or courier services or other carriers contracted for transportation. The liability of a carrier for the failure to preserve a postal item (for loss

or damage thereof, missing articles in the item) shall be established by a contract of carriage in accordance with laws and international treaties of the Republic of Lithuania.

5. Means of transport carrying only postal items and accompanying persons shall be allowed to cross border crossing points out of turn by permanent and temporary maritime, river, channel and other waterway ferries.

6. A registered postal item shall be handed in to the addressee indicated or the person authorised by the addressee.

7. Providers of postal services shall deliver postal items into boxes for incoming postal deliveries and where this is impossible, inform thereof the addressee. The postal item addressed to the place of employment or studies of a person, hall of residence, place of military service, hospital, sanatorium, camp or place of imprisonment shall be delivered (handed in) to the administration or persons authorised by it.

8. The boxes for incoming postal deliveries shall be installed in an easily accessible place in every staircase of apartment houses, not higher than on the first floor, in the case of enterprises, institutions, organisations at the main entrances, in gardeners' societies at the main entrances (driveways) into the garden area. Owners of individual houses shall install boxes for incoming postal deliveries at the entrance to their land plots or on the walls, fences and stands of the houses situated near the street. The boxes for incoming postal deliveries shall be installed by the addressee of a postal item.

9. Upon the request of the sender, providers of courier services may provide the following additional services: collection of postal items from their senders, guarantee of time-certain delivery of postal items, possibility of a change of the addressee in transit, proof of delivery of a postal item, and possibility of tracking delivery of the postal item.

10. A postal item which is impossible to deliver (hand in) to the addressee or to return to the sender, where the sender (addressee) refuses to collect the postal item or where the addressee (sender) does not live at the indicated address, shall be stored for the time period established by an institution authorised by the Government. Where within the established time period the sender (addressee) fails to collect the postal item, although a written notification has been sent to him, a provider of postal services must notify the State Tax Inspectorate of such property and hand it over into the ownership of the State. The notification shall be accompanied by the marking of the provider of postal services that the sender (addressee) has been invited to collect the postal item, but failed to arrive or refused the postal

item.

11. Document exchange shall take place between the persons who have concluded an agreement on the exchange of documents. These persons shall themselves deliver and collect postal items using their own or third party's premises and transport.

#### Article 8. Universal Postal Services

1. Every user shall enjoy the right to universal postal services provided at affordable prices at all points in the territory of the country. Courier services shall not be regarded as universal postal services.

2. Universal postal services shall include:

- 1) the clearance, distribution, transport and delivery or handing in of letter-post items of up to 2 kilograms;
- 2) the clearance, distribution, transport and delivery or handing in of postal parcels of up to 10 kilograms;
- 3) the clearance, distribution, transport and delivery or handing in of registered or insured postal items;
- 4) the delivery or handing in of postal parcels of up to 20 kilograms received from other Member States of the European Union.

3. A universal postal service provider shall be obliged:

- 1) to ensure the permanent provision of universal postal services in the territory of the country without discrimination to all users on every working day and not less than five days a week except in cases of force majeure, also to ensure one clearance of postal items and one delivery to the home or premises of the addressee of postal services, save in circumstances deemed exceptional by the Communications Regulatory Authority;
- 2) to regularly provide a sufficiently detailed and up-to-date information to users of universal postal services regarding the universal postal services, the general conditions of access to these services, prices, quality requirements or standards thereof;
- 3) in accordance with the features of the public postal network, to install a sufficient number of access points meeting the needs of users;

- 4) to issue and withdraw from circulation the means of postal prepayment in the manner prescribed by the Government or an institution authorised by it;
- 5) to compensate for the expenses of posting literature for the blind and of letter-post items of prisoners of war or internees;
- 6) to publish an annual report including the number of complaints handled and information about the manner in which they have been dealt with;
- 7) to conduct accounting in accordance with the basic principles of cost accounting and requirements for the cost accounting system established by the Communications Regulatory Authority as well as other requirements related to the cost accounting system including the requirement to conduct an audit; to separate every universal postal service and reserved postal services in the cost accounting system;
- 8) in accordance with the procedure set forth by the national standards authority, to apply the standards of the European Union;
- 9) to conclude contracts with other providers of postal services on access to the public postal network under conditions which are transparent and non-discriminatory;
- 10) with regard to terminal dues for cross-border mail, to respect the following principles: terminal dues shall be fixed in relation to the costs of processing and delivering incoming cross-border mail, levels of remuneration shall be related to the quality of service achieved and terminal dues shall be transparent and non-discriminatory.

