

CLIENT MEMO
DELIVERY OF DOCUMENTS TO THE SPECIFIED ADDRESS



MIGRACIJA.LT



You have ordered a courier service for the delivery of the issued identity document to your specified address (we would like to remind you that documents are produced in accordance with general procedure within 1 month).

The produced identity document will be handed over to AB *Lietuvos paštas* couriers.

Not later than within 1 business day after picking up the produced document the courier will contact you by phone and/or e-mail you specified and will coordinate the delivery time of the parcel.



AB *Lietuvos paštas* will send you a tracking code of the parcel which you can use to monitor the progress of the parcel delivery on the website <https://www.post.lt/siuntu-sekimas>.

The courier must deliver the parcel at the agreed time. In case of failure to deliver the parcel, the courier will make a second delivery attempt. If it is not possible to deliver the parcel 2 times, then not later than within 2 business days it will be transferred to the territorial unit of the Migration Department that you indicated when applying for an identity document. In this case, you will be able to collect the produced identity document only at the territorial unit of the Migration Department, but the fee for courier services will not be refunded to the client.



Only you or another person you specified at the time of submitting the application can collect the parcel from the courier. Only parents, guardians or other legal representatives can collect documents issued to minors under 16 years of age from the courier.

Before handing over the package, the courier will ask you or your designated person to show a document for identity verification – a passport or a personal identity card of the Republic of Lithuania.

After you receive the parcel, check its contents – make sure that you have received the identity document intended for you, whether it is not damaged. Check the correctness of personal data entered in the identity documents (your first name, last name, date of birth, etc.)

After receiving the identity document, you must sign in the courier's data logger and confirm that you have received the document.

Please note that upon receipt of a new identity document, the old identity document becomes invalid.

If you have any questions related to the delivery of the parcel or the quality of the service, please contact:



- AB *Lietuvos paštas* customer service by phone at 8 700 55 400 or 1842 (from 8:00 a.m. to 7:00 p.m. on business days, from 9:00 a.m. to 4:00 p.m. on Saturdays);
- by e-mail info@post.lt.

The Migration Department does not provide information about the delivery progress of the parcel.