

Service Offering

Client: CHOUFANI

Date: 20/05/2021

Offer Ref.: IQFSO#04-0067-21

Dear Sir/Madam,

IQ Fulfillment is pleased to present to you its service offering within the domain of advanced fulfillment and delivery from the UAE to the world, with our unique technology primed as the first robotic excellence center in the region and our array of leading partners all around the world we strive to build a strategic business alliance with your esteemed organization where we always guarantee our high standard service levels, the safety and security of your business and the confidentiality of all disclosed information and services shared.

We aim to support you towards being part of the future and transforming from the regular brick and motor to the new digital era while using our state of the art technology represented by battle proven robots, intelligent stations, fulfillment panels, intelligent sorters, smart packing stations, package protection solutions, sorting and routing, slam navigation labeling and temperate controlled secured facility along with the absolute tier 1 AI algorithms that will assist in constant process enhancement and provide unique reporting tools for you to understand your customers and your sales in a much thorough and detailed manner.

We look forward towards establishing our long-term alliance and we articulate towards always being in a win-win collaboration.

Sincerely

Commercial Offering:

UAE Domestic services:

Service	Charges in AED
Fulfillment	
Pick & Pack (<i>up to 5 pcs per order</i>)	15
Pick & Pack (<i>each additional pc per order</i>)	1
Next Day Delivery	
Up to 5 KG (including COD fees)	15
Each additional 1 KG	2
Storage	
Bin (Bin Dimensions: 60 cm X 40 cm X 40 cm) SLA	1/bin/day
Every Additional day (per bin)	1/bin/day

- COD transfer is weekly (Local bank account)
- Remote area delivery charges within UAE will be 2 X Delivery Charges.
- Above price is inclusive of all taxes in the UAE except for VAT.

International delivery service Ex-Dubai:

All Rates are in AED (Arab Emirates Dirham)

Weight in KG	Saudi	Kuwait	Oman	Bahrain
0.5	38	30	44	30
1	45	45	54	45
1.5	56	55	64	55
2	74	65	74	65
2.5	84	75	84	75
3	94	85	94	85
3.5	104	95	104	95
4	114	105	114	105
4.5	124	115	124	115
5	134	125	134	125
5.5	144	135	144	135
6	154	145	154	145
6.5	164	155	164	155
7	174	165	174	165
7.5	184	175	184	175
8	194	185	194	185
8.5	204	195	204	195
9	214	205	214	205
9.5	224	215	224	215
10	234	225	234	225
Every Additional 0.5 KG	10	10	10	10

- COD Fee is 10 AED/shipment* Excluding UAE.
- COD transfer is bi-monthly.
- Remote area delivery charges within each country will be 1.5 X Delivery Charges.
- Above price is inclusive of all taxes except for VAT.
- 18% Fuel surcharge will be applicable on international shipments. Fuel surcharge subject to change.

International Destinations local Fulfillment and Delivery Charges

Kuwait-Bahrain

Service	Charges in AED
Fulfillment	
Pick & Pack (<i>up to 3 pcs per order</i>)	10
Pick & Pack (<i>each additional pc per order</i>)	1
Delivery	
Up to 5 KG	25
Each additional 1 KG	5
Storage	
CBM	8/CBM/day
Minimum 300 AED per month.	

KSA

Service	Charges in AED
Fulfillment	
Pick & Pack (<i>up to 3 pcs per order</i>)	10
Pick & Pack (<i>each additional pc per order</i>)	1
Delivery	
Up to 5 KG	30
Each additional 1 KG	5
Storage	
CBM	8/CBM/day
Minimum 300 AED per month.	

OMAN

Service	Charges in AED
Delivery (Two Attempts) & Fulfillment	
Up to 5 KG (<i>up to 3 pcs per order</i>)	35
Each additional 1 KG	3
Storage	
CBM	8/CBM/day
Minimum 300 AED per month.	

- COD Fee is 5% of COD value or a minimum of 10 AED/shipment* Excluding UAE.
- COD transfer is bi-monthly.
- Remote area delivery charges within each country will be 2 X Delivery Charges.
- Above price is inclusive of all taxes except for VAT.

