

## TERMS AND CONDITIONS JETBOX INTERNATIONAL® SERVICES

*Updated October 2021*

Welcome to [www.jetbox.com](http://www.jetbox.com) JetBox Cargo Holding, S.A. under its trademark JetBox International® and the represented in the region by different authorized agents, welcomes you to enjoy our transportation and package delivery services, under conditions as presented through our online website [www.jetbox.com](http://www.jetbox.com) and mobile app (not available in all countries).

JetBox International® offers international shipping to different destinations, as well as **customs clearance** and delivery services through international partners for all dispatches packages (these can come from online orders as well as shipments sent from a third party such as family or friends).

These services will be provided according to each country's website, with the possibility of additional or modified terms, depending on the local legislative variables.

JetBox will provide its services according to each country's legislation and regulations.

### **MEMBERSHIP**

JetBox offers its services to those individuals that are of legal age and have available a valid form government-issued identification (SSN, residency documents, passport, driver's license), that is up to date.

Once the subscription process is completed (in person or online), you will receive your **JetBox Account** and the JetBox facility address in Miami (which you will receive in your Welcome Email) both of which will identify you as a client as well as your packages.

The cost of setting up your Account may vary and is a single, non-refundable payment that is charged the moment your application goes through. Once the application form is completed, your card will be registered in your account for future automatic payments. The payment method can be modified from the company's website or by contacting Customer Service.

It is up to the client to maintain the confidentiality and good use of their JetBox Account number and password and is responsible for all activity and services provided under it.

As the owner of a JetBox Account, you may authorize up to four people to use/manage your account as long as they are first-degree relatives. The owner is the only individual responsible for all the payments, shipments, and cancellations under the account.

In order to guarantee successful delivery of a package, whether the client is requesting online orders or receiving packages from a third party, the address on the shipment must accurately portray the client's full information as follows:

First Name and Last Name  
2011 N.W. 79th Avenue  
JetBox Account (for example "SJO#000000" or "PTY#000000", according to your country)  
Miami, Florida  
33198 - 1636  
United States

### **NOTIFICATION PRIOR ARRIVAL**

This form may or may not apply to your country of arrival. Please check the Addendum at the end of this document.

In order for an arrival notification to come through, the client must notify the company of all packages arriving under their name, and present necessary documentation for doing so.

The client can consult Customer Service to clarify the use and application of this form should it be needed in your country of arrival. Also available more details in addendum of your country.

### **RESTRICTIONS & CERTIFICATIONS IN THE UNITED STATES OF AMERICA**

JetBox International®, and its office in Miami, is certified by the United States government as a Commercial Mail Receiving Agency (CMRA) through the United States Postal Service (USPS). Any and all services that a client wishes to enjoy must comply with the regulations and legislation of the United States of America as well as the country of arrival.

JetBox International® will not process shipments of money (in any of its forms), jewels, precious metals and gemstones, tickets of any kind; as well as firearms, narcotics, high-risk radioactive material, inflammable material, oxidizing agents, toxins, corrosive substances, explosives and products that may put in risk the physical safety of the courier or infringe upon the legislation of both origin and destination countries.

Any client found non-compliant to these conditions, assumes responsibility of any charge, sanction, or infraction inflicted upon the company or themselves. JetBox is not responsible for any legal or contractual breaches, and the client is fully responsible to answer to the appropriate authorities in case of violations.

### **INTERNATIONAL TRANSPORTATION**

JetBox International® is responsible for the international shipping of those packages compliant of the Terms of Service and Conditions of Use. These packages must be registered by the company has received upon arrival.

The client is responsible for guaranteeing the packages are adjusted and compliant according to the legal conditions of the United States of America, before being exported to their destination.

JetBox International® reserves the right to hire services (third party or otherwise) to verify the content and physical state of a package to confirm its condition the moment it arrives at Miami offices as compliant of international regulations of air and maritime shipping.

JetBox International® offers different shipping services depending on the country of arrival: Next Day Priority®, Economy® and OneBox® Consolidation. For further details, consult the Terms of Service respective to your country of arrival.

## **CUSTOMS CLEARANCE**

JetBox counts with several local agents that can assist you in the necessary procedures for the importation of your packages to your country.

