

**APPROVED May 20, 2021**

**Management of Forester LLC (Forester)**

A.A. Cherepov, Administrative Director / \_\_\_\_\_/

V. Papyrin, Commercial Director/ \_\_\_\_\_/

M.N. Baktybaev, Chief Auditor / \_\_\_\_\_/

K.B. Dyikanbaeva, Head of Legal Department / \_\_\_\_\_/

L.S.

**Public Offer  
(Offer of Retail Sales Contract  
Containing All Essential Conditions)**

**Forester LLC (Forester)** offers to a legally capable individual who has reached the age of eighteen, who is a consumer of tobacco, tobacco products and (or) nicotine-containing products that are not a drug for the treatment of nicotine dependence, and who has an interest in purchasing the Goods, to conclude the following standard form contract on the terms and conditions set by Forester LLC (Forester) as a whole, without amendments:

**STANDARD FORM CONTRACT**

for retail sales in domestic sale outlets of **Forester LLC (Forester)**

**Preamble**

This Public Contract for Retail Sales (hereinafter, the "**Contract**") is an integral part of the above-mentioned public offer and sets out the general basic terms and conditions applicable to the relationship between

- (1) Forester LLC (Forester), hereinafter referred to as the "Seller", represented by Aleksandr Cherepov, the Administrative Director, acting under the Articles of Association, on the one part, **and**
- (2) the Buyer: a legally capable individual who has reached the age of eighteen, who is a consumer of tobacco, tobacco products and (or) nicotine-containing products that are not a drug for the treatment of nicotine dependence, and who has accepted the offer (public offer) to enter into the Contract on PMK's terms and conditions established herein, without amending such terms.

The Parties acknowledge that this Contract regulates the general and basic terms of interaction between the Buyer and the Seller in respect of the retail purchase and sale of the Goods. Depending on the specifics of the Goods, the method of their purchase, additional specific terms and conditions may be set out in separate orders, price lists, or other documents of the Seller, which the Buyer may additionally view with by accessing the information resources specified in this Contract, which are an integral part hereof.

**1. Definitions**

1.1. **Buyer** shall mean a legally capable individual:

- (1) who has reached the age of eighteen or older;
- (2) purchasing the Goods in domestic sale outlets.

1.2. **Seller** shall mean Forester LLC ("Forester"), having its registered office at 16 Cholpon-Atinskaya Street, Bishkek, Kyrgyz Republic, being the importer and seller of the Goods in the Kyrgyz Republic (hereinafter, "**KR**"), and the organization authorized to accept the consumer's claims in the Kyrgyz Republic.

1.3. **Goods** shall mean the IQOS heated tobacco system, the lil Solid heated tobacco system, products with heated tobacco, namely HEETS and FIIT heated tobacco sticks, as well as any other goods that meet the requirements of technical regulations and regulatory documents for standardization, offered by the Seller to the Buyer for sale at a certain price, according to the Seller's price list, by displaying the Goods, showing their samples or providing information about the Goods being sold, available at the Seller's Domestic Sale Outlets. The list of Goods offered for sale shall be determined by the Seller unilaterally.

1.4. **Parties** shall mean the Buyer and Seller when jointly mentioned in the text hereof.

1.5. **Support Service** shall mean the Seller's department responsible for providing information to Buyers regarding the Goods by phone: short number 1848 for dialing using a mobile phone.

1.5. **Acceptance** shall mean the Buyer's full and unconditional acceptance of this Offer and accession to the Contract by payment (including partial prepayment) for the Goods according to the procedure set forth herein.

1.6. **Seller's Domestic Sale Outlet** shall mean a point of sale where the Goods are sold by retail.

1.7.

1.7. **Internet resource** shall mean the Seller's Internet resource available at [www.iqos.com/kg](http://www.iqos.com/kg).

