



PRICE

LIST

CONTENTS

DOCUMENTATION _____	3
PERSONAL ITEMS _____	4
TECHNICS _____	5
MEDICATIONS _____	6
PETS _____	7
ADDITIONAL SERVICES _____	8
WAYS OF PAYMENT _____	9
IMPORTANT _____	13
FREQUENTLY ASKED QUESTIONS _____	14
COMPANY RULES _____	27

DOCUMENTATION

<i>Name of service</i>	€	<i>Comments</i>
Envelope (Documents) up to 200 gr.	90	Attention! The price is for one envelope of documents. If you have two or more of them (for delivery to one or several destinations), the price is calculated for each envelope SEPARATELY
Envelope (Documents) up to 400 gr.	180	
Envelope (Documents) up to 600 gr.	270	
Envelope (Documents) up to 800 gr.	360	
Documents 1 kg.	450	
Documents from 1 kg and above	€50 for every 200 gr	Important! The weight of the parcel is always rounded up to a multiple of 0.2 kg Example: weight of 2.1 kg is rounded up to 2.2 kg
Passport/diploma/documents in hard cover, ID cards, residents cards	100	1 pc
Bank Cards	70	1 pc
Sim Cards, USB flash drives, tokens	50	1 pc
Delivery to the door within the Moscow Ring Road	From 15	Depends on weight and destination
Delivery outside the Moscow Ring Road	From 30	Depending on the location of the client
Sending or picking up documents in Cyprus (Limassol)	From 15	
Picking up documents on a certain day in Nicosia	20	
Sending or picking up documents in another city in Cyprus	From 60	Attention! the minimum cost is indicated, the final cost depends on the city
Delivery within Russia by a partner courier service	From 30	Attention, the cost of delivery of the postal service is paid by the client separately, according to the tariffs of the postal service, here is the price for our service. Attention! the minimum cost is indicated, the final cost depends on the city
Sending to the Republic of Belarus	From 30	

PERSONAL ITEMS



<i>Name of service</i>	<i>€</i>	<i>Comments</i>
Parcel volume from 31*40*11 cm every 2 kg	100	
Special cargo	From 390	Sports equipment, musical equipment and other non-standard parcels are calculated on request
Hand luggage up to 2 kg size up to 30*40*10 cm	From 150	Depends on content
Collective package	(+) 20	Single customer package delivered on different days
Suitcase on wheels up to 10 kg	From 395	ONLY ITEMS are transported in suitcases. Documents, gadgets, bank cards, etc. are transported separately, all information in the corresponding lines.
Suitcase on wheels up to 23 kg	From 595	
Suitcase on wheels up to 32 kg	From 795	
Fragile, valuable items	On request	Glass, luxury items, valuables are calculated on request depending on the weight and volume + 20% of the cost of the goods
Perfume, cosmetics, liquid (oils, wine)	On request	The final price will depend on the value, quantity and volume of the parcel



TECHNICS



<i>Name of service</i>	€	<i>Comments</i>
Phone 1 pc	From 100	Hand luggage only
Laptop 1 pc in a bag up to 2 kg	From 170	Hand luggage only
Other devices	From 250	The cost will depend on: weight, dimensions, transportation conditions and the value of the product



MEDICATIONS

Name of service

€

Medicine up to 5 packs with a total weight of up to 500 gr

95

From 6 packs, each subsequent

+17

Dietary supplements up to 1 kg

75

Medicine with mandatory temperature storage up to 5 packages with a total weight of up to 500 gr

115

Medicine with mandatory temperature storage from 6 packs, each subsequent

+23

Prescription medicine is on request

PETS

On request





ADDITIONAL SERVICES

<i>Name of service</i>	<i>€</i>	<i>Comments</i>
Packaging	Included in the price	Primary packaging by the client is obligatory. We carry out further packaging for shipment. See point 4 in the Frequently Asked Questions
Custom packaging	From 30	Packaging of fragile goods in wood, polystyrene and other materials
Delivery to the door	From 15	Within the Moscow Ring Road
Pick up the parcel from the sender	From 15	Within the Moscow Ring Road
Delivery to the door	On request	Beyond the Moscow Ring Road
Pick up the parcel from the sender beyond the Moscow Ring Road	On request	Depends on the location of the client
Buying for a client (Personal shopper)	From 150	IMPORTANT! 100% prepayment before purchase
Storage of the parcel after arrival at the destination up to 3 days	Included in the price	
Storage of the parcel after arrival at the destination since the fourth day	€10 for each day	
Using our address to send or receive mail	From 15	
Accompaniment of children and adults	On request	
Urgency	From 50€	Depends on complexity of order