4. A universal postal service provider shall have the right:

- 1) to conclude individual agreements with customers on the tariffs of universal postal services;
- 2) to cooperate with universal postal service providers of other countries and to participate, within the limits of its competence, in the activities of international postal organisations.

5. The tariffs of universal postal services must be geared to the costs of the universal postal services provided, but must be affordable for all users of postal services, transparent and non-discriminatory. Where the Government fixes lower tariff ceilings for universal postal services to a universal postal service provider than costs of postal services, the difference between the costs and tariffs shall be covered in the manner set forth by the Government from the funds earmarked in the State budget.



6. In applying special tariffs, a universal postal service provider shall apply the principles of transparency and non-discrimination to the tariffs and to the terms and conditions related thereto. Such tariffs shall be set taking account of the avoided costs, as compared to the standard postal services. The tariffs must be the same to all users posting under comparable conditions.

7. The State enterprise Lietuvos Patas shall have the right to possess a seal with the national emblem of the Lithuanian State and its name. It may also use the State emblem on signboards, postage stamps and document forms.

#### Article 9. Reserved Postal Services

To the extent necessary to ensure the permanent provision of universal services, the services reserved for a universal postal service provider shall be the clearance, distribution, transport, delivery and handing in of items of domestic correspondence, direct mail and incoming cross-border items of correspondence within the established weight and price limits. From the day of coming into force of this Law, the weight limit of 100 grams and, as from 1 January 2006, the weight limit of 50 grams shall apply to the postal items within the reserved area. Providers of postal services must provide reserved postal services by applying, as from 1 May 2004, a tariff of at least three times and, as from 1 January 2006, a tariff of at least two-and-a-half-times the tariff for a letter-post item in the first weight step set to a universal postal service provider.

#### Article 10. Confidentiality of Postal Items and Protection of Data

1. Providers of postal and courier services shall guarantee to users the confidentiality of correspondence.

2. When accepting a postal item, an employee of a provider of postal and courier services may check whether it does not contain any articles prohibited from conveyance by post and where the employee discovers such articles, he may refuse to accept the postal item.

3. Entities of operational investigative activities and pre-trial investigation institutions may receive information on users of postal or courier services, inspect postal items and documents contained therein, examine or otherwise control the articles sent and seize the articles only in the cases and according to the procedure set forth by laws.

4. Providers of postal and courier services shall be prohibited from supplying information on the usage of postal services by other persons or providing conditions for obtaining such information unless this Law or other laws

establish otherwise.

## Article 11. Settlement of Disputes

1. In the event of a dispute between providers and users of postal and/or courier services or between providers of postal services and providers of courier services, a user or provider of postal or courier services shall have the right to address the Communication Regulatory Authority to settle the dispute with the provider of postal or courier services in advance through an out-of-court procedure. The user, provider of postal or courier services shall also have the right to directly apply to court.

2. The Procedure for Examination of Disputes between Providers and Users of Postal or Courier Services or between Providers of Postal Services and/or Providers of Courier Services as approved by the Communications Regulatory Authority shall be applied to the examination of disputes based on the complaints lodged by providers or users of postal and courier services.

3. Where a provider or user of postal or courier services addresses the Communications Regulatory Authority before addressing the provider of postal or courier services, the Communications Regulatory Authority shall take measures to reconcile the two parties.

4. The Procedure for Examination of Disputes between Providers and Users of Postal or Courier Services and between Providers of Postal Services and/or Providers of Courier Services shall set forth requirements on the form, contents and submission of applications to settle a dispute, collection and submission of evidence as well as the procedure for reconciling the parties and for examination of disputes and other rules of examination of disputes.

5. A decision of the Communications Regulatory Authority may be appealed to court within 30 days of the taking of the decision in accordance with the procedure set forth by laws.

## Article 12. Liability of Providers of Postal and Courier Services and Compensation for Damage

1. A sender may claim from a provider of postal services compensation for damage resulting from a lost postal item, lost, missing or damaged articles sent therein within six months of the posting of the postal item.