## 2. Subject Matter of the Contract

2.1. If this Contract is concluded pursuant to its terms and conditions, the Seller shall transfer the Goods to the Buyer for the purposes not related to entrepreneurial activities, and the Buyer shall pay for and accept the Goods, in accordance with the Seller's price list in force at the time of conclusion of the Contract and other terms hereof, including those established by the Seller's order. The Seller's price list is displayed and is available to the Buyer in the Seller's Domestic Sale Outlets.

2.2. As the Goods are IQOS smokeless products, the Seller is guided by the following:

- i) the IQOS system is intended for smokers aged eighteen and older who want to continue using tobacco products;
- ii) The Seller does not offer IQOS to those who have never smoked or have quit smoking;
- iii) The Seller's goal is to convert every smoker aged eighteen and over who will continue to smoke anyway to smokeless products like IQOS. The Seller is committed to supporting smokers aged eighteen and older during their transition to IQOS through training, counselling and personal presentations. Personal presentations may be made at the Seller's Domestic Sale Outlets according to the schedule established by the Seller for such Domestic Sale Outlets;
- iv) IQOS is not a substitute for smoking cessation. Consumers/Buyers who are worried about the risk to their health caused by smoking should stop using tobacco altogether or quit smoking;
- v) to fully experience all the benefits of IQOS, a smoker aged eighteen or older must give up cigarettes and use only IQOS;
- vi) IQOS usage does not eliminate health risks or is not a harmless alternative to cigarettes, but it is a much better choice compared to smoking cigarettes.

2.3. For the purpose of quality service to the Buyer, including in the period after the sale of the Goods, the Seller shall provide the Buyers (smokers and/or consumers of tobacco, tobacco products and/or nicotine-containing products that are not a drug for the treatment of nicotine addiction, who have reached the age of eighteen years or older) with information or advice in relation to the Goods at the Buyer's choice in the Domestic Sale Outlets and/or through the Support Service.

2.4. By entering into this Contract, the Buyer confirms that he/she:

2.4.1. has read this Contract, in particular the information given in Clause 2.2. hereof; and also that, prior to the purchase of the Goods, he/she could exercise the right to receive consultations from the Seller in one or more ways provided for herein;

- 2.4.2. Has had the opportunity to get acquainted with all the properties of the Goods, the procedure and terms of use of the Goods, and this acquaintance has not been limited in time or by any conditions;
- 2.4.3. Has had the opportunity to apply to the Domestic Sale Outlets, the Support Service or the Internet Service for clarification and/or advice and/or other information both in relation to the Goods and to the terms and conditions hereof;
- 2.4.4. Has reached the age of eighteen, and accepts and is aware of his/her obligation to perform the actions provided for herein, personally, in his/her own interest, using legitimate and reliable data (including personal data);
- 2.4.5. Agrees with the condition that, in case of payment for the Goods by bank card (in case of conclusion of this Contract), such payment shall be made exclusively by a bank card belonging to the Buyer;
- 2.4.6. Has fully read the text of this Contract, understood its content, and therefore independently decided to enter into this Contract on the terms and conditions established by the Seller.

### **3. Procedure for Conclusion and Amendment of the Contract**

- 3.1. This Contract is a standard contract in accordance with Article 386 of the Civil Code of the Kyrgyz Republic, which means that:
- 3.1.1. the price for the Goods and other terms and conditions of the Contract shall be set by the Seller at the time of the conclusion of the Contract and shall be the same for all Buyers, without giving preference to one Buyer over another in relation to the conclusion of the Contract;
- 3.1.2. by performing the actions described in this section of the Contract, the Buyer hereby enters into this Contract without any amendment to its terms, exemptions, objections.
- 3.2. The Seller may unilaterally amend the terms of the Public Offer and the Contract, which is an integral part thereof, prior to entering into the Contract by the Parties, after notifying the Buyer. The Buyer, in turn, may refuse to conclude the Contract if the Buyer does not agree with the specified amendments. After the Contract is entered into force by the Parties, it may be amended only on the grounds and in the manner provided for by the current legislation of KR.
- 3.3. Before entering into the Contract, the Buyer shall, at the request of the Seller's employee, to present an original identity document to confirm the actual age of the Buyer. If this request is not honored, the Seller's employee shall refuse to sell the Goods to the Buyer.
- 3.4. The Contract shall be deemed properly concluded through the Buyer's accession thereto from the time of the Buyer's Acceptance.