WAYS OF PAYMENT:

1. Sber card
5469 3800 9318 0783 (₽)

2. Tinkoff card
5536 9140 3239 7105 (₽)

3. Hellenic Bank (€)
IBAN CY31 0050 0242 0002 4210 4888 0100
SWIFT HEBACY2 Alena Doronina

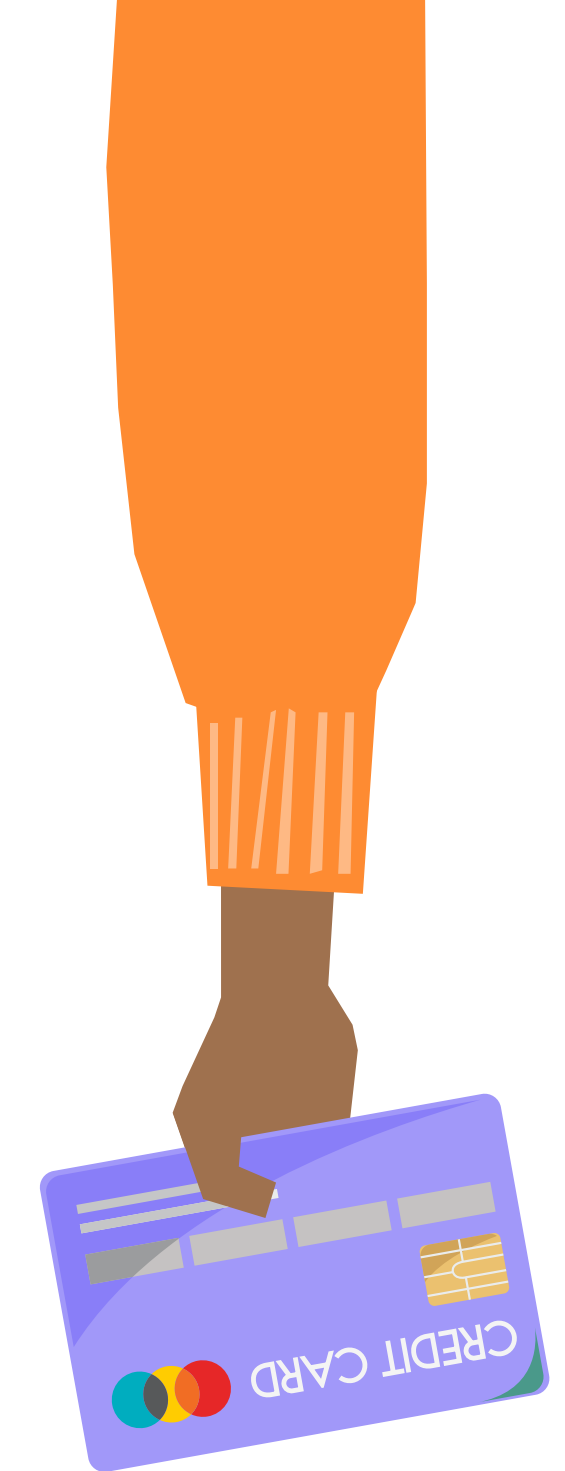
4. PayPal
doroninabusiness@gmail.com

5. Revolut
0035799518169

6. Cash
(₽/\$/€)

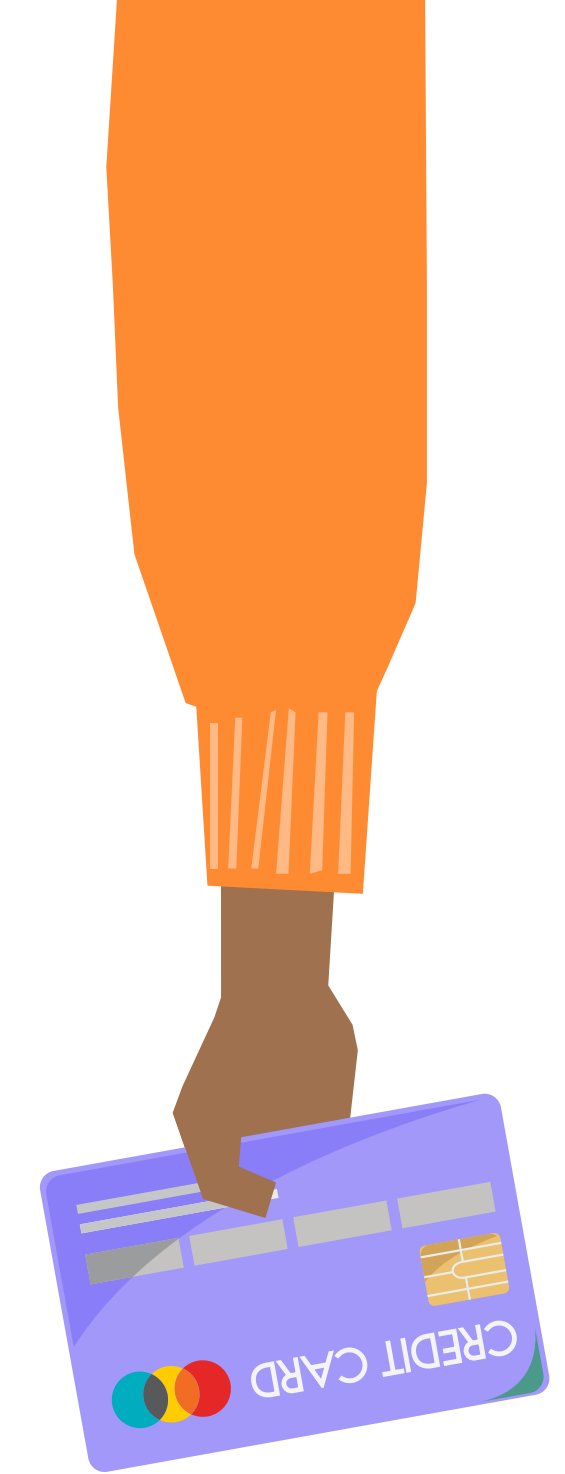
IMPORTANT!

Send a screenshot of transaction after payment!



Please, report the data for invoicing correctly for the first time!

Individuals pay for services DIRECTLY DURING TRANSFERING the parcel.
For legal entities due date within a week after the date of invoicing



IE:

Nomination Individual entrepreneur	Doronina Alena Viktorovna
Legal address	Russian Federation, 141090, Moscow region., Korolev, mkr Yubileyniy, Bolshaya Komitetskaya street, 24-24
ITN	501811545554
Checking account	40802810900002669241
PSRN	321508100503396
Bank	Tinkoff Bank
Bank's BIC	044525974
Bank's ITN	7710140679
Correspondent account	30101810145250000974
Bank's legal address	127287, Moscow, st. Khutorskaya 2nd, 38A, building 26

DORONINA GROUP LTD

Account name	DORONINA GROUP LTD
Account number	242-01-963938-01
Currency	EUR
IBAN number paper format	CY07 0050 0242 0002 4201 9639 3801
IBAN number electronic format	CY07005002420002420196393801
Hellenic bank SWIFT	HEBACY2N

Agency internal rate

1 USD/EUR

100 (one hundred) rubles 00 kopecks

7. The final cost of the shipment will be determined after we receive the parcel. Then we weigh, measure volume, check for prohibited items, which include:

- harmful, flammable, explosive, poisonous and chemically aggressive substances;
- narcotics;
- weapons of various types.

2. Taking into account inflation and total operating cost increase for the execution of a transportation order, we have the right to change the prices in the price list unilaterally.

3. If the Customer wants to send medicines, especially valuable or expensive cargo, it is necessary to specify the conditions, time and cost of delivery in advance.

4. If the parcel contains new expensive branded items, valuable jewelry, equipment and medicines, the client has to provide receipts from the purchase of these items for the courier to pass customs control.

We also ask you to report about such items in advance so that we can find the safest solution for transporting your order.

Important! The Agency can't hold responsibility in case of taking away any items by decision of the customs control.

