

Parcel Pros Shipping Insurance Policy

Effective Date: October 20, 2023

1. Purpose

Parcel Pros Shipping Insurance is designed to protect customers against loss or damage of goods during transit. This policy outlines the terms, conditions, and fees associated with insuring shipments.

2. Insurance Coverage

Parcel Pros offers insurance coverage for the declared value of items shipped, covering the following risks:

- Loss of shipment during transit.
- Damage caused by handling, transportation, or unforeseen incidents.

3. Insurance Rates

1. Minimum Insurance Fee:

- For shipments valued up to \$100, a flat fee of **\$2** will be applied.

1. Standard Rate:

- Shipments valued above \$100 will be insured at a rate of **2% of the declared value**.

1. High-Risk Items:

- Items deemed high-risk, such as electronics, fragile goods, and televisions, will be insured at a rate of **3% of the declared value**.

4. Exclusions

Parcel Pros insurance does not cover:

- Improperly packaged items.
- Pre-existing damage to goods.
- Prohibited items as per Parcel Pros shipping guidelines.
- Acts of God (e.g., earthquakes, floods) or war-related incidents.
- Delays not resulting in loss or damage to goods.

5. Claim Process

To file an insurance claim, customers must:

1. Notify Parcel Pros within **7 days of delivery** or notification of loss/damage.
2. Submit a completed **Claim Form** (provided by Parcel Pros).
3. Provide proof of the item's value (e.g., receipt, invoice).
4. Submit photographs of the damaged item and packaging, if applicable.

Claims are processed within **30 business days**, and compensation will be limited to the declared value of the item, minus any deductibles.

6. Customer Responsibilities

- **Accurate Declaration:** Customers must declare the accurate value of their items at the time of shipment. Under-declared values will result in reduced compensation.
- **Proper Packaging:** Customers are responsible for packaging items securely to prevent damage.

7. Optional Coverage

Customers can opt out of insurance coverage by signing a **Waiver of Liability Form**. However, Parcel Pros will not be liable for any loss or damage in such cases.

8. Maximum Coverage

The maximum insurable value per shipment is **\$10,000**. For shipments exceeding this amount, customers must contact Parcel Pros for custom insurance arrangements.

9. Contact Information

For questions about this policy or to file a claim, contact Parcel Pros Customer Support at:

Email: info@parcelpros.net **Phone:** (240) 889-7533