



ShipGlobal

Delivering **Beyond** Borders.

 shipglobal.in

 98110-98919

Service Guide

We are India's first cross-border logistics platform offering door-to-door courier options to over 220+ countries via ShipGlobal Direct and branded carriers like DHL, UPS, Fedex and Aramex. Simply compare the rates at the time of booking, and select the one that suits you the most.

Our customers have access to ShipGlobal.in's shipping dashboard from where they can create orders, compare prices, get the last mile forwarding numbers and track their shipments in real-time. Backed by our strong network and industry experience, we offer complete visibility of the parcel's journey and take care of all the customs, clearance formalities and other requirements.



Delivering Beyond Borders



Understanding Billable Weight

Actual weight or volumetric weight, whichever is higher will be the billable weight.

Volumetric weight of your packages will be system calculated at the time of booking in the panel. The formula used to calculate the volumetric weight is : length(cm) x breadth(cm) x height(cm) divided by 5000.

For example, if a shipment with actual weight of 5 kgs, has the following dimensions:

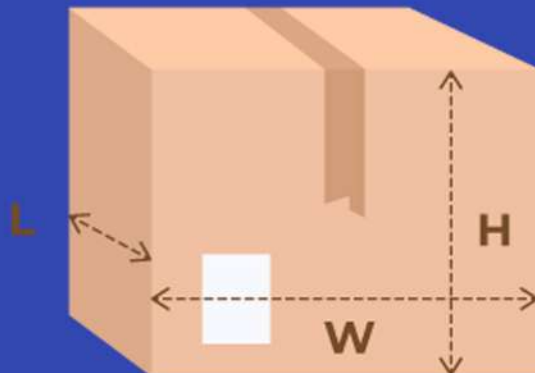
Length 30cm

Breadth 25cm

Height 40cm

The volumetric weight will be - $30 \times 25 \times 40 / 5000 = 6$ kgs

Since the volumetric weight, 6 kgs, is more than the actual weight, 5 kgs, the billable weight will be 6 kgs.



Process - after shipment creation on ShipGlobal Shipping Panel

Depending upon your location, you will be shown two options at the time of placing the order, either **ShipGlobal-Pickup** or **Self-Ship**.

Under ShipGlobal-Pickup, we come and collect the orders from your doorstep, or else you can select Self-Ship and drop off your packages to our nearest hub.

Process - in our hub

Once your shipment is received at our hub, it is scanned, weighed and sorted according to the destination country and the service selected. If there is any weight discrepancy in the weight mentioned and the weight recorded, the shipment is put on hold and an email notification with images is sent to you for approval. Once approved it is connected to its destination. There is no additional weight discrepancy that will be debited to your account once the shipment leaves our warehouse.

Process - in the destination country

Upon reaching the destination country, after clearing the customs in India, the shipment is custom cleared in the destination country and the shipment is received at our local office from where it is forwarded to the last mile shipping carrier in case of ShipGlobal Direct service. Our final mile delivery in the USA is done by UPS, in Europe by DPD, in Canada by Canada Post and so on. In case of branded networks like DHL, UPS, FedEx & Aramex, the shipments are connected to their respective hubs in Delhi itself and the entire journey of the shipment is available on their respective websites.

Delivery Attempt(s) & RTOs

All shipments are attempted to be delivered more than once depending upon the last mile carrier, in many cases deliveries are attempted thrice too. In case no one is available to receive the packages:

- Dropped with the neighbour / Dropped to the local post office for pickup by the receiver.
- Dropped in a secure location outside the house or mailbox

RTO under ShipGlobal Direct Service:

If any shipment is undeliverable due to the below mentioned reasons, the shipment will be forwarded back to our or our partner's local office in the destination country. The RTO charges will be billed to your account and the package will be destroyed in most cases, except USA. Re-forwarding option is available for USA and the charges for the same will be extra.

