



Terms & Conditions of Service Agreement

1. Important Notice

This agreement is by and between Mailboxes Unlimited Ltd. (the “Agent”, “Consignor”, “We”, “Us”, “Our”, “The Company”, or “Mailboxes”), and you (the “Client”, “Consignee”, “Customer”, “Shipper”, “Member”, or “Owner”) for services provided, and becomes effective the day any person becomes a Mailboxes Member, tenders a shipment to our business or its Agents, or accepts in writing a quotation for services to be provided. By purchasing the services provided by Mailboxes, you agree to be bound by the following Terms and Conditions Agreement, which is subject to change at any time without notice. Terms and Conditions apply to routed export transactions when the Member purchases products in the United States from merchants acting as the U.S. Principal Party in Interest, as defined by the United States Foreign Trade Regulations.

2. General Terms and Conditions

2.1 Severability

The invalidity or unenforceability of any provision in this agreement will not affect the validity of other provisions.

2.2 Unacceptable Shipments

A shipment may be deemed unacceptable at Mailboxes sole discretion if:

- it contains complete firearms, ammunition, explosives, explosive devices or test pieces, air guns, replica or imitation firearms; counterfeit goods; cash; bullion (of any precious metal); prohibited animal parts or remains, such as ivory; human remains or ashes; loose precious or, semi-precious stones; cannabis or its derivatives; or illegal goods, such as narcotics or other illegal drugs,
- it is classified as hazardous material, dangerous goods, prohibited or restricted articles under ADR (European Road Transport Regulation on dangerous goods) or by IATA (International Air Transport Association), ICAO (International Civil Aviation Organization), IMO (International Maritime Organization) or other relevant organization (“Dangerous Goods”),
- it contains any other item which Mailboxes or its Agents cannot carry safely or legally,
- its transportation methods are restricted or prohibited by exclusive privilege of any authority,
- the address is incorrect, not properly marked, or its packaging is defective or inadequate to ensure safe transportation with ordinary care in handling,
- Shipper, Consignee or any other party with a direct or indirect interest in the shipment is listed on any applicable sanctions lists as a denied or restricted party.

2.3 Inspection

Mailboxes has the right to open and inspect any shipment without notice for safety, security, customs, or other regulatory reasons. All packages received by Mailboxes will be opened by representatives of the company to validate contents and quantity.

2.4 Mailboxes Services

- 2.4.1** Mailboxes' services consist of acting as an Agent of the Member for US consolidation and export purposes by receiving the Member's merchandise, which will be sorted, packed, and consolidated.
- 2.4.2** Upon a Member's use of their Mailboxes US Inc. address, Mailboxes will arrange for shipment export from the USA to the Member's specified international, non-USA, address by a contracted service provider that acts as the freight forwarder and/or carrier for the shipment. Mailboxes does not act as an indirect air carrier of property, but rather acts as an Agent of the client.
- 2.4.3** Members accept that freight forwarders and/or carriers reserve the right to open and/or inspect every shipment tendered to forwarders and/or carriers on behalf of a Mailboxes or its Agents.

2.5 Mailboxes General Billing

- 2.5.1** The Member authorizes Mailboxes to charge his/her payment method for all services and/or account activity with Mailboxes. Such charges may include but are not limited to membership dues, shipping and handling charges, return/reroute fees, storage charges, late charges, and any elected optional service.
- 2.5.2** Failure to provide payment for services rendered at the time of service may result in late charges, stop shipment charges, suspension of service, cancellation of membership, involuntary return, charitable donation, or the discarding of any remaining merchandise.
- 2.5.3** If a Member's payment method is by credit card, and if such Member has an outstanding invoice or invoices, the Member authorizes Mailboxes to charge his/her credit card for the aggregate amount of such outstanding invoice or invoices in one or more credit card transactions. By way of example, if a Member has an outstanding invoice or invoices of \$3,000 in the aggregate, the Company may either charge the Member's credit card (i) one time for \$3,000, (ii) three times for \$1,000 each or (iii) any other combination that in the aggregate equals \$3,000.
- 2.5.4** Shipping costs are based on the weight and dimensions of your shipments. Shipping costs will be charged according to the actual weight or dimensional weight, whichever is greater.