5. The Contractor does not assume responsibility for damage or loss of the parcel due to force majeure factors that are out of Contractor's control and also for the actions of a government agency and changes in legislation that resulted in erroneous delivery. The Contractor does not assume responsibility for electrical or magnetic damage or the erasure of electronic or photographic images or sound recordings that occurred through no fault of its own.

6. Also, the Agency cannot assume responsibility for changes, cancellations or delays of flights for which tickets are purchased.

7. We accept delivery orders during our working hours (in Cyprus): Mon-Thu: 10:00-19:00, Fri: 10:00-22:00, lunch break: 13:00-14:00. Sat, Sun: weekends.



FREQUENTLY ASKED QUESTIONS

1. How can I find out the dates of receiving and sending parcels?

Up-to-date information of departures and parcel collection is published in our telegram channel - @thealtitudeservices. After the parcel arrives at its destination, it will be delivered to the recipients within 3-5 days. If delivery is required for a shorter period, the price will be increased.

2. If I have several documents to different addresses, how is such an order considered?

Different addresses of recipients are different orders. Each envelope is paid by the customer separately, depending on the weight and additional services (delivery to the door). If the customer has several envelopes for one address, then we count the total weight and consider it as a single order, but only if the envelopes are brought to us all together. If the envelopes were brought on different days, it is considered as different orders.

3. Can I bring the parcel without prepayment?

It is impossible to bring a cargo to us without a prepayment. If you want to give your luggage for storage - the price is upon request.

4. Do I need to pack the parcel or document myself?

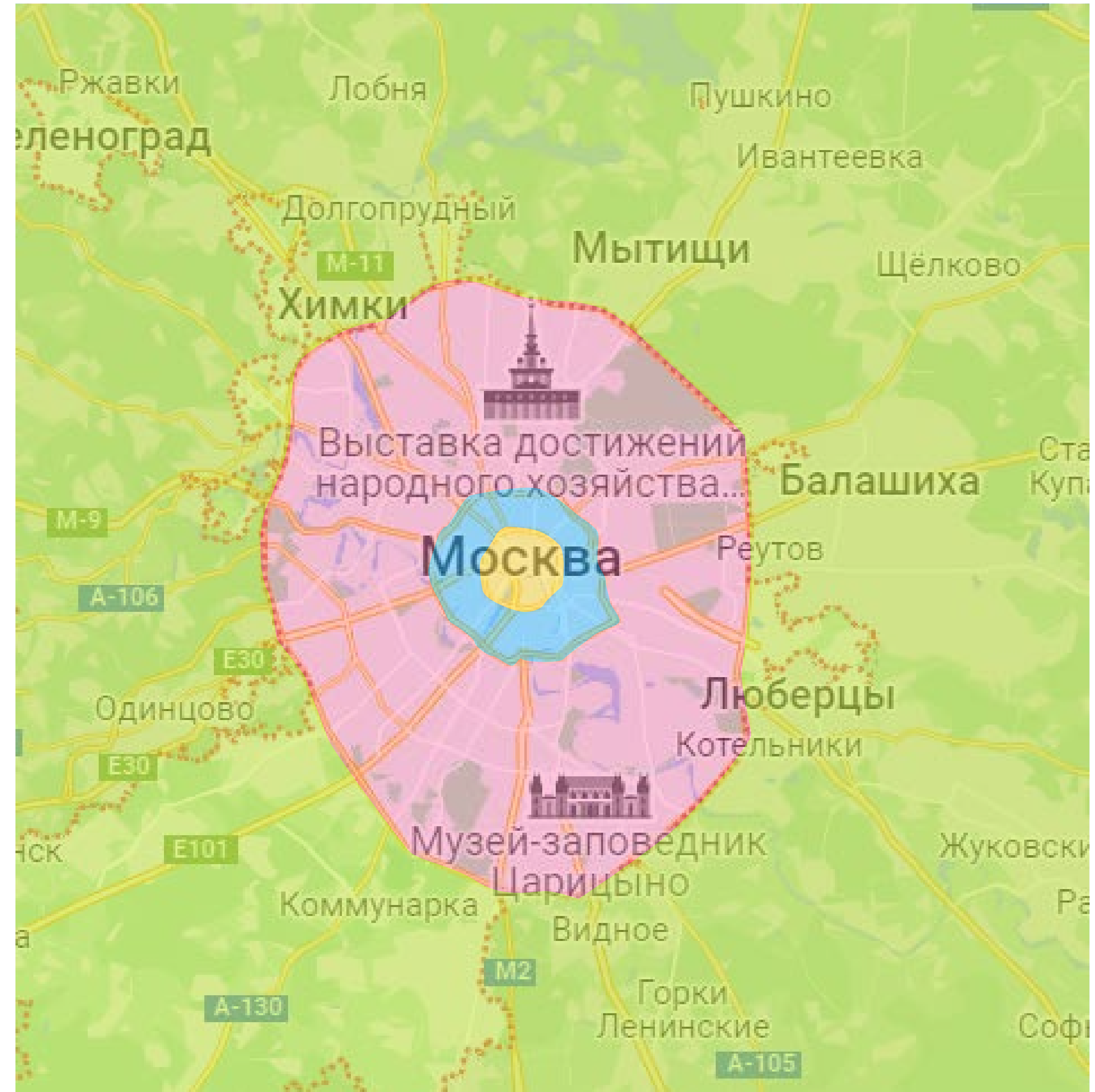
We do the packaging ourselves. Also we check the presence of prohibited items for transportation. **IMPORTANT!** It is necessary to sign your package "From whom - Name Surname and contact number, For whom - Name Surname and contact number and a list of what is in your package.

