



PACK IT  SHIP IT  CRATE IT  FREIGHT IT

Pak Mail ("PAK MAIL") is a franchisee of Annex Brands, Inc. ("ANNEX BRANDS"). This PAK MAIL location is independently owned and operated by PAK MAIL and PAK MAIL is not an agent or employee of ANNEX BRANDS. ANNEX BRANDS is not liable for the acts of PAK MAIL, including loss or damage to your shipment.

PAK MAIL disclaims all liability for loss of or damage to your shipment beyond the coverage provided by the carrier, if any, unless you purchase PAK MAIL'S Alternate Declared Value ("ADV") coverage protection. **IF YOU HAVE PURCHASED ADV PROTECTION, THE FOLLOWING CONDITIONS AND PROCEDURES APPLY AND MUST BE FOLLOWED:** If your shipment does not arrive within 7 days please notify the PAK MAIL store indicated on the front of the receipt, unless shipping time has been determined to be longer.

IF YOUR SHIPMENT IS DAMAGED:

- **Immediately contact the PAK MAIL store listed on your receipt** that shipped your item(s) for further instructions. PAK MAIL cannot be liable for a claim that goes unreported for more than 45 days.
- **Please note any damage prior to signing the carrier's delivery receipt.** Failure to do so may nullify your opportunity to have a claim paid.
- **Retain ALL cartons, packaging materials, and merchandise in the same condition as they arrived** until further notice from PAK MAIL. Failure to do so may nullify your opportunity to have a claim paid. Please take and retain photographs of the item, of all the packaging materials and of the Inner/Outer Box as they will be requested.
- **Do not return or release merchandise to any carrier unless specifically instructed by PAK MAIL store** with which you did business.

IF YOU HAVE DECLARED A VALUE FOR THE SHIPMENT AND HAVE PROTECTED THAT DECLARED VALUE THEN, IN CASE OF LOSS OR DAMAGE, PAK MAIL IS NOT TO BE LIABLE FOR MORE THAN WHICHEVER DOLLAR AMOUNT IS LESSER FROM THE BELOW:

- **The actual cash market value of the property** at the destination on the date of delivery.
- **The cost of repair or replacement of the property, with material of like kind and quality.**
- **The cost of repair or replacement of the property at point of destination on the date of delivery with proper deduction for depreciation.**
- **It is the customer's responsibility to be able to provide a current appraisal or receipt for the item(s) being shipped in order to show proof of value.** (The appraisal must be less than one year old.) Declaring a value on the receipt does not constitute proof of value; proof of value must exist and be available prior to shipping.

If no value is declared, PAK MAIL is not liable for more than the coverage provided by the carrier, if any.

Property is protected while in the custody of the carrier until the property is delivered at its destination. If the property is not delivered, the protection continues until the property is returned to you.

Value may be declared per item or package being shipped. However, if a lump sum declaration is made, **losses will be paid on a pro-rata distribution on number of items and/or parcels shipped.**

Should repair or replacement estimates become necessary, it is the customer's responsibility to obtain these documents. PAK MAIL is not liable in the event of breakage or internal damage with a customer-packed parcel. In addition, ADV coverage protection will not apply in that event or where the shipment has not been packaged in compliance with approved packaging procedures of Annex Brands.

PAK MAIL in no event shall be liable for any consequential, incidental loss, software or data media recovery, depreciated value delay of any shipment or special damages which may occur from loss caused by Government Actions, Nuclear Hazard, War, Military Action, and/or Acts of Nature. This limitation shall apply to and include, but not be limited to, negotiable items, damages for loss of profit, loss of income, loss of bargain, or loss of value.

PAK MAIL is not liable for loss or damage to perishable or temperature controlled items to the extent the loss or damage results from exposure to heat or cold or the perishable nature of the product.

Delivery dates and times are estimates on PAK MAIL'S part and are based on information given by carrier.

PAK MAIL is not liable for carrier to properly collect Cash on Deliveries (COD) monies.

PAK MAIL is not liable for customer's failure to properly address packages correctly. Incorrect addresses on packages include consignee's correct telephone number on address label.

As a courtesy to you, PAK MAIL will permit the carrier to correct an incorrect delivery address if possible. If the carrier charges an address correction fee, the customer agrees to reimburse PAK MAIL.

PAK MAIL will not be liable for damage to internal electrical/electronic equipment or circuits where no visible damage is evident. **For artwork/display "items in case"** PAK MAIL is unable to check to secure the parts of the artwork inside the case PAK MAIL is only able to provide value coverage for any damage to the outside of the case and is unable to provide coverage for item inside the case.

PAK MAIL IS LIABLE/RESPONSIBLE FOR DAMAGE TO INHERENT VICE ITEMS UP TO \$5,000 Domestic and \$2,500 International (Included but not limited to Hand-Made one-of-a-kind items, marble, slate, granite, glass tops (all shapes and types), art glass, stained glass, articles of antiquity, neon signs, plaster or gilded framed art/mirrors, stringed musical instruments, architect models, Racu and/or Terra Cotta Pottery). Jewelry must be addressed to an individual, are not to indicate contents, and must be sent overnight via a traceable method.

ANY HAZARDOUS MATERIAL MUST BE DECLARED. CUSTOMER WILL BE HELD ACCOUNTABLE FOR ALL COST ASSOCIATED WITH UNDECLARED HAZARDOUS MATERIALS SHIPPED.