### **4. General Provisions**

- 4.1 The Seller hereby assures the Buyer that the Goods offered by the Seller for sale comply with the requirements of technical regulations and standardization documents.
- 4.2. The Parties acknowledge that all information materials which may be placed in the Seller's Domestic Sale Outlets are for reference purposes only and cannot represent full specifics and characteristics of the Goods, including color, size and shape. The most complete and up-to-date information about the Goods is specified directly on the label and or in the technical documentation of the Goods the Buyer is interested in. If the Buyer has any questions regarding the properties and characteristics of the Goods, before purchasing the Goods, the Buyer may contact the Seller's sales consultants or the Support Service to obtain information about the Goods, including a personal presentation.
- 4.3 By accepting the terms and conditions of this Contract, the Buyer confirms having received all information of interest to him/her about the Goods, the procedure and terms of payment for it, and that , there are no additional issues; the terms and conditions of this Contract were understood and accepted by accession hereto.
- 4.4. The Seller offers for sale only the Goods of proper quality that are available at the time of sale in the warehouse of a particular Seller's Domestic Sale Outlet. Samples of the Goods presented in showcases and marked accordingly are not for sale. Thus, the Buyer agrees that at the time of the Buyer's presence in the Seller's Domestic Sale Outlet, Goods with certain characteristics or Goods of a certain model may not be available, and this shall not constitute a violation of the Buyer's rights under the laws or this Contract.

4.5. Subject to the provisions of the previous Clause 4.4 hereof, the Parties acknowledge the possibility of short-term absence of Goods of a certain type specified in the Seller's price list at the Seller's warehouse. In this case, the Seller shall make the necessary efforts to deliver such Goods to the warehouse as soon as possible, or, if it is impossible, make appropriate changes to the Seller's price list.

4.6. The ownership of the Goods and the associated risks shall be transferred from the Seller to the Buyer at the time of payment for the Goods and their transfer to the Buyer.

4.7 The Goods shall be covered by a guarantee, the terms of which, depending on the type of Goods, may be specified in a special document attached to the Goods. The guarantee period and conditions shall be determined in such a special document, or, in its absence, in accordance with the terms hereof. If any defects of the Goods are detected during the guarantee period, the Buyer shall file a claim to the Seller's Domestic Sale Outlet where the Buyer purchased the Goods (place of purchase), unless another procedure is additionally established by the Seller, about which the Buyer may learn by contacting the Support Service.

4.8. The Goods may be checked for operability before their sale in the Seller's Domestic Sale Outlet. For this purpose, the Goods shall be unpacked and inspected, the completeness and quality of the product shall be performed, depending on the type of Goods. The operability of all components shall be checked, if applicable for the type of the relevant Goods. If necessary, the use of the Goods shall be demonstrated.

## **5. Rights and Obligations of the Parties**

### **5.1. The Seller shall:**

5.1.1. Transfer the Goods of proper quality to the Buyer in accordance with the procedure and conditions of the Contract.

5.1.2. Transfer to the Buyer the Goods packed in a manner suitable for such Goods and ensuring their safety during their proper storage and transportation.

5.1.3. Transfer to the Buyer accessories and documents, if any, related to the Goods together with the Goods.

5.1.4 Provide the Buyer with the necessary and reliable information about the Goods in a timely manner. If the Buyer has any questions regarding the properties and characteristics of the Goods, the Buyer shall consult the Seller before entering into the Contract using one of the methods provided for in Clause 4.2 hereof.

