

FREQUENTLY ASKED QUESTIONS

HOW DOES IT WORK.

PKLoop Connects Senders looking to ship parcels with Travelers already traveling to the destination. PKLoop facilitates package delivery within 12-48 hours at the lowest cost. Visit Our **HOW IT WORKS** page ([please insert link](#)) for a more detailed description of the PKLoop process. **Our Motto: Good vibes only! Make money while you Travel the world.**

Monetize the space in your hand luggage or suitcase. Make an extra \$200-\$400 with already scheduled travel plans.

For Cargo and Container Shipment: Individuals and Companies can freely advertise and list your upcoming shipment dates for Senders to find and contact you.

Is the PKloop app free to use?

YES. PKLoop is 100% Free to access. Travelers list your trips for **FREE**, Cargo and Container Shipping Companies or Individuals can advertise and List your container shipment dates for **FREE**! For Senders, after you get matched with a traveler, agree on a transaction Fee and PKLoop collects payment on the traveler's behalf.

Why Use PKLoop as opposed to Traditional Shipping companies?

Traditional Same-day and Express shipping options tend to be outrageously costly. Our app compares prices across the board, displays available cost options (you can also compare pricing using attached chart). PKLoop travelers save you at least 50% in shipping fees. *(\$14.99 to send a 1 lb package to Canada using PKLoop vs \$65 using 2-Day Express Shipping)*

Using a PKLoop traveler means faster custom clearance (minutes or hours) as opposed to days or even weeks.

Is PKLoop legal?

YES. Anyone over the age of 18 can use the PKLoop Site as Sender, traveler, or recipient. You simply carry the item as you would do for a family member or a friend.

Border Controls: Please learn about the local legislation in the countries of origin and destination. These costs will have to be paid by the Sender to traveler as part of their agreement. Travelers should present Senders and recipients with copies of receipts for duties paid. Send all documents to PKLoop via email contact@mypkloop.com.

Possible Check-in questions while boarding an international flight: As a traveler, the item will be considered yours until hand delivered to Sender's recipient.

How does my recipient get the package? I am skeptical about Package delivery.

From the airport, your traveler can hand carry your parcel directly to the recipient and confirm delivery. If the flight number is available, GPS tracking throughout the process gives you peace of mind on Traveler's arrival. Sender, Traveler and Recipient codes must be entered and match to complete package exchange and finalize transaction completion.

****The sender has to guarantee that the item's recipient will be present at the agreed time and place of delivery.****

What Safety Guidelines are in Place for PKLoop Users. Please visit our Trust and Safety Page ([TRUST and SAFETY link](#))

Sender — Traveler Communication and Safety: We recommend senders, recipients and travelers meet in a public place, such as an airport or hotel lobby. Use the app messenger to coordinate a mutually convenient time and place to meet.

PKLoop has a **no tolerance policy** for harassment or illegal activity of any kind. We may take legal action if a user does something to diminish trust within the community, such as theft, attempting to send prohibited items, canceling multiple orders or deliveries, transacting outside of PKLoop or using spamming accounts.

Traveler: We deter traveler theft of goods by processing a \$0.01 collateral HOLD on a traveler's commission payout credit card or bank account. If a Traveler does not make good faith effort to deliver the package properly, or if PKLoop verifies for any reason that the Traveler steals the package and does not follow through with delivery, PKLoop expressly reserves all rights under applicable law to recover payment as well as all of its costs and expenses incurred, including billing Traveler for package value, reasonable attorneys' or other professionals' fees (collections), in pursuing such payment (s). Collection activity will affect and damage your credit score.

Risk of Loss and Insurance: PKLoop recommends that Senders and Travelers procure their own insurance to cover the cost and expenses relating to a parcel. PKLoop may, but is not obligated to recommend or to offer links where Senders and Travelers may procure insurance relating to their trips.

Insurance: Optional Parcel Insurance available at this time through InsureSHIP. Claims can be filed here: <https://claims.insureship.com/lookup> Phone: 866-701-3654 Email: claims@insureship.com Please see the attached InSureShip Coverage and Terms of Service. PKLoop cannot be held responsible if an airline loses an Item, or if Customs takes possession or destroys the parcel. PKLoop will not be responsible if there is consequential damage that results from the delay, damage or loss of a parcel.

Be Watchful: Only deliver what You can see. Please, take pictures, thoroughly check the content to be delivered, especially when it's a personal package. Never accept a closed package. Also, you have the right to refuse delivery at any time. Close up the package yourself after having confirmed that the contents are legitimate. In the event of doubt of suspect behavior on the part of the Sender, take pictures, immediately refuse the delivery and let us know contact@mypkloop.com.

Profile Verification: Users must complete a 2-step verification process to ensure that all parties are real people. You will be asked to verify your account via email and SMS. This helps protect our Members from fake accounts and spam. Your email address and phone number will be kept private.

Is PKLoop available on all app platforms?

YES. PKLoop is available for use on iOS, Android and windows apps.

How do I verify my phone number, reset my password OR delete my account?

If you forget your password, please go [here](#) or [click](#) "reset password" on the [login](#) page and we'll [email](#) you a secure password reset [link](#).

If you are having issues verifying your phone number, please email us contact@mypkloop.com. To delete your account, please send a request to our customer service team and we will facilitate your request.