

## Delivery to Zorro Moto

Dear traveler, in this sheet, you will find all information needed to deliver your own spare parts to Kyrgyzstan. If you still have questions after this handout, just ask.

- For a 30\$ fee we offer you a pick-up and storage service for your parcel.
- payment is due by pick-up in our shop

### Things to consider:

- You need to ship with DHL or FedEx to Osh.
- **Do not ship by normal postal service!** It is not reliable and takes 1-2 Month !
- The delivery generally takes 1-2 weeks.
- With DHL it is mandatory for shipping by "**Express Delivery**" and not DHL normal shipment.

### Step – by – step:

1. Parcel packing: leave a note inside with your full name, and mail address.  
Please put no other information and no email address on the outside of the parcel.
2. Deliver your parcel with DHL Express or FedEx
3. Send us a quick email to [zorromoto.osh@gmail.com](mailto:zorromoto.osh@gmail.com) and tell us about what is on the way, your full name and your approx arrival date and your tracking ID.
4. We inform you about arrival and storage.
5. Pick up and pay in our shop in Osh

### Important Infos:

- Due to custom restrictions in Kyrgyzstan, the value of the content matters. Custom free is:
  - > a parcel max. 200 Euro/30kg send to business address
  - > a parcel max. 500 Euro/30kg send to privat address
- You can send a higher value but don't mention this at the charts
- **IMPORTANT: Too high values will be hold back in Bishkek from customs and waiting for extra import payment and release. Zorro Moto will charge extra according to efforts.**
- It is important, that the phone number for the address is mentioned as in the example bellow.
- **DO NOT** ship to the name of the company and charged as a business shipment with higher taxes!

### Address:

Jake Swanson  
Lenin Street 126  
723500 Osh  
Republic of Kyrgyzstan  
phone: +996 553 631 080

*Kinds regards, your Zorro Moto - Team in Kyrgyzstan*

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