5.1.5 Provide the Buyer with the opportunity to inspect the Goods, get acquainted with the principle of their operation, check the properties and convenience of the Goods on a similar sample in compliance with the laws of the KR in the manner determined by the Seller, as well as the terms and conditions of the relevant offer (if applicable).

5.1.6 Consider the claims and statements of the Buyer in accordance with the terms hereof and the current legislation of the KR, and take measures to satisfy the reasonable and legitimate claims of the Buyer.

### **5.2. The Seller may:**

5.2.1. Refuse to satisfy a claim of the Buyer for return and replacement of the Goods of proper quality if: the Goods have no packaging; or their marketable state is lost; or visible damage to the Goods is detected; or the registration number specified on the Goods does not correspond to that in shipping or guarantee documents for such Goods; or the Buyer has no proof that the Goods were purchased from the Seller; or the Goods were used and have signs of use. When the Buyer replaces or returns the Goods of proper quality, the Seller may demand from the Buyer compensation for the costs incurred by the Seller to replace or return the Goods of proper quality.

5.2.2. Demand payment for the Goods or refuse to perform the Contract, at its own discretion, if the Buyer refuses to accept and/or pay for the Goods in violation of the Contract.

5.2.3 Unilaterally change the prices for the Goods until the Buyer accepts the Contract.

### **5.3 The Buyer shall:**

5.3.1. Pay for the Goods, according to the price list.

5.3.2. Specify the exact name of the required Goods and all necessary data (model, color, version, etc.) when making a purchase.

5.3.3. Provide reliable and sufficient information about himself/herself when making a purchase.

### **5.4 The Buyer may:**

5.4.1. Receive information about the Goods in accordance with the procedure established herein.

5.4.2. Receive the Goods that meet the safety requirements.

5.4.3. Purchase the Goods of proper quality.

5.4.4 Replace or return the Goods of both proper and improper quality. The replacement or return of the Goods of proper quality is regulated by the Contract.

5.4.5 Obtain from the Seller a document confirming the purchase of the Goods.

5.4.6 Test the operability of the Goods before their purchase in the Seller's Domestic Sale Outlets, provided that such testing is prescribed by the Seller and/or the current legislation of the KR for such types of Goods.

5.4.7 Register on the Internet Service to obtain additional benefits determined by the Seller.

## **6. Price and Payment**

6.1. The price of the Goods shall be indicated in tenge in the price list, as well as in the payment documents. The price of the Goods shall include the value added tax.

6.2. The price of the unsold Goods may be changed by the Seller unilaterally by making amendments to the Seller's price list.

6.3. Payment for the Goods may be made in the following ways:

- cash payment;
- payment with a bank card belonging to the Buyer.

6.4. The Seller may apply discounts and other special offers established by the Seller's order, information about which is available to the Buyer in the Seller's Domestic Sale Outlet. The main terms and conditions for the application of discounts or special offers for the Goods are (a) the Buyer's registration on the Internet Service (in the database of IQOS users aged eighteen years or older), which is performed on the basis of the consent form for the collection and processing of personal data established by Annex 4;

(b) presence of the Buyer's account on the Internet Service **Error! Hyperlink reference not valid.**, and

(c) conducting a personal presentation (including a sample demonstration) about the Goods to the Buyer.

## **7. Liability of the Parties**

7.1. The Seller shall not be liable for damage caused to the Buyer and/or third parties as a result of improper use of the Goods by the Buyer or a third party to whom the Goods have been given by the Buyer for any reason. The Parties agreed that the Seller's liability hereunder shall be limited to actual damage and shall be proven in the manner prescribed by the applicable laws of the KR.

7.2. The Parties shall not be liable for compensation to each other of non-received income caused by non-performance or improper performance of mutual obligations or by damage.

7.3. The Seller shall not be liable either to the Buyer or to third parties if the payment for the Goods is made using a bank payment card not belonging to the Buyer.

