Shipping Protection Terms & Conditions

1. Lost Item Policy

An order will be considered **“Lost”** if **either** of the following conditions is met:

- The shipment is **not marked as “Delivered”**, and **eight (8) calendar days** have passed since the **last carrier tracking update**; **or**

- **Three (3) calendar days** have passed since the **carrier’s estimated delivery date**, with no delivery confirmation or updated tracking status.

Partial Shipment Loss
- If an order contains multiple packages and only some arrive, the **undelivered portion** may be considered lost for claims purposes.
- Packages that have been delivered and signed for are **not eligible under the Stolen Item Policy**, even in multi-package orders.

Claim Window
- Claims for lost items may be submitted **after six (6) days** and **no later than thirty (30) days** from the date of shipment.

What We Do Not Cover (Lost Items)

- The carrier is unable to deliver due to an **invalid, incomplete, or undeliverable address**, or the **recipient refuses delivery**.

- The customer **entered an incorrect address** at checkout.

- The shipment status is **“Pre-Shipment,” “Label Created,” or “Shipment Information Received”**, with no carrier scan confirming possession.

- The shipment is **delayed, held, or stuck in customs** for any reason.

- Packages shipped internationally (currently **not covered**).

2. Stolen Item Policy

A package may be considered **“Stolen”** if:

- The carrier tracking status shows **“Delivered”**, but the customer did not receive the package; and

- The customer has confirmed that **no household member, neighbor, or authorized recipient** has possession of the package.

Customer Responsibility for Delivered Packages
- Once a package is **delivered and visible**, the **customer is responsible for retrieving it promptly**.
- If the package is left uncollected after delivery, the Provider **cannot be held responsible** for loss or theft.

Claim Window
- Claims for stolen items must be filed **no later than fourteen (14) days** from the **marked delivery date**.

Pickup Responsibility
- Packages must be retrieved **within twelve (12) hours** of confirmed delivery.
- After this timeframe, we are **not responsible for stolen packages**.

What We Do Not Cover (Stolen Items)

- Packages delivered to a **shipping center, mailroom, package locker, freight forwarder, or retail location (including cell phone stores)** and signed for by their staff.

- Packages **without valid tracking information**.

- Packages lost due to **intentional misuse, fraud, or contraband**.

  Note: A package is eligible for either the Lost or Stolen Item Policy, but **not both**. If a package is marked as delivered, it is only eligible under the Stolen Item Policy.

3. Damaged Item Policy

An item will be considered **"Damaged"** if it is **functionally unusable or unsafe** due to damage incurred during transit.

Required Documentation
- Clear **photographic or video evidence** of the damaged item and packaging must be submitted with the claim.

Claim Window
- Claims for damaged items must be submitted **within thirty (30) days** of the **marked delivery date**.

What We Do Not Cover (Damaged Items)

- Cosmetic damage that does not affect usability (e.g., scratches, minor dents).

- Manufacturing defects or pre-existing issues.
- Damage **without visible signs of carrier mishandling**.
- Custom, personalized, or special-order items may have separate handling (see merchant).

4. Claim Resolution & Fulfillment

- Upon **approval of a claim**, the Provider will, at its discretion, **reorder the replacement item** directly through the **Merchant's website** using the original order details, subject to item availability.
- If the **End Customer requests a refund** instead of a replacement, it is the **Merchant's sole responsibility** to issue the refund to the **original payment method** used for the purchase.
- Customers requesting a refund must also handle **any return shipment** directly with the merchant; Provider is **not responsible for reverse shipping**.
- The Provider is **not responsible for issuing refunds**, processing payments, or covering refund-related fees, taxes, or adjustments.
- **Shipping protection fees are non-refundable**, including in cases where a claim is approved, paid, or fulfilled.
- Replacement orders may remain covered under the original protection at Provider discretion.

5. Returns & Reverse Shipping

- If an order is **returned to the merchant or retailer for any reason**, we are **not responsible or liable** for:
  - Return shipping costs
  - Shipping delays
  - Loss, damage, or theft during the return shipment
- Coverage applies **only to the original outbound shipment** to the customer's delivery address.

- Any return shipment is the **sole responsibility of the customer and/or merchant**, including selecting the carrier, purchasing insurance, and assuming all associated risks.

- Claims will **not** be approved for items lost, stolen, or damaged **while being returned to the merchant**.

6. High-Risk Orders

- We may **need to cancel shipping protection** on certain orders before they ship if we determine the order is **high-risk**.

- High-risk factors can include things like:
    - Very large or unusual orders
    - Delivery to locations with higher shipping risk
    - Accounts with prior suspicious activity

- If shipping protection is canceled, we'll **notify you promptly**, and any **protection fees already paid will be refunded**.

Note: This helps us keep protection available and reliable for all customers.

7. Additional Policies & Claim Requirements

- If additional documentation is requested—including but not limited to **photos, affidavits, notarized letters, or police reports**—and it is **not provided within thirty (30) days**, the claim will be **closed permanently** and **cannot be reopened**.

- Any order that has an **active or completed chargeback** filed with a bank or payment provider is **no longer eligible** for a claim.

- A **notarized letter and/or police report** may be required based on:
    - The **order value**, and/or
    - A history of **suspicious or excessive claims activity** associated with the claimant.

- Claims for items that are **out of stock or custom-made** may be refunded rather than replaced, at the **Provider's discretion**.

8. Carrier & Delivery Limitations

- Claims do **not cover carrier delays or missed estimated delivery dates**.

- Coverage applies only to **domestic shipments**.

- Packages shipped to **PO Boxes without tracking** or to restricted/sanctioned locations are **not covered**.

9. Important Note on Third-Party Delivery Locations (Consumer-Friendly)

- Packages marked as **delivered and accepted** at a **shipping center, mailroom, package locker, or retail pickup location** (such as a cell phone store) are considered successfully delivered.

- Because these locations accept deliveries on behalf of customers, packages received and signed for by their staff are **not eligible for stolen-package claims**.

- We recommend picking up packages **promptly** and confirming delivery details with the pickup location if applicable.