In case a shipment is delayed by Customs authorities in your country, the company is responsible for providing the necessary documentation to the client in the process of customs clearance.

In those countries that correspond, JetBox will bring advisory to you necessary should it be requested for the benefit of tax exoneration (Art. #93 CAUCA y Arts. #214, 215 y 216 of RECAUCA).

## **DELIVERY PACKAGE**

The client should consider that delivery times vary according to: the time of dispatch as selected while purchasing the product in the online store, the package's trajectory from the store to Miami, and the JetBox service you choose in your international shipping preferences from Miami to your country of arrival. Additionally, more time could be required by Customs agents for processing of certain procedures such as permits and customs clearance.

Consider that the United States Postal Service (USPS), delivers to its post office under the zip code 33122 and will register this as a "final delivery". JetBox International® collects those packages available to USPS. **If the client wishes for a return/refund of the product, they must present their case directly to the online provider.**

For local deliveries, all packages must be received by the owner of the JetBox Account or an authorized person as registered under the same account.

In case you are unable to pick up the package, you can authorize another person to receive your package for you. You can authorize and notify the company through the website or through Customer Service platform.

According to each country where JetBox International® services are available, packages will be received in Branch Office, home/office delivery, or any other service offered by the company.

Deliveries to Branch Offices and home/office delivery carry no additional cost within the metropolitan area and the central offices of each country, except for special handling that will be charged to the client accordingly. In order to receive home and office delivery, you must submit your physical address so we can validate the location and the conditions for delivery.

We offer delivery services outside the metropolitan area for commission, which carry an additional cost according to the local provider. This also requires previous consultation with the company.

We reserve the right to freeze the delivery of packages under any account that is not up to date.

Packages will remain in the branch office up to 30 natural days, from the moment it is received in the establishment. After this time period, packages will be sent to the JetBox Distribution Center and their delivery will cost an additional USD \$15 and will remain there another 2 months. If the package is not received, we reserve the right to dispose of it at our discretion, and we are not responsible for its delivery.

## SHOPPING SERVICES

Any local representative of JetBox International® can offer some services to assist you in your shopping.

**Corporate Shopping** This service allows the client to use a corporate credit card to make purchases greater than USD \$50, and can be solicited through Customer Service (BeJetBox) or branch offices, and can be carried out in online stores approved by the company. The client will be charged 4% of the total purchase is done in cash to Jetbox; or they will be charged 8% if using a personal credit or debit card (minimum USD \$5). The client must pay the total price in store when presented with the application for **corporate shopping**, and will pay the additional charges once the package arrives to its destination.

**Total Price.** You can shop in virtual stores under one single payment (purchase of the product in store, shipping, customs clearance) that must go through once the form is completed. It is applicable to products over USD \$50. This service is available through Customer Service, the online website and the mobile app.

## INSURANCE

All JetBox International® shipping and delivery services offer insurance for your packages. The company will cover the insurance at no cost given that the package has an FOB value that is less than USD \$50, and the client will be charged 2% of the FOB (minimum USD \$1.50).

If the product is totally NEW, it will apply only:

- in case of loss or damage
- the package was received in perfect condition at the Miami offices
- the package presented its respective Package Notice with the value declared by the customer (commercial invoice in full image)
- the product was inspected by the client upon pick-up

If the product is USED, it will apply only:

- for loss or theft while come from Miami to Costa Rica
- the package presented its respective Package Notice with the value declared by the customer (commercial invoice in full image)
- the product was inspected by the client upon pick-up

Both as a new or used product, JetBox will not be liable or responsible for those products or packages with a factory defect, are rebuilt, purchased as openbox or present any missing part damage from their provider. It also does not apply if the product sent, does not correspond to what was requested, poorly packaged products or lack of appropriate packaging by its provider and therefore present some damage.

Whatever the case that arises, you must enter a review process.

## **RETURNS**

In the event that the product suffers damage during its internal shipping in the United States (from the store to the branch office in Miami), has a product defect or the wrong product was dispatched, the client can present a complaint directly to the provider (online store).

If the client requests to return the package to the provider, JetBox can provide return service for those providers within the United States. In order to do this, the client must present the package and the Return Merchandize Authorization (RMA) issued by the store. With this document the provider agrees to register the return and cover the cost of internal delivery. JetBox will cover the cost of international shipping to Miami as a courtesy.