7.4. The Parties shall be liable for the performance of their obligations hereunder in accordance with the Law of the KR on Consumer Rights Protection, the Civil Code of the KR, the Law of the KR On Domestic Trade in the Kyrgyz Republic, and other regulations of the KR.

7.5. The Parties shall not be liable for complete or partial failure to perform their obligations if the failure is caused by force majeure such as: war or acts of war, earthquake, flood, fire and other natural disasters, acts or actions of state authorities, change of customs regulations, restrictions of activities, import and/or export arising independently of the will of the Parties after signing this Contract. Any Party that is unable to fulfill its obligations shall immediately notify the other Party and provide documents confirming the existence of such force majeure issued by authorized bodies or institutions.

## **8. Replacement of the Goods in a Guarantee Event**

8.1. If during the operation of the Goods the Buyer detected defects that occurred due to the manufacturer's fault within a period of up to one year (guarantee period) from the date of sale of the Goods, unless another period is specified in the guarantee documents for the Goods, and if such defects are guarantee cases, the Buyer shall be entitled to the replacement/repair of such Goods covered by the guarantee.

8.2. The guarantee and non-guarantee events for certain types of Goods are listed in Annex 1 hereto.

8.3. In a guarantee event, the Goods shall be replaced at the request of the Buyer in the prescribed form (Annex 2 hereto). If the Seller does not have the Goods of the same model, the Seller may provide the Goods of another model for replacement.

8.4. The Seller may establish additional special conditions for the replacement of certain types of the Goods by order, without regard for the guarantee established by Clause 8.1 hereof.

## **9. Return and Replacement of Goods**

9.1. The Goods of proper quality may be returned or replaced for the similar Goods in a different color, etc. if the Buyer requests their return or replacement within fourteen calendar days from the date of purchase of such Goods from the Seller, provided that the Goods were not used, their marketable state, consumer properties, seals, and labels were preserved, and the Buyer has a document confirming the payment of the cost of such Goods to the Seller. If the payment document is lost by the Buyer, the purchase of the Goods and its payment to the Seller shall be confirmed using the Seller's accounting data and the serial number of the device.

9.1.1. When the Goods of proper quality are returned, their marketable state and completeness, as well as the absence of signs of their use shall be checked visually and by the specific smell accompanying the used Goods.

9.1.2. The marketable state of the Goods of proper quality for the purposes of Clause 9.1 hereof shall be deemed preserved if the following conditions are met simultaneously:

- the surface of the Goods is not damaged;
- charger, holder, power supply, USB cable are not damaged and function properly;
- the surface of charger, holder, cable, power supply, and cleaning device is not scuffed or otherwise damaged. The package is not damaged (except for the plastic film of the box);
- holder and charger do not contain tobacco particles and have no smell of tobacco, the holder blade (heating element) is perfectly safe;
- the cleaning device does not contain tobacco particles and has no smell of tobacco, the package is complete, the hook is available, the brushes are perfectly safe;
- it is allowed that the packaging of the box may be partially damaged, namely the cover from the packaging of the box may be missing;
- sticker on the charger, protective cover on the power supply and the fixing ring on the USB cable must be available;
- if the serial number of the Goods is available;
- plastic stand for charger and holder, user manual and guarantee in three languages shall be available.

9.1.3. Return, exchange of Goods of proper quality shall be made to the Buyer on the basis of the Buyer's application as per standard form (Annex 2 to this Contract) for return, exchange of the Goods of proper quality.

9.2. Return or exchange of Goods of inadequate quality shall be made on the basis of the Buyer's application as per standard form (Annex 2 hereto) for return, exchange of the Goods on the following terms and conditions:

9.2.1. With regard to the Goods of inadequate quality, the Buyer has the right, at its own discretion, to apply for exchange or return of such Goods, or exercise other rights provided for by the Laws of the KR.

9.2.2. Return, exchange of the Goods of inadequate quality shall be made by the Buyer regardless of the integrity of marketable condition thereof, subject to the safety of completeness of Goods and matching of its serial number with the Seller's data.

