

Packages Pickup in Miami Policy

EasyShop — Packages Pick up in Miami Policy

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Purpose

EasyShop Miami operates as an export facility. Packages picked up under the facility's sales-tax-exempt procedures are intended for export to the customer's country of residence. This policy governs customer package pickups at EasyShop's Miami facility/warehouse. It applies to all customers and authorized third parties requesting pickup of items shipped to EasyShop Miami for export out of the United States.

1. Sales Tax Exemption and Legal Basis

- The Miami facility is a sales-tax-exempt export facility. Under U.S. federal law and customs regulations, items sold and delivered tax-free at this facility must be exported from the United States. EasyShop will follow applicable U.S. customs and federal requirements regarding export documentation and verification.

2. Pickup Eligibility and Required Actions

- All pickup requests must be submitted and approved via a customer service ticket prior to package pickup. The ticket must reference the package tracking number and customer account number.
- At pickup, the customer (or an authorized third party) must present:
 - The original invoice for the items being picked up.
 - Proof of travel demonstrating the purchaser (or recipient) will export the purchase from the U.S. (e.g., an outbound airline to the customer's country of residence, with matching passenger name).
 - Valid government-issued photo ID that matches the name of the person picking up package.
 - If the purchaser's name on the invoice differs from the person physically picking up, a formal authorization must be provided by the customer. The authorized third party must present:
 - The purchaser's original invoice.
 - The purchaser's proof of travel (airline/cruise ticket) showing the purchaser will export the goods.
 - The authorized third party's government-issued photo ID.
 - The Customer Service ticket action must contain the name of the authorized third party.

3. Sales Tax Payable If Export Documentation Not Provided

- If the required invoice and proof of export travel are not provided at pickup, the package is not eligible for tax-exempt release. The customer (or authorized picker) must pay all applicable sales tax based on the invoice amount before the package will be released.

- EasyShop will calculate sales tax according to relevant local/state tax rules as applied to the invoice.

4. Fees and Handling

- There is a handling in/out charge of \$10.00 per package payable at pickup or as invoiced on the customer service ticket.
- Additional storage or special handling fees may apply if a package is held beyond agreed pickup windows; EasyShop will notify the customer via the ticket if such fees apply.

5. Pickup Window and Identification Matching

- Packages are released only during designated pickup hours, 9am to 04pm, Nonday through Friday, and only to persons whose identity and documentation match the invoice and travel documentation or authorized on the Customer service ticket action.
- EasyShop reserves the right to refuse release if documentation appears fraudulent or incomplete.

6. Request to send packages to different location within the US

- Same routine applies as per the terms specified in this policy.
- All required documentation must be complying before package is tendered to the transportation carrier.
- A shipping quote must be accepted and paid before package is released.

7. Recordkeeping and Compliance

- EasyShop will retain copies of invoices, travel documentation, authorizations, and ID records as required for compliance with customs and tax regulations.
- By using the Miami pickup service, customers agree that EasyShop may share necessary information with U.S. customs or tax authorities if requested.

7. Dispute and Refund

- Any disputes about sales tax charges, fees, or pickup denials must be submitted via customer service ticket action within 7 days of pickup. EasyShop will review and respond per its standard dispute resolution process.

8. Contact and Changes

- Customers must use EasyShop's customer service ticket action system to request pickups, submit authorization, and ask questions about documentation.
- EasyShop reserves the right to amend this policy as required by changes in law or operational needs; updated policies will be posted to EasyShop's website and reflected in customer service communications.

Effective immediately.