5. Door/door delivery?

Door-to-door delivery is possible;

in Moscow: within the Boulevard Ring from 15 Euros, Garden Ring from 17 Euros, within the Moscow Ring Road from 19 Euros, beyond the Moscow Ring Road from 30 Euros.

In Cyprus: within Limassol – from 15 Euros, Paphos and Larnaca – from 60 Euros, Nicosia – from 90 Euros; the final cost will be specified individually.



6. Collection/pick-up point. Where to deliver/where to pick up the parcel?

After arriving at the destination, we send a message with all pick up information. As usual, after arrival, we distribute all parcels during the first two days. In Moscow – station Rechnoy vokzal 1st exit 8 minute, 41bldg4 Festivalnaya Street. In Cyprus - Aiolou 8, Kokkonis building Block F, 4041 Germasogia.

7. What if I didn't pick up my package within the first two days after arrival?

The parcel will be stored until you can pick it up, the first three days of storage are included in the price. After the expiration of three days - 10 euros per day. Please note that if you do not pick up the parcel at the declared day and location, it can be moved to more distant locations for storage.

8. Can I change the delivery method from courier to pickup if I have already paid for it?

It is possible, but the cost of the courier delivery will not be refunded, because delivery logistics is building when we get your parcel, and changing the method leads to significant inconvenience.

9. Can I pick up my parcel at the airport, immediately after arriving at the destination?

It is possible, but because of the difficulties, it is paid separately and discussed in advance.

10. Can we ship your package within Russia?

All parcels from Cyprus arrive in Moscow. We can send your parcel to another city in Russia or neighboring countries by Russian postal services (SDEK, Russian Post, Pony Express, etc.) The service is paid - 35 euros (depends on weight, volume and courier service tariffs). Attention, the cost of delivery of the postal service is paid by the client separately, according to the tariffs of the postal service.

IMPORTANT! After sending your package by the postal service, we are not responsible for the delivery process.

11. Can I order document delivery from anywhere in the world to your address in Cyprus for sending to Russia?

Yes, the cost starts from 15 euros to the main order. The total cost depends on the volume, weight and value of the parcel.

12. What if the baggage with documents is lost?

We carry all documents in hand luggage. If documents are more than 10+ kg, then we won't be able to take it in hand luggage, according to the rules of the airlines. In this case, the luggage will have to be handed over, the responsibility is on the airline. Cases of luggage lost can happen and in this situation we make a claim to airline and do our best to find out its location and return it as soon as possible. But we are not responsible for the safety of the contents, because this happened through the fault of the airlines.

13. Can I refuse to hand over the parcel if it has already been delivered to our address in Moscow or Cyprus?

1. If the cancellation of our services was made a week before the expected date of departure, then a penalty in the amount of 20% of the order value will be charged, if it was made a 3 days before – 50%, if it was made 1 day before or in the day of departure, then 100% will be charged.
2. If the cancellation of services is made after the purchase of tickets to the country of destination, then only we send the parcel. Or you pay a penalty in the amount of 100% of the cost of the service.

