

## **ADDEDUM TERM AND CONDITONS FOR JETBOX COSTA RICA SERVICES**

*Updated September 2022*

JetBox Cargo Holding, S.A. under its trademark JetBox International®, is represented in Costa Rica by its authorized agents Compras Directas, S.A. to offer its services for the transport and delivery of parcels, according to what is presented through the website [www.jetbox.com](http://www.jetbox.com) and mobile application.

As stipulated in the Terms and Conditions published on the website, JetBox International® provides international transportation service to different destinations, and nationalization and delivery services through Direct Purchases, S.A. and its partners.

The services will be provided according to each country, with the possibility of adding or changing the terms, as well as any change in the process for final delivery.

### **MEMBERSHIP**

The membership is free and does not pay annuities or monthly payments. Only what your package incurs.

You can join by means of the web page [www.jetbox.com](http://www.jetbox.com), mobile application "JetBox", as well as presenting you in the nearest Branch.

### **NOTIFICATION PRIOR ARRIVAL FORM**

In order for an arrival notification to come through, for Costa Rica client must notify to the company of all packages that will arrive under their name, and present necessary documentation for doing so. The client must complete the "Notification Prior Arrival Form" before they be delivery in Miami facilities, and which can be accessed through the website/mobile app.

With this notification form the client send instructions for the international shipment of the packages and can apply for benefits available in its country of arrival. The form is also a necessary document for insurance purposes should the client need it.

The information in this form should be send for each individual package and with its own provided tracking number before it reaches its destination in Miami. If these conditions are not met, the company reserves the right to ship any mislabeled package under the ND Priority Service.

### **INTERNATIONAL SHIPPING FROM MIAMI TO COSTA RICA**

All the services provided and described in this document, are offered from the moment the packages arrive to the Miami facilities and are duly registered in the JetBox International® systems as indicated in the main document of the Terms and Conditions.

**Priority® Service.** This is the service of air shipping offered to physical person and legal entities, and is the regular form of shipping automatically applied to incoming packages. There is no weight limit for transportations. You will be charged according to the real weight\* of the package. If any package arrives at Miami without any instruction of shipping stating otherwise (assigned in the Shipping Address of the online receipt and in the Prior Notification), the package will be treated as Priority® and will be subject to the corresponding rate.

**Economy® Service.** This service is exclusive to packages with real weight/volume\*\* ratio of more than 4 kilograms, and can only be utilized by legal persons and entities or organizations. In order

to be shipped in this manner, the package must be labeled as so in the Shipping Address by writing Economy prior to the Account number. The Prior Notification must also indicate this.

Saver® Service. Only for natural persons (non-legal) that have active the automatic payment system of their service invoices. Your fee is charged per actual weight\* of the package. It is not an automatic service, so for the package to be transported with this mode: it must be entered in the Shipping Address by writing the word “Saver” before the Account number. In addition, the Package Notice must have this modality indicated. This service does not apply with promotions or any current benefit neither OneBox. It is temporary, until the company decides otherwise.

The time that it takes for a package to be shipped to its destination after arrival in Miami varies and is determined once the package is registered as received in the JetBox International® systems. These are the expected timelines of arrival (excluding delivery to Miami):

- Priority®: approx.24-48hrs
- Economy®: 8 to 16 business days approx.
- Saver®: up to 3 business days approx.

These apply if the package(s):

- are received/register in Miami before 9:30 am (local time)
- all necessary documentation is provided in the Prior Notification including the full invoice
- not considered to be restricted/dangerous
- not require special procedures
- is valued under USD \$1.000
- These timelines can vary seasonally, and are exempt from national holidays in the United States and weekends.

These timelines are not exempt from external factors: decisions from international providers (airlines, sea freighters) for maintenance, boycotts, accidents, major events, extreme climate conditions, airport shutdowns, explosions, terrorism, accidents, arson and similar.

\*Real weight refers to the measured weight of an item including its packaging, as sent by the provider.

\*\*Real weight/volume refers to the cost charged depending on which factor is greatest.

#### **NATIONALIZATION:**

For the import process into the country, the company provides services through the customs agency. If the client wishes to carry out his own paperwork, he can do so by requesting the documentation from the company, previously paying the services related to reception in Miami and international transport.

Products that require permission: if the product requires a special procedure because it is a product with a technical note determined by the government, the company carries out the documentation process. This incurs additional time and cost. Customer Service will be able to present you a quote and advise you.

Products with a CIF value equal to or greater than USD \$ 1,000: requires a special procedure and therefore also involves an individual DUA (guide cut), payment of customs taxes in advance. The process incurs days and additional cost. Customer Service will be able to present you a quote and advise you.

## CONSOLIDATION PACKAGES

OneBox® Consolidation Service is available only for individual person, that place orders that include up to 10 packages to be shipped in one shipment over 20 business days. This timeline starts from the moment the client send its first Prior Notification Arrival with consolidation instruction. If the packages are not listed this way, they will follow normal shipping procedure (ND Priority®) with the regular cost. Consolidation works from 2 packages.

It does not apply for Saver® service, other temporary promotions neither others benefits in effect. Does not apply with packages that require special permission, procedure or free tax documentation. The cost of each consolidated packet is USD \$2.50 Just be required by individual person no business/commercial purposes.

## LOCAL DELIVERY PACKAGES

JetBox will delivery in Costa Rica through any of the following options, which may vary according to the office in this country:

JetBox Branches: located throughout the country, served by company personnel. It has no additional cost. In case the package requires special handling due to its weight, dimensions may incur an additional cost.

SmartLockers: are automated lockers where the customer withdraws his package, using a code or pin that he will receive by SMS message on his cell phone. Large and heavy packages will be delivered to the JetBox Branch near the locker.

Authorized Center: they are delivery points outside the Greater Metropolitan Area, it does not correspond to JetBox Branches. Therefore all assistance and advice is provided from central offices in San José.

Home deliveries within the GAM: they will have the following charges: 0.1k – 3k + \$2 per package, 3.1k – 10k = \$5 per package, over 10kg the cost variates.

As indicated in the main document of the Terms and Conditions, the addresses must be previously validated to provide this service, where it has the necessary facilities that allow timely delivery or other benefits in effect.

Shipments outside the GAM, within the territory of Costa Rica: they are made with an additional cost, same that is quoted with the local suppliers.

All home/office deliveries within the GAM and shipments outside the GAM by order, it is required to have invoices canceled by automatic payment leaving the card registered for these purposes. Online payment or mobile application apply as well.

All deliveries to SmartLocker and Authorized Centers, must have previously canceled their respective invoices, it will be the only way for them to be in route. The client can do it online on a website or mobile application.

All deliveries that are made except in Branch, must have previously canceled their respective invoices, will be the only way for them to be put on route. The client can do it online in web page or mobile application.

The company reserves the right to freeze the delivery of packages until the client has updated his account.

The packages will remain in the Branch and Authorized Centers up to 30 calendar days, from the date of receipt at the site, 3 working days in the SmartLockers. After this date, the packages will be sent to the JetBox Processing Center for delivery at an additional cost of USD\$15 and will be for 2 months. Subsequently, The Company reserves the right to dispose of it in the way it considers, being free of all responsibility.

The company reserves the right to change or modify this document. Any additional information that you require, as well as assistance for your service, can be communicated with the customer service platform of your country.

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