2.6 Appointment of Mailboxes as Member's Agent

- 2.6.1** As a Member, you grant Mailboxes and Mailboxes US Inc. a written authorization to act on your behalf as your true and lawful Agent for the following specific purposes:
 - Preparation of shipping documents.
 - Preparation of any Certificates of Origin, if applicable.
 - Preparation of an EEI via AES in accordance with the laws and regulations of the United States, if applicable.
 - Preparation of an airway bill or any other document required to export merchandise to Member, if applicable.
 - Entering into service agreements on your behalf and to authorize parties to such service agreements with a power of sub-delegation for the preparation and completion of all documentation required for the clearance and delivery of all shipments subject to such agreements.

- Authorization for freight forwarder and/or carriers to conduct customs clearance, formal entry, and certification of freight forwarder and/or carriers as the consignee, solely for the purpose of designating a customs broker to perform customs clearance and entry.
 - If an EEI (for which a charge consistent with Mailboxes' current schedule of fees will apply) is required for goods originating within the United States, Mailboxes may file the required export information on behalf of the Member, as its agent and pursuant to this section, so long as the Member advises Mailboxes of the filing requirement three days prior to the anticipated date of export.
 - It is the Member's sole responsibility to advise Mailboxes if any export filings are required. If the Member or the USPPi fails to provide notification, or the information needed to accurately file an EEI, the Member agrees to accept full liability for regulatory failures and penalties related to such failure, and indemnifies Mailboxes of any liability for inaccurate or missing filings based on information, or lack thereof, provided by the Member.
 - Mailboxes reserves the right to review the accuracy of any information by confirming that the Export Control Classification Number or merchandise value provided is correct. Under such circumstances, the Member is responsible for all costs incurred in returning the merchandise, tendering the merchandise to government authorities, or forfeiting and/or destroying the merchandise. The Member also acknowledges that under such circumstances, Mailboxes is not liable to reimburse the Member for the value of the merchandise.
- 2.6.2** Members are responsible for ensuring self-adherence to regulatory obligations in the country to which packages will be sent. Mailboxes will make every effort to minimize, stop, and mitigate non-compliances, but the Member assumes full responsibility and liability for non-compliance with regulations.
- 2.6.3** Members authorize Mailboxes as its agent to conduct customs clearance and entry in both origin and destination countries, as applicable.
- 2.6.4** Members acknowledge their duty – and sole liable – to accurately provide all information as required by the United States, Bermuda, or any other stakeholder country laws and regulations, including information required by 15 CFR § 30, and must maintain all records as required under law. Civil or criminal penalties may be imposed against the Member by the U.S., Bermuda, or other government for making false or fraudulent statements, claims, or declarations, with respect to this information.
- 2.6.5** Mailboxes assumes no responsibility to act as a record-keeper or record-keeping agent for either the Member or the USPPi. The Member is responsible to supply to Mailboxes all information regarding the USPPi, including its name and employer identification number (EIN), and the Export Control Classification Number ("ECCN"), Schedule B classification, and all other information required under a routed export transaction as described in Title 15, Code of Federal Regulations, Part 30, the Foreign Trade Regulations (FTR). The Member also assumes full responsibility for providing the above information for any third-party seller listing items for sale on websites or through service providers like Amazon.com, Temu.com, or eBay.com.