14. Do we ship parcels only to Cyprus? Or can I set my own date for your departure?

It is the "Individual courier" service. We deliver parcels worldwide.

Our service can be ordered according to your request in any direction, on the desired date!

The cost consists of the following parameters:

1. The cost of the service is from 700 euros (depends on the complexity of the order);
2. The cost of the round-trip flight;
3. Living expenses if there are long layovers;
4. Courier's per diem;
5. Taxi;
6. Visas, PCR and other necessary expenses for the flight;
7. We deposit at least 500 euros for unforeseen events (this is a refundable amount, if it does not happen, we return it to the client).
8. Urgent order – from 400 Euros.

IMPORTANT: the exact calculation for such an application, according to our experience, is at

15. Can we buy for you some items for shipping?

Yes! Alena is a certified Personal shopper and has a professional education as a stylist and designer (graduated from Florence University of Arts, Florence, Italy in 2014). She also graduated from Cafa Formations School, Bordeaux, 2018-2019 and has a Sommelier Advisor certificate. Therefore, she will professionally select exclusive and rare items for you, wine, clothes, bags, furniture, home decorations and much more! Personal shopper service costs from €150; the total amount is the sum of the purchase price and the cost of the personal shopper service + 20% of the purchase price. IMPORTANT! 100% prepayment.

16. Can I transfer you currency to buy goods in Russia?

We can pay for your goods in an other currency than the currency of the transfer for the purchase, but in this case we calculate at the agency's internal rate. The current rate is indicated in the price list of the agency, and also will be charged a transaction fee from 10% of the order.

17. Can we buy and deliver medicines?

Yes, we can buy the necessary medicines for you - this is a paid service, depending on the complexity of the order and the search for medicines. If it is a trip to one pharmacy – 15 euros, if 3 or more pharmacies - then from 15 euros for each (depending on where each is located). If this is a search, the cost is on request, depending on the complexity of the order.

IMPORTANT! All medications are taken by prior arrangement. If you need more than 5 packs of one medicine, it is desirable that our courier has a certificate or a doctor's prescription with a seal for customs clearance. All parcels with medicines are sent in the order of receipt and payment. We do not take more than 4 packages of medicines on one flight.

IMPORTANT! medicines may be confiscated at customs, at the discretion of the customs officer. Purchase of medicines after 100% prepayment.

18. Can I send valuable parcels or money?

Yes! The price in such cases is determined separately. We will ensure complete confidentiality and provide a receipt upon request.

19. Where is your office? Are you a private courier?

We are a concierge company providing wide range of services . Air / Private courier service is one of our most popular. Our company is officially registered in Moscow and Cyprus. All parcels are collected at a private address in Moscow and Cyprus. If you need reporting documents, an invoice and a check, we will write it



Address: 6 Loukias Papageorgiou, Lidia House
Office 302, 4001 Limassol, Cyprus



+357 995 181 69;
+7 925 964 66 71



info@da-express.club
da-express.club

COMPANY RULES

Dear clients! Thank you for treating with understanding to the rules of our company!

1. Study our price list carefully before you make a request. All prices and comments are not a subject to appeal!
2. It's forbidden to be rude and threaten the staff. We respect not only our clients, but also our team. Couriers and operators do their best to ensure that your order is delivered on time.
3. Any changes in order details (invoice data, delivery method, etc.) can be made two days before departure for free. For changes which have made the day before departure is a penalty of €15, on the day of departure and on the day of delivery - €50.
4. It's important to indicate the method of payment [DIRECTLY AT TRANSFERRING](#) of the parcel. There is also an option to fill out a consignment note.
5. We kindly ask you for treating with understanding to fact that we can extend the collection of parcels and, accordingly, shift the departure date by no more than a one day due to various circumstances (change of courier, change or rescheduling of flight, other force majeure circumstances).
6. Send all your requests to WhatsApp using the links <https://wa.me/35799518169> or <https://wa.me/79259646671>. If the response time is exceeded, send your request here <https://wa.me/35797678437> or <https://wa.me/35799843554>.