Package Protection Program policy

EasyShop — Package Protection Program (PPP) Policy & Procedures
Effective date: 06/01/2026
Document owner: Risk & Claims Manager
Version: 1.0

Purpose

- Protect customer packages and cargo under EasyShop direct custody from the moment of arrival scan at the Miami processing center (8578 NW 61st St., Miami, FL 33166, or 8578 NW 61st St., Miami, FL 33195, until delivery of package or customer or authorized person's pickup.
- Protection covers loss, theft, missing contents, and physical damage discovered while the package/cargo is under EasyShop supervision, subject to terms, exclusions, and limits below.

Scope & Eligibility

- Covered: Packages received, scanned and held/handled at EasyShop Miami and moved through EasyHUBS (EasyShop Miami operating system), then manifested and delivered/picked up under EasyShop-managed last-mile or customer pickup processes.
- Not covered:
  - Packages and items not physically received and scanned into EasyHUBS at the Miami processing center.
  - Content visibly damaged at time of arrival and upon inspection by qualified personnel and picture taken.
- Returns: Coverage for return shipments applies only for
  - single paid parcels, not consolidated packages, and
  - when the seller (merchant) has expressly authorized returns to the customer for the stated item or parcel and
  - have provided a valid return shipping label originating from Miami.
- Returns are covered from country-destination back to Miami only after acceptance under these conditions.

Covered Exception Types

- Total loss (package not delivered to customer, and not recoverable).
- Missing contents (documented shortage vs. manifest/seller invoice/proof of payment to validate value).
- Physical damage rendering item unusable or materially reduced in value while in custody of EasyShop.
- Theft while under custody of EasyShop, this includes third party transitioning such as airlines, vessel companies, airport / port handling companies, delivery companies, customs.

Valuation & Payout Limits

- Payout limit: Payout limited to the product price as stated on the commercial invoice, or MyEasyShop (Customer interface system) transaction' record (the "Declared Value"), up to the Declared Value per item/package as it entered EasyHUBS. Invoices entered after the package is paid and the incident occurred are not accepted and only the minimum value will be compensated.
- Shipping & handling: Refunds may include paid shipping/handling charges paid to EasyShop only when those charges were paid through MyEasyShop and are documented on the invoice.
- Excluded from payout: The cost of the package protection program coverage, the duties, the local taxes/fees, and any third-party local charges (customs fees, port fees, airport fees, airwaybills, brokerage, etc.), are not refundable under the program.
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- Company discretion: EasyShop reserves the right to compensate the value of a return approved item, when reimbursement makes it economically practical (e.g., shipping cost to return/return item exceeds product value) or where repair/replacement is a viable and lower-cost remedy. Such decisions will be documented and communicated to the customer.
- Salvage & recovery: If damaged goods are recovered and retain value, EasyShop may require return of salvaged items and deduct salvage value from the payout.

Deductibles & Aggregation

- Standard deductible: None, unless otherwise specified in customer plan or country partner agreement.
- Aggregate limits: Company-wide limits may apply for bulk losses (e.g., disaster), and settlement may be pro-rated across affected claims.

Exclusions (non-exhaustive)

- Prohibited, undeclared or misdeclared high-value items not declared per MyEasyShop terms (e.g., jewelry, currency, precious metals, passports, credit cards) unless pre-approved.
- Items excluded by law or carrier rules (perishable goods beyond allowable shelf-life, live animals, illicit goods).
- Damage due to improper packaging by sender when packaging does not meet standard packaging guidelines.
- Losses arising after package has been delivered to customer or its appointee. Important to inspect content at time of receiving packages.
- Unapproved returns (no seller-provided Miami return label).
- Consequential losses (lost profits, business interruption).
- Fraudulent claims or misrepresentations.
- Fragile items on Sea-shipping (example but not limited to: mirrors, tv's, screens, all glasses and porcelain, computers).

Documentation Required for Claims
Customer must file a claim within the timeline below and provide:

- Tracking number, Tracking history.
- Photos of damage (external and internal) including packaging (if available).
- Commercial invoice submitted showing product price and shipping paid to EasyShop.
- Seller return authorization and return shipping label (for return-related claims).