9.2.3. The exchange of the Goods of inadequate quality shall be made for new, similar or other Goods available from the Seller at the request of the Buyer at a similar price, unless other rights of the Buyer are established by the laws of the RK.

9.2.4. For the purpose of replacing the Goods of inadequate quality, the Buyer must provide the Seller with the Goods of inadequate quality, as well as a document evidencing the payment and purchase of such Goods.

9.3. In the event of replacement/exchange of the Goods under Clauses 9.1 and 9.2 of the Contract, the Buyer shall apply for a replacement to the Seller's Domestic Sale Outlets, in which the Buyer purchased such Goods (place of purchase), unless another procedure is specifically determined by the Seller, whereof the Buyer can learn by contacting the Support Service.

9.4. The refund of the paid funds when returning the Goods previously purchased from the Seller's Domestic Sale Outlets shall be made by issuing cash in the Seller's Domestic Sale Outlet (place of purchase), if the return of the Goods is made on the day of purchase, or by transferring funds to a card account with a bank linked to

the Buyer's bank card used to pay for the Goods. Such a return shall be made within 10 business days from the date of receipt of the application, if the return of the Goods is made after the day of purchase.

9.5. If it is necessary to exchange, replace or return the Goods, while the Buyer is unable to perform such actions by visiting the Seller's Domestic Sale Outlet, the Buyer is required to contact the Support Service to establish the reasons for the exchange, replacement or return of the Goods, testing the condition of the Goods and determining the possibility of exchanging, replacing or returning the Goods using a courier service. This method of exchanging, replacing or returning the Goods is not applicable for the city of Bishkek, where it is proposed to address the Seller's Domestic Sale Outlets (place of purchase).

## **10. Final Provisions**

5.1. The provisions of the laws of the KR shall apply to the relationship between the Buyer and the Seller. The Seller may unilaterally amend the Contract without notifying the Buyer. The new revision of the Contract shall become effective on the date of its approval and availability in the Seller's Domestic Sale Outlets for the Buyer's review.

**Forester LLC (Forester)**  
**Test Card**

of guarantee and non-guarantee events for the Goods —  
IQOS electric heated tobacco system

**1) Non-guarantee events:**

**Holder damaged**

- C001 Cap damaged
- C002 Heating element damaged
- C004 Contacts of the holder charger damaged
- C020 The holder gets stuck or is stuck in the charger
- C021 Holder inserted backward (with the wrong side) into the charger
- C022 back\ middle part of the holder body is damaged
- C025 Paint on the holder peeled off due to mechanical impact
- C027 Holder buttons damaged
- C028 Holder damaged due to overheating (external temperature exposure)
- C004 Charging contacts of the Holder damaged

**Charger damaged**

- C007 Display damaged
- C010 USB port damaged
- C025 Paint on the charger peeled off
- C026 Charger cover damaged
- C027 Charger buttons damaged
- C028 Charger damaged due to overheating (external temperature exposure)
- C005 Latch and cover spring damaged
- C006 Cover open button damaged

**Accessories damaged**



- C011 Power supply damaged
- C012 USB cable damaged
- C024 Cleaning device damaged
- C028 Accessories damaged due to overheating (external temperature exposure)

**Other**

- C999 An error code that is not indicated in the Fault Tree, if damage was caused by failure to abide by the User Manual, the Seller's and/or Manufacturer's recommendations.

