

Shipping Terms & Policy

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Shipping Terms & Policy

These terms govern every shipment created through the SelleSend platform. By generating a label you accept these terms in full. They are layered on top of, and do not replace, each carrier's published tariff and the SelleSend Master Service Agreement.

1. Property eligible for coverage

Jewelry, collectibles, precious and semi-precious stones, diamonds (must be in a setting) and similar related goods. Other categories are eligible only when expressly listed in a written addendum issued by SelleSend.

2. Packaging

A double-boxing method must be used for every shipment moved through the SelleSend network. The shipper warrants that the shipment is packaged adequately to protect the enclosed property under ordinary carrier handling and that each package is securely sealed (clear tape on both ends).

3. Coverage caps by service

Coin shipments: \$10,000 per package via USPS; \$25,000 via FedEx and UPS.

Shipments to/from Mexico, Russia and China are not insured.

Overnight letters and/or envelopes are not insured.

Domestic (FedEx)

- **\$100,000** — FedEx Priority Business-to-Business (all conditions met)
- **\$75,000** — FedEx Standard
- **\$50,000** — High-risk ZIPs: 10024, 10025, 10032, 10036, 90013, 90014, 90210, 90212
- **\$15,000** — FedEx 2-Day and Friday-for-Monday delivery (regardless of priority)

- **\$5,000** — FedEx Express Saver and FedEx Ground
- **\$35,000** — Maximum for any residential delivery

Domestic (UPS)

- **\$100,000** — UPS Next Day Air Business-to-Business (all conditions met)
- **\$75,000** — UPS Next Day Air Saver
- **\$50,000** — High-risk ZIPs (same list as above)
- **\$15,000** — UPS 2nd Day and Friday-for-Monday delivery
- **\$5,000** — UPS 3-Day Select and UPS Ground
- **\$35,000** — Maximum for any residential delivery

You may insure up to an additional \$50,000 through UPS directly — contact SelleSend support for instructions.

4. Declared value

- Shipper warrants ownership or authorized-agent status and accepts these conditions on behalf of all interested parties.
- No values are to be declared on the air bill / label unless explicitly instructed by a SelleSend representative.
- All parcels must be declared to SelleSend in full. Coverage attaches in excess of carrier liability (if any). Losses are paid in the same proportion that the declared value bears to the actual value of the shipment.
- The declared value is the amount declared by the shipper or the actual monetary value of the property on the date of loss, whichever is less, up to a maximum of **\$75,000 per package** unless a higher limit is granted in writing.
- If the shipper fails to declare a value, coverage is limited to **\$100**.

5. Labeling & identification

- The label must not reference precious commodities (gold, diamonds, jewelry, etc.). Sender and recipient names/addresses must avoid such references — use abbreviations or pseudonyms.

- Each package should be stamped with an identifying mark on both sides of the box.
- **Signature Required must be selected on every label.** For UPS this means the "Signature Required" option; for FedEx the equivalent.
- All sender and recipient label information must be complete and legible so the carrier can secure a delivery signature.

6. Pickup, drop-off and delivery

- Unmanned/unstaffed collection points and drop boxes must **not** be used.
- Carriers do not deliver to P.O. boxes — use USPS for any P.O. box destination.
- Residential, hotel, trade show, etc. deliveries: a package signed for by any representative (concierge, doorman, front-desk clerk, etc.) at the intended address is considered delivered, and insurance ceases at that moment.
- A signature is required for **all** residential deliveries.

7. International shipments

- U.S., Canada, Puerto Rico, Guam and all U.S. territories are covered to the maximum limits of the policy.
- Countries with risk designation **#1** are covered to final destination up to **\$30,000** per conveyance.
- Countries with risk designation **#2** are covered to final destination up to **\$10,000** per conveyance.
- Countries with risk designation **#3** are covered up to **\$10,000** to the first point of entry into the country only. Beyond that point the shipper is responsible for conveyance. ****Armored carriage is strongly recommended for #3 destinations.****
- Insurance ceases on delivery to consignee or 15 days after arrival while awaiting customs clearance, whichever occurs first.
- Code designations may change. Call SelleSend before each international shipment for the current designation and any case-by-case coverage uplift.
- Signature Required must always be selected on international packages

where the option is available.

8. Claims procedure

- All potential claims must be reported to SelleSend within **48 hours** of the date of shipment.
- No claim for loss or damage shall be valid unless written notification is received by SelleSend within a maximum of **14 days** from the date of loss or expected time of arrival.
- The shipper must be an authorized employee or agent of the approved company to receive insurance coverage.
- Accurate data entry into the SelleSend platform is the sole responsibility of the client. Losses occurring as a result of misinformation, improper address, or improper labeling are excluded absolutely.
- Short-shipment claims are not recoverable unless the package shows evidence of tampering or damage AND the consignee notes the condition in writing on the delivery receipt or refuses acceptance.

9. Exclusions

- **Signature releases on file** — all losses from signature releases are excluded absolutely. The client must confirm no signature release exists at the recipient location.
- **Returned shipments** are excluded unless the parcel is being returned because it was undeliverable.
- **C.O.D. and similar collections** are at the shipper's sole risk — including non-payment, fraud, forgery and credit-card fraud. SelleSend is not liable for any such actions or instruments.
- Delay, loss of market, loss of use, consequential loss, inherent vice, wear, tear, gradual deterioration and depreciation are not recoverable.
- Subject to Insurance Policy Terms which exclude losses caused by War, Military Action, Nuclear Hazard, Radioactive Contamination, Terrorism and Governmental Action.

10. Pair-and-set

In the event of loss or damage to any article that is part of a set, the measure of loss shall be a reasonable and fair proportion of the total value of the set, considering the importance of said article. In no event shall such loss be construed to mean total loss of the set.

11. Confirmation numbers

The confirmation number provided by SelleSend is effective only for the specific order to which it was issued.

12. Fraud notice (required statutory wording)

"Any person who knowingly and with intent to defraud any insurance company or other person files an Application for Insurance or Statement of Claim containing any materially false information, or conceals for the purpose of misleading information concerning any fact material thereto, commits a fraudulent insurance act which is a crime, and shall also be subject to a civil penalty not to exceed \$5,000 and the stated value of the claim for each violation."

13. Tampering & shortages

- Any noticeable tampering must be reported to the driver immediately.
- All shortage of goods or missing-contents claims will be investigated by the authorities.

14. Contract carrier status

SelleSend is a **contract carrier**, not a common carrier. The insurance company has the right to decline any claim where any condition of this policy has not been complied with.

15. Modifications

All of the aforementioned terms, conditions and exceptions remain unaltered unless modified in writing by SelleSend or its authorized agents.

