

Packages Storage & Movement Policy

EasyShop — Packages Storage & Movement Policy

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Document owner: Risk & Claims Manager

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Purpose

The purpose of this Packages Storage & Movement Policy is to define EasyShop's timeframes, procedures, and customer responsibilities for receiving, holding, consolidating, storing, and processing of outbound and arriving packages, ensuring timely movement, transparent billing, and protection of both customer and company interests.

1. Service basis

- EasyShop is a prepaid service. All shipping, storage, and value-added services must be paid online and according to the selected plan or as otherwise agreed prior to service delivery.

2. Miami address Arrival and automatic movement

- Packages received at the EasyShop Miami address will be prepared to move to the customer's destination as soon as they arrive, inspected, charges applied, invoices uploaded if required as per country requirements, and payment provided, or further instructions provided by country destination.

- If a customer has instructed consolidation, packages will be held for consolidation until all items designated for that consolidation are received within fair time (see Section 4).

3. Multiple packages and purchasing periods

- Customers from time to time may receive and hold multiple packages that were purchased within the same purchasing order within this policy storage time permitted. EasyShop will associate packages according to the customer's instructions and consolidation requests.

4. Consolidation

- Consolidation is available when purchases are intended to be combined into a single outbound shipment. Consolidation will occur only when all packages designated for a consolidation batch have arrived at the Miami facility and the customer has confirmed consolidation instructions and paid any applicable consolidation fees.

5. Standard hold period (15 days)

- Once a package arrives at the Miami address, EasyShop will hold the package for up to 15 calendar days free of charge, this period may be extended when alternate instructions or prepaid outbound shipping are already in place. During this 15-day period customers must confirm shipment, consolidation, or storage arrangements.

6. Extended hold (15 more days, up to 30 days overall)

- Upon customer request and under qualifying circumstances, EasyShop extends the hold period beyond 15 days up to a maximum of 30 calendar days from arrival at a reduced price. Customers must request the extension and accept any applicable fees or conditions before the initial 15-day period expires (see annex 1 – Storage fees).

7. Abandonment (after 30 days)

- If no shipping, consolidation, paid storage arrangement, or extension request is received within 30 calendar days of the package arrival, the package will be considered abandoned.

- Abandoned packages are placed under “Abandonment Status”, the customer forfeits the right to recover the package from EasyShop as per this policy and acceptance of the terms and conditions. EasyShop reserves the right to dispose of, donate, or liquidate abandoned items in accordance with applicable law and company procedures.

8. Optional warehousing & long-term storage

- Customers who require storage beyond the standard or extended hold periods must arrange warehousing and storage services with EasyShop. Once storage services are arranged and accepted, scheduled storage charges will commence immediately per the agreed tariff (See Annex 1).

- Storage will be billed in accordance with EasyShop’s published storage rates and billing intervals. Customers are responsible for all charges incurred during storage.

9. In-Country Arrival and automatic movement

- Packages received at the EasyShop country store requires immediate pick up or delivery, provided payment of outstanding bill, or further instructions has been agreed.

10. Standard hold period (5 days)

- Once a package arrives at the Country store or main office, EasyShop will hold the package for up to 5 calendar days free of charge, unless alternate instructions are already in place. During this 5-day period customers must confirm pickup, delivery, or storage arrangements, including payment of local applicable fees, including duties and tax.

11. Extended hold (up to 15 days)

- Upon customer request and under qualifying circumstances, EasyShop extends the hold period beyond 5 days up to a maximum of 15 calendar days from arrival. Customers must request the extension and accept any applicable fees or conditions before the initial 5-day period expires to their country customer service or management.

12. Abandonment (after 15 days)

- If no paid storage arrangement has been made from part of customer with EasyShop country management, or extension request is not received within 15 calendar days of the package arrival, the package will be considered abandoned.
- Abandoned packages are placed under “Abandonment Status”, the customer forfeits the right to recover the package from EasyShop as per this policy and acceptance of the terms and conditions. EasyShop reserves the right to dispose of, donate, or liquidate abandoned items in accordance with applicable law and company procedures.

13. Notifications and customer responsibilities

- EasyShop will attempt to notify customers by email and/or phone and/or WhatsApp upon package arrival and before key deadlines (end of the 5-day period and before 15 days).
- It is the customer’s responsibility to maintain up-to-date contact information and respond to notifications in a timely manner. Failure to respond does not extend the timelines stated in this policy.

14. Fees, taxes, and customs

- Any shipping, consolidation, storage, handling fees, taxes, duties, or customs charges are the customer’s responsibility and must be paid when due for outbound movement from Miami, or pickup/delivery in-country, or storage at any location to proceed.

15. Liability

- EasyShop’s liability for lost, damaged, or abandoned goods is governed by the Package Protection Program.

16. Changes to policy

- EasyShop reserves the right to update this policy. Material changes will be communicated to customers by email and will apply to packages arriving after the change effective date.

Questions or to request extended hold, consolidation, or storage services

- Contact EasyShop Customer Service through your account portal or service@youreasyshop.com.

Effective immediately.

ANNEX 1 – Scheduled Storage rates

16-30 days from package arriving in Miami: \$3 USD per package until the end of the period.

Storage in Miami: \$5 USD per package, per month, only when arranged.

6-15 days from package arriving in Country: \$3 USD per package until the end of the period

Storage in Country \$5 USD per package, per month, only when arranged.