Value Added Service	
Quality Check measures (Pcs, packing, barcodes, etc...)	Depending on the product
Pick and Pack DG 3Pcs/parcel	AED 3 per parcel
Pick and Pack Bulky (dimension more than 20x20x20)	AED 5 per parcel
IQ Packing Material Box 1	AED 1
IQ Packing Material Box 2	AED 1.50
IQ Packing Material Box 3	AED 2
IQ Packing Material Polybag	Free
IQ Packing Material DG	Based on product
IQ Packing Material Bulky	Based on product
Client Packing material	Free
Season Packing/subscription box	TBD
Kitting and bundling	TBD
Sorting Services	Free
SKU Labelling (during the Inbound)	AED 0.80 per label
Tagging (during the Inbound)	Based on the product
Dimensioning and weighing (during the Inbound)	AED 5 per SKU
Product Photography (during the Inbound)	AED 50 per SKU
Description of the item	AED 10 per SKU
Destruction of goods	Based on the product
Reconditioning Services	As per the product
Gift Wrapping	TBD
Break bulk (Inbound) (ASN Specific)	Based on the product
Video feed of packed order (Outbound Shipment Specific)	TBD
Inventory count charge (per piece) (by customer demand)	AED 0.10
Freight Forwarding (Virtual Items)	TBD
Certification Charges (Health, packing, Certificate of conformity) etc. (virtual items)	TBD
Insurance Charges	2% of COG



Terms and Conditions*

- Above prices do not include VAT or any other governmental charges, if any.
- Above prices do not include international clearance and customs duty
- International Shipping, all VAT, Customs duty, Special approvals, governmental charges are to be shipped under DDP mode and billed on shipper directly.
- IQ fulfillment reserves the right to charge any duty, taxes, or Government levy to be billed within 90 days from the month of shipment.
- The services offered are allocated towards working days only (Saturday to Thursday)
- Friday and Holiday operations are accessible for Fulfillment and Domestics (International depends on destination) with mutually agreed additional charges.
- Any Friday or Holiday operation needs to be planned and acknowledged 48 hours prior.
- The weights of shipments will be considered as per volumetric weight VS Gross weight whichever is higher (Volumetric weight formula: $L \times W \times H / 5000$).
- The above rates are for the normal goods shipping only.
- Services above are incorporated with the SLA attached with this Service offering.
- The above prices are subject to standard claims procedure for domestic shipping, if for any reason insurance (100% coverage) is required it will be applied for the rate of 2% from the cost of goods will be applied accordingly with minimum of AED 200 per shipment
- IQ fulfillment liability limited to as per standard policy USD100 for international shipments and USD25 for domestic or the custom value whichever is lower per order.
- COD remittance will be done bi-monthly, the transfer charges and currency exchanges rates will be billed to the customer as per bank's actual charges. Any delay in obtaining COD remittance from destination will be informed to customer and remittance will be transferred upon receipt.
- Customer should provide HS code of the product for international shipments.
- If for reasons beyond our control the consignments are not delivered, i.e. Refusal of acceptance by consignee, or wrong name or address this trip will be treated as 1st attempt & charged accordingly.
- Customs Duties, taxes and Clearance charges will be deducted in full (delivered & undelivered shipments) will be deducted against the COD collected remittance due to the Client.
- Any shipment weighing more than 50KG is subject to duty irrespective of its value and to be charged to customer.
- International returns are based on 14 days life cycle through which RTO's will be returned to the customer's facility at origin and will charges as per the RTO charges which excludes custom duties, clearance fees and any other inflected governmental charges.
- Zero valued shipments are revaluated by customs and minimum of USD 100 is applicable as there is no such thing as zero value globally.
- Any other charges will submit based on official receipts and bills and to be charged to customer. Upon revising the offer letter and agreeing on it, the contract shall be introduced with SLA Valid for the period of the contract (1 year automatically renewed by default).
- The Rates are subject to a General Price Increase (GPI)
- Invoice amount will be adjusted against the COD collections. Balance if any to be settled immediately.
- Currency and bank charges are based on bank rates.
- Credit card and Debit card payment in each destination are subject to bank charges and to be charged back to shipper.
- This service level and any other information disclosed from Shipper to IQF and vice versa are considered confidential and governed by the attached confidentiality agreement.

In witness hereof, this agreement is executed by both parties on the effective signature date below:

On behalf of Customer

on behalf of IQ Fulfillment