3. Shipping Procedures

3.1 Shipment Charges, Duties and Fees

- 3.1.1 Mailboxes shipment charges are calculated according to the higher of actual or volumetric weight, per piece. Each piece will be re-weighed and re-measured by Mailboxes, or its agent, to confirm this calculation.
- 3.1.2 Payment of Customs Duties and other charges due may be requested from Consignee prior to delivery. Mailboxes does not offer pre-paid duty for non-US origin export shipments unless explicit written approval is provided by an officer of the company.
- 3.1.3 Additional fees may be charged to the receiver if Mailboxes or its agent utilizes credit with an Authority, or pays any Customs duty on Consignee's behalf. Shipper shall pay or reimburse Mailboxes for all Customs duty and other charges due for services provided by Mailboxes, or incurred by Mailboxes, on Shipper's or Consignee's behalf should the Consignee fail to pay.

3.2 Shipment Deliveries, Undeliverables, Forfeitures, and Destruction

- 3.2.1 Shipments that transport via non-postal modes (i.e. – courier, forwarder, etc.) cannot be delivered to PO boxes or postal codes. Shipments will be delivered to the Consignee's address provided by Shipper, but not necessarily to the named Consignee personally. Shipments to addresses with a central receiving area will be delivered to that area. Mailboxes, or their agents, may notify the Consignee of an upcoming delivery or a missed delivery. Consignees may be offered alternative delivery options such as delivery on another day, no signature required, redirection, or collection at an agent's Service Point. If the shipment is deemed to be unacceptable as described in Section 2, it has been undervalued for customs purposes, Consignee cannot be reasonably identified or located, or Consignee refuses delivery, or to pay Customs duty, or other shipment charges, Mailboxes shall use reasonable efforts to return the shipment to Shipper. The transportation expense for a return shipment shall be at Shipper's cost and pre-payment will be required. If it is not possible to return the shipment, it may be released, abandoned, disposed of, or sold without incurring any liability whatsoever to Shipper or anyone else. Mailboxes shall have the right to destroy, or authorize the destruction of, any shipment if Mailboxes is prohibited by any law or Authority from returning it in whole or in part to Shipper, as well as any shipment of Dangerous Goods.
- 3.2.2 The company will make every effort to help clients investigate the delivery location of a missing package if proof of delivery is provided. The company will also support its clients to contact, confirm, or provide evidence which substantiates a claim of mis-delivery to a merchant, should Mailboxes deem feasible and appropriate. Mailboxes shall not be responsible for the mis-delivery of shipments to its agent's USA warehouse by courier error, improper addresses, or otherwise, outside of the company's control. Mailboxes Proof of Delivery codes are represented by a sequence of three alphanumeric and three numeric digits which are uniquely provided to delivery drivers for each time of arrival.
- 3.2.3 Mailboxes will allow active Members to store their merchandise for up to 30 days at no charge. After 30 days for Members, the Member agrees to pay storage charges per box per day, consistent with Mailboxes current schedule of fees.

- 3.2.4** All Members, regardless of membership type, agree to ship their merchandise within 60 days of merchandise arriving at their Mailboxes suite. Whereas merchandise that has remained in a Member's suite for more than 60 days (e.g., 61 days or greater), the Member authorizes and directs Mailboxes, at Mailboxes' discretion, to ship such merchandise to the Member's current shipping address.
- 3.2.5** Whereas a Member may owe money on their Mailboxes account or the Member's payment method will not process appropriately, the Member's merchandise will remain on hold, accruing storage, and the Member authorizes and directs Mailboxes, at Mailboxes' discretion, to retry payment processing one calendar week later, on day 67. If that attempt is not successful, the Member's merchandise will remain on hold, accruing storage, and the Member authorizes and directs Mailboxes to retry payment processing one calendar week later, on day 74. If the third attempt to retry payment processing is not successful, the Member acknowledges that the merchandise is no longer considered shippable nor storable and will thus be forfeited by the Member to Mailboxes to be sold with the proceeds donated to charity, destroyed, or otherwise disposed of in a legal and environmentally compliant manner.
- 3.2.6** Mailboxes reserves the right to amend this policy in practice as appropriate and necessary to Mailboxes' business operations.
- 3.2.7** Prohibited or restricted merchandise is not storable and will be rejected, forfeited (and sold with the proceeds donated to charity), destroyed, or provided to government officials.

