

## Parcel Pros Shipping & Delivery Policy

**Effective Date:** October 20, 2023

At Parcel Pros, we are committed to providing reliable and efficient shipping services. This Shipping & Delivery Policy outlines the procedures, timelines, and customer responsibilities regarding shipments and pickups.

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### 1. Shipping Services

We offer two types of shipping services:

- **Standard Shipping (Ocean Freight):**  
Ideal for larger shipments, with an estimated delivery time of **7–8 weeks**.
  - **Express Shipping (Air Freight):**  
For time-sensitive, smaller shipments, with an estimated delivery time of **7–10 business days**.
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### 2. Delivery Times

- **Standard Shipping:** Estimated delivery time is **7–8 weeks** (subject to customs, weather, and unforeseen circumstances).
- **Express Shipping:** Estimated delivery time is **7–10 business days**.

*Note: Delivery times may vary based on external factors. Customers will be notified promptly of any delays.*

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### 3. Pickup and Storage

- **Pickup Notice:** You will be notified when your shipment is ready for pickup.
  - **Pickup Deadline:** Shipments must be picked up **within 7 days** from the notice.
  - **Storage Charges:** If the shipment is not picked up within 7 days, **storage fees** will apply.
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### 4. Storage Fees After 7 Days

- **\$5 per day:** For each item not picked up after 7 days.
  - **\$10 per day:** After 14 days, the fee increases to \$10 per day.
  - **Extended Storage:** For shipments not picked up after 30 days, Parcel Pros reserves the right to apply higher fees or treat items as abandoned (subject to review).
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### 5. Tracking and Updates

- **Tracking Information:** You will receive tracking details once your shipment is dispatched.
  - **Delivery Notifications:** You will be notified of any changes in delivery timelines or potential delays.
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### 6. Customs Duties and Fees

- **Standard Shipping:** No customs duties or taxes are required for ocean freight shipments.
  - **Express Shipping:** Customers are responsible for any applicable customs duties, taxes, or fees in the destination country.
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## 7. Lost or Damaged Items

- Parcel Pros is not liable for loss or damage during transit unless optional insurance has been purchased.
- Claims for lost or damaged items must be submitted within **7 days** of delivery or notice of loss.

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### Summary of Storage Fee Structure

- **7 days free:** Pickup must be done within 7 days of notification.
- **\$5 per day:** After 7 days, a storage fee of \$5 per day will apply.
- **\$10 per day:** After 14 days, the storage fee increases to \$10 per day.
- **Review After 30 Days:** If items are uncollected after 30 days, additional charges or abandonment may apply.

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### For Questions or Concerns, Please Contact Us:

- **Email:** [info@parcelpros.net](mailto:info@parcelpros.net)
- **Phone/WhatsApp:** +1 (240) 889-7533