RTO under branded networks - DHL, FedEx, UPS & Aramex:

If any shipment is undeliverable it will be forwarded back to you in India, in case it is not destroyed by the carrier in the destination country - and the RTO charges will be billed to your account. Also, if the RTO is due to non-payment of any duties and taxes by the buyer - it will be returned and billed to your account.

Cases where most RTOs happen:

- Incorrect address mentioned at the time of booking
- Missing information like apt number, street name etc.
- Buyer refused to accept the shipment at the time of delivery
- Refused to pay any taxes or duties
- **RTO at origin:** In case an item is refused by the carrier due to bad content, the order will be cancelled and the amount will be refunded back to your wallet. RTO charges will be applicable to send the shipment back : Rs.90/kg. Alternatively collect it directly from the hub at no additional cost.

Transit Delivery Timelines

Our aim is to connect the packages as soon as they arrive at our hub, but the transit timelines are estimates as we cannot influence the postal processes of the destination countries. The number of days shared below are working days and start once the package is inward scanned. Your packages may arrive sooner than the expected time too! We're working round the clock to decrease the delivery timelines.

USA

7 to 10 days

UK, Europe

6 to 8 days

Canada, Australia

10 to 17 days

UAE

5 to 7 days

Rest of the World

10 to 12 days



Remote Area Deliveries

In some areas of the world deliveries are complex and hence require additional costs and transit timelines. Depending upon the service selected, additional surcharges might be applicable.

Not all but some of the remote area zip codes are:

USA: Alaska, Hawaii, Puerto Rico, Virgin Islands, Guam and Northern Islands

Croatia (HR): 20221 20226, 20260, 20263, 20264, 20270– 20275, 20290, 21220, 21223 21225, 21400, 21403– 21405, 21410, 21412 21413, 21420, 21423 21426, 21430, 21432, 21450, 21454, 21460, 21462 21463, 21465 21469, 21480, 21483, 21485, 22231, 22236, 22243 22244, 23212, 23234, 23249 23251, 23262 23264, 23271 23275, 23281, 23287, 23291 23296, 51280 51281, 51500, 51511, 51517, 51521– 51523, 51550 51552, 51554 51557, 51559, 51561 51562, 51564, 53291, 53294, 53296

Denmark (DK): 4592, 5960, 5970, 5985, 6720, 7884, 8305, 8592, 9940, 9950, 9960, Bornholm: 3700, 3720, 3730, 3740, 3751, 3760, 3770, 3782, 3790

Estonia (EE): 62601, 88001 88005, 91217, 91301 91320, 92001 92420, 93001, 94799, 96027, 96098

Faroe Islands (FO): FR100 - FR999

Finland (FI): Åland–Islands: 22000 22999

France (FR): 17111, 17123, 17190, 17310, 17370, 17410, 17480, 17550, 17580, 17590, 17630, 17650, 17670, 17740, 17840, 17880, 7940, 22870, 29242, 29253, 29259, 29990, 56360, 56590, 56780, 56840, 85330, 85350, Corsica: 20000– 20999

Gibraltar (GI): GX11

Greece (GR): Saronic Islands: 180xx, 189xx, Ionian Islands: 28xxx–29xxx, 31xxx, 49xxx, Berg Athos: 63086– 63087, Crete: 70xxx–74xxx and Aegean Islands: 80xxx–85xxx

Germany (DE): Hidden see: 18565, North-Friesland Islands: 25849, 25859, 25863, 25869, 25938, 25946, 25980, 25992, 25996 25999, East-Friesland Islands: 26465, 26474, 26486, 26548, 26571, 26579, 26757, Helgoland: 27498, Neuwerk: 27499, Chiemsee: 83256