4. Customs Clearance and Regulatory Compliance

4.1 Mailboxes Authority as Member's Agent

Mailboxes may perform any of the following activities on Shipper's or Consignee's behalf in order to provide services: (1) complete any documents, amend product or service codes and advance any duties, taxes or other regulatory charges required under applicable laws and regulations ("Customs Duties"), (2) act as Shipper's or Consignee's true and lawful agent or designate a customs broker to perform security controls and customs clearance and (3) redirect the shipment to Consignee's customs broker or other address upon request by any person who Mailboxes believes in its reasonable opinion to be authorized. Shipper or Consignee will provide any extra authorization required by applicable law for Mailboxes to clear a shipment. Should the Shipper or Consignee choose to knowingly provide false information to Mailboxes in response to its inquiry, they assume complete liability for their dishonest actions.

4.2 Direct Export Transaction Requirements

For Members acting as the U.S. Principal Party in Interest: Any reference to "Member or the USPPI" should be read as "Member." The Member's unique Mailboxes address is to be used only for package consolidation purposes. The Member will not represent that its Mailboxes address is its address for any purpose other than as the address to which packages may be delivered prior to export, including, but not limited to, representing that its Mailboxes address is the address of the Member's place of business or residence. Failure to comply with this requirement may result in the cancellation of the Member's Mailboxes account. You recognize that you are the title holder and reseller of merchandise to be exported, and thus you are the United States Principal Party in Interest ("USPPI") as defined by

the United States Foreign Trade Regulations. When purchasing merchandise, you are responsible for notifying, and agree that you will notify, each merchant that you intend to export the merchandise purchased from the United States. The Member agrees to furnish the necessary information and complete and attach the necessary documents to comply with any applicable laws, rules and/or regulations, including notifying the merchant about the nature of the export in every transaction generated by the Member. The Member agrees to provide to Mailboxes all required information for export purposes as the USPP, including without limitation the Export Control Classification Number and the tax identification number (if an Electronic Export Information filing ("EEI") via the Automated Export System ("AES") is required). The Member also authorizes Mailboxes to be its agent for the purpose of providing packages to the carrier and, upon the Member's request 72 hours prior to the anticipated export date, for the purpose of engaging and filing documents with respect to the exportation of products from the United States.

5. Insurance, Claims and Liabilities

5.1 Insurance Fees

Insurance is mandatory for all shipments which are transporting by, through, under, or as a result of, Mailboxes services. The cost of insurance is declared either on Mailboxes' schedule of fees or the customer's final invoice. Insurance must be purchased through Mailboxes unless an exemption waiver has been provided in writing by an Officer of Mailboxes.

5.2 Making a Claim

- 5.2.1** To initiate a claim for a lost or damaged shipment, the Shipper must contact our Customer Services department. Claims must be submitted within the time limits specified in Section 5 of this agreement.
- 5.2.2** Claims will be thoroughly reviewed to ensure all necessary documentation is provided. If any documents are missing, Shipper will be notified by email and must provide the additional requested documents within 5 working days. Failure to do so may invalidate the claim.
- 5.2.3** Upon receipt of the necessary documentation, the claim will be investigated, and a decision will be communicated to Shipper.
- 5.2.4** Claims are limited to one claim per shipment.

5.3 Limited Liability and Claims

- 5.3.1** Maximum liability under this agreement is limited to the declared, and independently verifiable, value declared by the Shipper, to Mailboxes, in writing. For shipments valued over \$800 USD, Mailboxes may utilize agents or methods to insure shipments value more than \$800. Under the circumstances, shippers are required to comply with the respective agent's policy for any claim purposes. Failure to comply with an agent's policy may invalidate the claim under this agreement.
- 5.3.2** For shipments where content value cannot be satisfactorily substantiated, or shipment contents were "self-packed" by parties other than Mailboxes, the limited liability coverage maximum is \$500 against damage.