Claim Timelines & Submission

- Time to report: Customer or country participant must open a claim with its country customer service within:
    - Damage or missing contents discovered at delivery/pickup: 24 hours of delivery/POD.
    - Total loss (no delivery): within 14 days after expected delivery date.
    - Returns: 30 days from package delivery.
- Internal processing SLA: Acknowledgement within 24 hours of receipt; initial decision or request for more info within 2 business days; final resolution within 5 calendar days of complete documentation receipt (may extend if carrier/third-party investigation required).

Investigation & Inspection

- EasyShop will inspect damaged items and packaging. Customer must return the item within 2 days or until instructed otherwise.
- EasyShop may escalate to carrier and/or insurer for joint inspection.
- Failure to preserve evidence may result in claim denial or reduced payout.

Payment Methods & Settlement

- Refunds issued to the original payment method where possible, or as account credit to MyEasyShop at EasyShop's discretion.
- Cash or third-party reimbursements only by approved exception with documented justification.
- Where repair or replacement occurs instead of cash payout, EasyShop will coordinate replacement or repair provider; customer must accept alternative in writing.

Returns & Recoveries

- For covered returns (seller-authorized within 15-days of item delivered), EasyShop will process return shipments per seller instructions under the Return Shipping Label from Miami to Store and adjust claims/payouts accordingly.
- If seller accepts returned item and issues refund to EasyShop or customer, EasyShop will offset Package Protection Program payout accordingly.

Fraud Prevention & Audit

- Claims are subject to fraud detection and verification. Submitting false documentation is grounds for denial and may be referred for prosecution.
- EasyShop reserves the right to audit claim history, customer account activity, and seller documentation.

Appeals & Dispute Resolution

- Customers may appeal claim denials within 5 days of decision via MyEasyShop. Appeals reviewed by Risk & Claims Manager; final determination issued within 15 business days.
- Unresolved disputes escalated per contractual dispute resolution terms, jurisdiction per company terms of service.

Recordkeeping & Retention

- Maintain claim files, supporting documents, inspection notes, and correspondence for a minimum of five (5) years.
- Claims data used for trend analysis, carrier performance, and process improvement.

Country Participant & Seller Obligations

- Country Participant and sellers must cooperate in claims investigation, provide requested documents, and honor valid seller return authorizations.
- Sellers must provide accurate invoices, truthful descriptions, and return labels originating from Miami for return coverage.
- When incidents occurs often at country destination, more than three times within 180 days, the country participant will be required to review and adjust its security and handling processes, and

Communication & Customer Guidance

- PPP coverage summary presented at purchase and in MyEasyShop.
- Claim submission instructions available in MyEasyShop Help Center and EasyTEAMS for participants.
- Standardized templates for damage report, missing-content report, and claim acknowledgment used for transparency.

Exceptions & Management Discretion

- Management may authorize exceptions (e.g., goodwill payments, expedited settlements) recorded with rationale and approved by Risk & Claims Manager.
- EasyShop may settle claims for less than full invoice value where evidence or economics justify partial payment.

Review & Updates

- PPP policy reviewed annually or after major incidents/claims trends.
- Revisions approved by Risk & Claims Manager and communicated to customers, country participants, and internal teams.

Appendix A

Quick Claims Procedure (summary)

1. Customer discovers loss/damage → report via MyEasyShop/CRM within timelines.
2. Submit required documentation
    - Tracking number,
    - Customer name,
    - Account number,
    - Invoice,
    - Photos,
    - Return Shipping Label.
3. EasyShop acknowledges within 48 hours; requests additional info if needed.
4. Inspection by EasyShop receiving team member as required.
5. Decision of moving package, payout, or denial is communicated within 5 days; appeals process available.

Appendix B

Required Documents Checklist

- MyEasyShop order number / EasyHUBS ID
- Commercial invoice/receipt
- Photos of package and contents
- Seller returns label/authorization (for returns)
- Any third-party repair estimates (if applicable)

Contact Claims & Risk Team — support@youreasyshop.com (or via MyEasyShop Claims portal)

Effective immediately