Greenland (GL): 3900 3999

Italy (IT): Pontine Islands: 04020, 04027, Sardinia: 07000 09999, Venetian Lagoon: 30010, 30012, 30100, 30121– 30126, 30131 30133, 30135, 30141, Elba and Tuscan Archipelago: 57030 57039, 58012 58013, 58018, Tremiti Islands: 71040, Islands of the Gulf of Naples: 80070 80071, 80073 80077, 80079, Island group of Sicily: 90010, 91017, 91023, 92010, 98050, 98052, 98055, Campione d'Italia: IT 22060, Livigno: IT 23030

Malta (MT): Comino: KMN, Gozo: FNT, GRB, GSM, GSR, KCM, MFN, MXR, NDR, QLA, SLZ, SNT, VCT, XLN, XRA, XWK, ZBB

Netherlands (NL): 1156AA 1156ZZ, 1791AA 1797ZZ, 8881AA– 8884ZZ, 8891AA 8897ZZ, 8899AA 8899ZZ, 9161AA 9164ZZ, 9166AA 9166ZZ

Norway(NO)*: Spitsbergen (Svalbard): NO 9170 9179, Jan Mayen Island: NO 8099

Portugal (PT): Madeira: 9000 9390, Porto Santo: 9400, Azores: 9500 9980

Russia (RU): Crimean Federal District and the city of Sebastopol: 29xxxx

Sweden (SE): 10005, 13025, 13033, 13034, 13036, 13038, 13039, 13042, 13043, 13055, 13056, 37022, 43080 43099, 45204 45205, 47112 47115, 47500 47599, 62000 62999, 74296 74297, 76017 76019, 91803

Spain (ES): Balearic Islands: 07000 07999- 35 xxx, 38 xxx, 51 xxx or 52 xxx

Switzerland (CH)*: CH 6911, Martina: CH 7560, Samnaun: CH 7562 7563

Turkey (TR): Marmara: 10360 10389, Ayvalik: 10405, Avsa: 10940 10974, Bozcaada: 17680 17699, Gökceada: 17760- 17799, Adalar: 34970 34977, Northern Cyprus: 99xxx

Ukraine (UA): Autonomous Republic Crimea: 95xxx-98xxx and the town Sevastopol: 99xxx

UK (GB): Northern Ireland: BT, Channel Islands Guernsey and Jersey: GY, JE, Outer Hebrides: HS, Isle of Man: IM, Scottish Highlands and Isle of Skye: IV, Orkney Inseln: KW, Shetland Islands: ZE Firth of Clyde Islands: KA27- 28, Region Argyll and Bute with Loch Lomond and Inner Hebrides: FK17 21, PA20 38, PA41 49, PA60 80, PH16- 50, Isle of Wight: PO30 41, Isles of Scilly: TR21 25

ShipGlobal Liability

Our goal is to fulfil all your shipments securely however if anything goes wrong, we've got you covered! You may be entitled to file a claim and get compensation for the below reasons:

Case 1: No first scan by the last mile carrier in the destination country
ShipGlobal Liability: 30% of invoice value or \$50 whichever is lower.

Example: You booked a shipment via ShipGlobal Direct service to USA, and the last mile forwarding number of UPS was generated but no scan is showing there.

Case 2: No delivery scan by the last mile carrier or Lost in transit

This is a rare case wherein the packet has been delivered by the last mile carrier but the scanning does not show the final delivery scan - as it is handled by the postal service of the destination country. In this case, we will request you to check with your buyer if they have received the package or not - if the delivery has not been made and the buyer denies the same on email - you will be entitled for a \$10 claim in case of ShipGlobal Direct service. In case of branded networks like DHL, UPS, FedEx & Aramex, the claim and timeline will be as per the carrier's policy.

To file a claim, please email us at support@shipglobal.in with all the required details of the shipment.

After receiving your claim request our support team will investigate the issue and contact the local office in the destination country to search for the shipment. In case, the shipment cannot be located we will approve your request for the claim. Our standard timeline to close a refund case is within 2 weeks of receiving a complaint. Also, please note if the buyer contact details and address are invalid, we will not be able to process the claim.