5.3.3 Self-packed shipments are defined as any shipment which was packed by a person or party other than a direct employee of Mailboxes Unlimited. Mailboxes does not accept liability for content damages if the shipment is “self-packed” by its customer, or its agents, who are not direct employees of Mailboxes.

5.3.4 This Terms & Conditions Agreement does not extend liability coverage for the content damage of “self-packed” shipments.

5.4 Time Limits for Claims

Claims must be submitted in writing to Mailboxes within 15 days of the shipment export date unless delayed in transit due to force majeure or uncontrollable circumstances outside of shipper or consignee controls. Shipment transit delays deriving from valuation inquiries or investigations by regulatory authorities are considered to be controllable in nature from the information provided to Mailboxes at the time of tender. All supporting documents or evidence must be provided to Mailboxes, by way of physical documents or electronic mail, no later than 15 days from the date of claim initiation.

5.5 Required Forms of Evidence for Claims

5.5.1 A damage inspection report may be required for certain claims, especially for parcels weighing over 10kg or when the shipment is valued greater than \$800 USD.

5.5.2 To process a claim, Shipper must be able to provide the following required forms of evidence:

- Itemized list of damaged or lost items
- Total shipment weight
- Weight of damaged or lost items
- Detailed description of goods
- Details of damage sustained
- Purchase cost of the contents with supporting evidence, such as original invoices and/or proof of purchase, to substantiate content valuations
- Photos of the internal and external packaging, damaged item(s) and shipment label
- Goods and packaging must be available for 3rd party valuation inspection, as directed by Mailboxes, for damaged items

5.6 Claims Decision Process

5.6.1 Once all required documentation has been submitted, Mailboxes will review the claim, assess its validity, and may use third parties if necessary to make a final decision.

5.6.2 If the claim is accepted, the original form of payment will be credited in accordance with applicable laws and pending claimant’s compliance with Section 6.4 of this agreement, within 7 business days of the settlement decision.

5.6.3 The decision of the claims department is final, and the Shipper has the option to request reconsideration, which may or may not result in a change to the decision. Reconsiderations will be made by an officer of Mailboxes.

5.6.4 Upon a final decision being made, Mailboxes retains the right to shipment and content subrogation, which may require forfeiture of a customer’s shipment or its contents, at Mailboxes' sole discretion, when content damage claims are accepted and reimbursed in full by Mailboxes.

6. Indemnification and Liability Exclusion

6.1 Agreed Indemnification by Member

The Customer shall indemnify and hold harmless Mailboxes, its employees, and independent contractors against all liabilities relating to injury (including death), property damage suffered, or costs incurred by the Customer as a result of any claim made by or against the Customer in connection with the use of Mailboxes' services. Mailboxes shall under no circumstances be liable to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the services offered.

6.2 Assumption of Liability by Member

The Member agrees that he/she will remain liable for and indemnify, defend, and hold harmless Mailboxes and its shareholders, officers, directors, agents, partners, employees and independent contractors, at all times from the date hereof, from and against any and all claims, actions, damages, awards, liabilities, losses (including consequential losses), judgments, penalties, interest, fines, expenses, and/or other costs (including attorneys' fees and court costs) arising by reason of the execution hereof or the consummation of the transactions contemplated hereby, including without limitation those arising from or relating to:

