

Dear partners!

In June 2020, our partner purchased two Crystal M stations and, at his request, we send his goods by the CDEK courier service to the address indicated by him (the partner paid for the delivery on a separate line in the invoice). CDEK performed the delivery of the goods during almost two weeks (explained by the heavy workload due to the coronavirus), especially since there were several days when we could not find out where the goods was. As a result, the goods was delivered, but we get a lot of reproaches from our partner, the meaning of which was as follows: I paid for the delivery to the settlement account of DARIN, so you are now responsible for the delivery. Unfortunately, over the past couple of years, such situation has happened more than once with different partners.

Therefore, we decided dot the i's and cross the t's in the delivery of goods to our partners. The most important thing is that we send goods to the address or to the terminal in the city of our partners only for their convenience, in order to minimize the time spent by partners for organizing delivery. We do not make money on this, we only add tax to the cost of delivery, which we pay from the money received into our account. It would be much more convenient for us to send the goods with payment to the recipient on the spot. But not always a partner can pay in cash, and payment for delivery by invoice, upon receipt of a notification of the arrival of goods, results in a delay of at least 1-2 days, which some partners are not satisfied with – that's why we indicate delivery in our invoice on a separate line.

Starting from July 01, 2020, we indicate in the letter to the partner who needs delivery of the goods, the cost of delivery and the cost of goods insurance (the courier service provides such a service) and ask: whether it is necessary to insure the goods in the courier service? If the partner agrees, we insure his goods and then, in case of loss of goods, he can count on reimbursement of the cost of the goods (we will contact the courier service to reimburse the losses, but while the litigations are in process we send the goods again so that our partner has no problems with his obligations). If the partner refused to insure his goods, then it is his responsibility, and we will not be able to send the goods to him again. We ask the question about goods insurance once and then, all subsequent shipments of goods will done taking into account the partner's answer, therefore we ask you to carefully approach this issue (we will not ask you about goods insurance every time we ship goods - therefore you need, upon receipt such a letter, answer once and we will no longer bother you).

Finally – DARIN is not responsible for the time of goods delivery – all questions can be asked to the courier service according to the invoice number. If some of our partners are not satisfied with this – let us know and we will send your goods with payment upon receipt, or you will organize the delivery of your goods by yourself.

We hope that this information will clarify our relationship and contribute to the prosperity of your business!

Best regards, DARIN