2. The claims submitted after the time limit specified in paragraph 1 of this Article shall not be examined.

3. Providers of postal services must establish and approve a simple and cost-

based procedure for examination of the complaints lodged by users of postal services.

4. Compensation for the loss of or damage to postal items (incurred after acceptance thereof until handing in to the addressee) shall be paid in compliance with this Law. Compensation for the loss of or damage to cross-border postal items shall be paid in accordance with the provisions of the Universal Postal Convention and the Letter Post Regulations and Parcel Post Regulations. Consequential losses and loss of profits shall not be included into the amount of the compensation due.

5. Providers of postal services shall not be held liable for:

1) postal items which on the basis of decisions made by State institutions in accordance with the procedure established by laws are handed into the ownership of the State or confiscated;

2) lost articles (merchandise) prohibited from conveyance by post.

6. Where, through the fault of a provider of postal services, postal items become lost or damaged, articles (merchandise) are missing or damaged therein or the articles (merchandise) are damaged, the provider of postal services shall pay compensation:

1) for a lost registered letter-post item which was not insured by the sender as well as for all damaged articles (merchandise) contained therein by an amount equal to posting expenses. If a postal item is partially rifled or partially damaged, the sender shall be entitled to an indemnity corresponding to the actual value of the damage, which may in no case exceed the value of the postal item;

2) for some of the contents lost or damaged in a registered letter-post item or lost postal parcel by an amount equal to the value of the articles (merchandise) lost (damaged) in the postal item, which may in no case exceed the amount specified in item 1 of paragraph 6 of this Article;

3) for a lost insured postal item by an amount equal to posting expenses plus insured value;

4) for some of the contents lost or damaged in an insured postal item accompanied by a list of contents by an amount equal to posting expenses and the value of the lost or damaged article (merchandise) indicated in the list of contents, which may in no case exceed the insured value of the whole postal item.

7. Where the addressee of a postal item fails to pay a cash-on-delivery charge payable on the postal item through the fault of a provider of postal services, the provider of postal services shall pay the sender the cash-on-delivery charge specified by the sender.

8. Where a provider of postal services through its own fault returns to the sender a registered letter-post item or postal parcel, the provider shall reimburse the sender for posting expenses.

9. A provider of postal services, upon the receipt of a claim within the time limits set forth by this Law, shall compensate the sender for damage in respect of:

1) a domestic postal item within one month after the submission of the claim;

2) a cross-border postal item within 3 months after the submission of the claim.

10. A provider of postal services shall be relieved of the payment of compensation where:

1) a postal item is lost due to a case of force majeure occurring during the transmission of postal items, when the contents are missing or damaged and it is impossible to account for the postal item owing to the destruction of official records, provided that the fault of the postal service provider cannot be proved otherwise;

2) damage is due to the fault of the sender who has violated the requirements of a provider of postal services for the make-up or packing of items or arises from the specific properties of the article (merchandise) posted;

3) a postal item, articles (merchandise) contained therein or part thereof have been seized in the cases and in accordance with the procedure prescribed by laws of the dispatching country or the country of destination and other legal acts;

4) upon the delivery to the addressee of a registered letter-post item or a postal parcel, make-up thereof and the impression of the office of origin, the label bearing a special stamp, the adhesive tape, the seal or the tying string have not been damaged and the weight of the letter-post item or the parcel corresponds to the one indicated;

5) the addressee accepted a postal item and confirmed the receipt thereof with the signature;



- 6) a postal item has not been received through the fault of a person authorised to collect the postal item by the addressee;
- 7) a postal item has been lost or damaged in a country where no compensation for damage is provided for;
- 8) literature for the blind, letter-post items of prisoners of war and civilian internees are sent.

11. Providers of courier services shall comply with the provisions of this Article unless their contracts with users stipulate otherwise. Where a contract impairs the situation of the users, the provisions of this Article shall be applied.

I promulgate this Law passed by the Seimas of the Republic of Lithuania.

PRESIDENT OF THE REPUBLIC VALDAS ADAMKUS

Annex to  
Republic of Lithuania

Postal Law

EU LEGAL ACTS BEING IMPLEMENTED

1. Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of Community postal services and the improvement of quality of service.
2. Directive 2002/39/EC of the European Parliament and of the Council of 10 June 2002 amending Directive 97/67/EC with regard to the further opening to competition of Community postal services.