- 6.2.1** Any negligent action or omission of Member or any of the Member's employees, contractors, agents or any other person acting under Member's supervision or control prior to, as of, or following the date hereof;
- Any inaccuracy or breach of any representation or warranty made by Member in this Agreement or any other document or instrument executed or delivered by Member in connection with this Agreement;
 - Any breach or non-performance of any covenant or agreement made by Company in this Agreement or any other document or instrument made by Member in connection with this Agreement;
 - Mailboxes' preparation, determination or execution of the documents or any other document necessary for transportation, including but not limited to preparing address information, routing, classification, licensing requirements, and listing the value of goods or the value for carriage, except for claims arising solely from the gross negligence or willful misconduct of Mailboxes;
 - The Member providing to Mailboxes any incomplete or false information; and
 - The Member's failure to comply with the terms hereof or of any jurisdiction's law applicable to the exportation or importation of such shipments.
- 6.2.2** The Member acknowledges that the foregoing provisions are a material inducement for Mailboxes to enter into this Agreement and the transactions contemplated hereby, and shall survive termination of this Agreement.

7. Privacy Notice and Policy

7.1 Privacy Policy

Mailboxes collects, uses, protects, transfers, and discloses information that you provide to us, that we collect, or that we receive through our website located at www.mailboxes.bm, or any domain ending

with mailboxes.bm, (the "Website"). This Privacy Policy also describes the measures we take to safeguard the Personal information you provide to us. In addition, we tell you how you can ask us to (i) access or change the Personal information we maintain about you, (ii) withdraw consent you previously provided to us, (iii) refrain from sending you certain communications, and (iv) answer questions you may have about our privacy practices. This Privacy Policy was last updated on January 1st, 2024. Mailboxes is dedicated to protecting the privacy of your personal information. "Personal Information" means any information relating to an identified or identifiable natural person, including but not limited to information about you by which you may be personally identified, for example, your name, address, email address, IP address (in some jurisdictions), telephone number, age, gender, date of birth, account numbers, VAT/Tax/CAPS ID, and financial and payment information. This Privacy Policy does not apply to the practices of companies that Mailboxes does not own or control, or to people whom Mailboxes does not employ or manage, including any third-party advertisers or other websites that may link to or be accessible from the Website. By accessing and/or using the website, users explicitly consent to the terms of this Privacy Policy. Users who do not agree to the Terms and Conditions of this Privacy Policy shall stop using the website according to their disagreement.

7.2 Changes to the Privacy Policy

Mailboxes reserves the right to modify this Privacy Policy at any time and without prior notice. All changes to this Privacy Policy will be effective immediately upon being posted to the Website. We will notify you of any material changes to this Privacy Policy by conspicuously posting the changes on the Website. Each version of our Privacy Policy will be prominently marked with the date it was last updated. By continuing to use the Website after we change the terms of this Privacy Policy, you consent to those changes. It is your responsibility to periodically check the Website and this Privacy Policy for changes.

7.3 Information The U.S. Package Consolidator May Collect

7.3.1 We collect several types of information from and about you when you access and use the Website, including the following:

- **Non-Personal Information.** When you visit the Website, we may collect non-Personal information about you automatically as you navigate through the Website via certain internet technology tools, including cookies, web beacons, and other tracking technologies. "Non-Personal information" we may collect includes, for example, details about how you use the Website, what Website features you access, information regarding the type of browser and operating system that you use, what website you linked from to the Website, other websites you have visited, and other similar analytic data. Non-Personal information also includes Personal or non-Personal information that has been aggregated or anonymized/deidentified in such a way that you cannot easily be identified individually. We may use third party service providers to assist us in collecting and analyzing non-Personal information or to provide advertisements or other content on the Website.
- **Personal Information.** We may collect Personal information: (1) when you provide it to us directly, including through forms on the Website (including, for example, when you register for our service, purchase a Membership, use our services, or otherwise); (2) when you send us an email or contact us using the Help page or Live Chat; and (3)

from third-party service providers who assist us in collecting and analyzing Personal information.