If the store or provider does not provide the RMA and the client wants to return the product, JetBox can quote for this service with local providers. In order to request this service the client must:

- Consult directly with the online store to validate their return policy
- Present a printed copy of the full invoice with the product in its appropriate packing

## **COMMUNICATION**

You will be notified of the package arrival via email or SMS (according to the phone number registered in the account). If using the mobile app, it is necessary to turn on push notifications in order to receive the notice.

You can track your packages using the services available on the website and mobile app.

It is imperative that you maintain your account information up to date so that we can successfully carry out your deliveries and service. JetBox will always rely on the personal information provided in the account and is not responsible for any incorrect deliveries in case of misinformation. You are responsible for updating and managing your personal info in your account.

## **RATES**

JetBox International® reserves the right to change its rates according to market demands as well as international and local providers.

International shipping: by utilizing JetBox services, the client agrees to the established international shipping fees published on the website and its respective conditions. They are not fractional (that is, it is charged in rounded form at its closest upper level, according to the chart in website).

Minimum weight for a package is 250 grams.

Fuel Surcharge: charge corresponding to the use of fuel for transportation; is established by air and maritime transport providers and may vary without notice.

Air WayBill: all merchandise received in Miami will travel with a courier label for security and information and carries a cost of USD \$2.00.

Insurance: charged as previously mentioned.

Customs Clearance: all packages entering the country require the necessary importation processes carried out by a customs agent. For this service, a fee is charged according to the CIF value of the product. The CIF value as stated in the invoice + insurance + international shipping.

Customs duties: established according to the legislation of the arrival country and the percentage depends on the Harmonized Code as well as the CIF value. Customs clearance and duties for packages that fall under USD \$1.000 will be processed and paid for by the company as normal procedure. For those packages over USD \$1.000, the company will charge the client in advance to carry out customs duties.

Special procedures: in the request of permits or tax exoneration, the service carries an additional cost according to the type of document, weight, and value of the product (will vary in each country).

## **BILLING & PAYMENT**

JetBox International® will charge the costs of the services incurred directly and only in US dollars USD, which is why the customer needs to have an international card.

Payments may be made: 1. leaving your registered card at the time of affiliating and manageable on your profile by entering the website, 2. also paying online through e-commerce via web and / or mobile application and 3. paying against delivery on branches.

It is important to remember as indicated above, for home/office/out GAM delivery services, the invoices must be previously paid.

In the event that the customer makes their payments online, they must present the same card they used to pick up/receive the packages, without exception.

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

## **MEMBERSHIP CANCELATION AND TERMINATION**

Any JetBox Account can be classified as inactive if:

- The client issues a written request for cancelation
- Pending payments

The account will be inactivated immediately. However, if the client has any pending packages at the moment of inactivation, they must still pay for all pending invoices for that merchandise. The company is not responsible for any type of repercussion that may originate from this infraction as well as any missing product during this process. All mail will be disposed of and will not be processed.

JetBox also reserves the right to reject any type of service or even terminate an account if there is any indication of fraud, illegal or unethical activity that could compromise the company.

## **COPYRIGHT**

All content included and displayed by JetBox International is owned by JetBox or its content providers and is protected by the laws of the country in operation and international copyright laws. All content included or available through any JetBox is the exclusive property of the company.

## **TRADEMARKS**

The graphics, logos and names of services included or available through JetBox are trademarks or brand image of JetBox in the countries it operates. JetBox trademarks and brand images may not be used in connection with any product or service other than JetBox, in any way that may cause confusion among customers, or discredit or harm JetBox. All other trademarks that do not belong to JetBox that appear on any JetBox media are the property of their respective owners, which may or may not be affiliated, linked or sponsored by the company.

## **NOTICE OF PRIVACY**

JetBox International is aware of the use we give to your personal information and we appreciate your confidence that we treat it with due care and prudence.

All information you provide us, such as personal and contact information that you enter on our website and mobile application is stored in our database and is not shared with third parties. We use the information you provide us with the objectives of responding to your requests, keeping you informed of the packages that arrive at our facilities in Miami from which we take control of them (not before).

JetBox International® reserves the right to update this document when considered.

By opening a JetBox Account you endorsed and accepted the terms and conditions to use JetBox International® services.

\*\*\*