**2) Guarantee events:**

A004	Tobacco stick session lasts less than 6 minutes (for IQOS system)
A006	Holder indicator fails
A008	Holder indicator and charger indicator fail
A010	Holder indicator lights red

- A011 Holder Indicator lights orange
- A012 Cleaning indicator lights red
- A015 Holder indicator lights red
- A033 Cleaning and holder indicators light red
- A034 Charger not charging
- A035 Charger indicator lights green for 1 second
- B000 The stick is lit during or at the end of use
- B004 Tobacco stick session lasts less than 6 minutes
- B006 Holder charging indicator on the charger fails
- B008 Holder indicator and charger indicator fail
- B010 Holder indicator lights/flashes red
- B011 Holder charging indicator on the charger lights/flashes orange
- B012 Holder cleaning indicator lights red all the time
- B015 Holder indicator lights red
- B018 Holder indicator lights orange and then red

- B019 Holder indicator lights orange but operates normally
  - B023 Aluminum element not anodized properly
  - B028 Cover protruding beyond the body
  - B029 Cover closing mechanism protruding beyond the body
  - B031 Holder charging indicator on the charger lights/flashes orange
  - B032 Charger charging the holder less than 20 times
  - B033 Holder cleaning and charging indicators light red
  - B034 Charger not charging
  - B035 Charger indicators flash green for 1 second
  - B999 Unable to determine which item is damaged: the Holder or the Charger
-

**Test Card**  
of guarantee and non-guarantee events for the Goods —  
electric heated tobacco system lil Solid

**1) Non-guarantee events:**

- C028 Device gets very hot during use
- C101 Physical damage
- A101 Insufficient amount of vapor
- A101 Insignificant damage

**1) Guarantee events:**

- B102 Indicator light flashing red
- B103 Device fails to turn on
- B104 Charger not charging
- B019 Holder indicator lights orange but operates normally
- B004 Tobacco stick session lasts less than 5 minutes
- B101 Device turns on but other issues occur

Forester LLC (Forester)

**Item Exchange/Replacement Certificate**

city of \_\_\_\_\_, \_\_\_\_\_, 20\_\_

This Certificate is prepared by and between:

\_\_\_\_\_ (full name)

Identity card / passport No. \_\_\_\_\_, date of issue and issuing authority

Registration address \_\_\_\_\_

hereinafter referred to as the "Buyer", on the one hand, and Forester LLC ("Forester"), hereinafter referred to as the "Seller", on the other part, hereby certifies that

1. The Buyer made a return to the Seller, and the Seller accepted the following goods from the Buyer:

Product name, item number	Product identification number (PID)	Product original package identification number

Place of purchase: \_\_\_\_\_

Date of purchase: \_\_\_\_\_, 20\_\_.

2. The Seller, in return for the accepted goods, submitted to the Buyer, and the Buyer accepted the following goods from the Seller:

Product name, item number	Product identification number (PID)	Product original package identification number

Place of release: \_\_\_\_\_

Date of release: \_\_\_\_\_, 20\_\_.

<i>Grounds for the item exchange/replacement</i>	<i>Exchange/replacement basis description</i>

<b>Exchange of good quality goods within 14 calendar days</b>	
<b>Replacement in a guarantee event</b>	
<b>Replacement according to an additional special condition by order</b>	
<b>Other case</b>	

Buyer:

\_\_\_\_\_  
*Signature*      *Full name*

\_\_\_\_\_

Signatures:

Forester LLC (Forester)

Seller:

\_\_\_\_\_  
*Signature*      *Full name*

Cashier:

\_\_\_\_\_  
*Signature*      *Full name*

\_\_\_\_\_

Forester LLC Certificate on Return of Goods

Bishkek, \_\_\_\_\_, 20\_\_

This Certificate is prepared by and between:

\_\_\_\_\_ (full name)

Identity card / passport No. \_\_\_\_\_, date of issue and issuing authority

Registration address \_\_\_\_\_

hereinafter referred to as the "Buyer", on the one hand, and  
Forester LLC ("Forester"), hereinafter referred to as the "Seller", on the other part,

hereby certifies that the Buyer made a return to the Seller, and the Seller accepted the following goods from the Buyer:



Product name, item number	Product identification number (PID)	Product original package identification number

Place of purchase: \_\_\_\_\_

Date of purchase: \_\_\_\_\_, 20\_\_.

Buyer:

Forester LLC (Forester)

Full name: \_\_\_\_\_

Full name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_