- 7.3.2** Third-party apps, tools, widgets, and plug-ins on our Website also may use automated means to collect information regarding your interactions with these features. This information is subject to the privacy policies or notices of those providers, and Mailboxes is not responsible for these providers' information policies. If you elect to post any information to publicly-accessible areas of the Website, you hereby grant Mailboxes a perpetual, worldwide, irrevocable, fully-paid-up, royalty-free, nonexclusive license to use, reproduce, copy, modify, publish, distribute, perform, display, and create derivative works from such information (in whole or part) for any reason whatsoever.

8. Governing Law and Jurisdiction

This agreement is governed by and construed in accordance with the laws of Bermuda. Any disputes or legal matters arising under or in connection with this agreement shall be subject to the non-exclusive jurisdiction of the courts of Bermuda.

APPENDIX I – TRANSPORTATION OF LIVE ANIMALS

1. General Terms and Conditions

Mailboxes' General Terms and Conditions of Service Agreement, inclusive of Appendix I, are applicable for any service related to the transportation of live animals.

2. Responsibility of the Owner

- 2.1 Owner assumes all risks in the transportation of the animal (including but not limited to injury, death, illness or disease, physical damage, or harm). To the maximum extent permitted by applicable law, Mailboxes shall not be liable for any consequential reliance, incidental, special, direct or indirect damages whatsoever, including without limitation damages for lost profits or future breeding value, personal injury or any other losses under legal theory including contract and tort, arising from, or in connection with, this agreement and the services contemplated hereunder even if Mailboxes has been first advised of the possibility of any such damages or losses. Mailboxes entire liability shall be limited to the amount actually paid to Mailboxes pursuant to this agreement, excluding reimbursement for third party charges.
- 2.2 Owner confirms that all information provided for regulatory purposes are true to the best of their knowledge, including valuations, health certifications, vaccinations, or other necessary information as required by either origin, destination, or transit countries.
- 2.3 Owner is responsible for ensuring Mailboxes receives mandatory regulatory documentation information in a reasonable time and no later than 8 days prior to scheduled transportation dates. All paperwork provided and relevant animal passports should always accompany the animal during transportation.
- 2.4 All animals are assumed to be fully insured by the owner upon acceptance of this agreement unless an exemption has been explicitly agreed to in writing. Owners are responsible for ensuring adequate insurance coverage is secured to cover any costs related to damages, healthcare, injury, or death.
- 2.5 Should an animal cause damage to airline equipment throughout the transportation process resulting in any claim by or against its owner, it is agreed Mailboxes shall under no circumstance be held liable for the damage caused by the owner's animal, and that the owner will be personally responsible for any claims resulting from damage.

3. Responsibility of Mailboxes

- 3.1 Mailboxes will make every reasonable effort to fulfill its obligations and duties as outlined in each individual quote for the transportation of live animals.
- 3.2 Mailboxes, as an agent of the animal owner, will coordinate with other agents, governmental agencies, and vendors, to ensure smooth transit to and from an origin or destination as specified by a quote.
- 3.3 In the event of uncontrollable transport delays, including weather, mechanical, regulatory, force majeure, industrial action, total loss, or other unforeseen circumstances, owner agrees that Mailboxes will not be held liable for any costs or claims arising from such instance.
- 3.4 Mailboxes will ensure a staff Member is on-site to coordinate and witness the loading or unloading of live animals, to the extent which regulatory or security authorization permits. Its staff will advise Mailboxes, in writing, of any unplanned or unexpected events regarding such process. Mailboxes

and its staff shall not be held liable for the negligence of any other parties involved in the loading, unloading, transportation, or housing of an animal.

4. Payment Terms and Cancellation

4.1 Full amount of the quoted Mailboxes related costs must be paid in full upon acceptance of the quote provided.

4.2 Cancellations will be honored in line with the below schedule:

- +14 days from scheduled date of transportation = 5% of quote will be retained as a service fee
- Cancellation within 7 days of transportation, or after airline space has been booked, are 100% non-refundable

4.3 Mailboxes reserves the right to waive any cancellation fee at its sole discretion.