

# EXPANDEA

E-Commerce delivered



# SHIPPING GUIDELINES

# Table of Contents

# CONTENTS

01.  
INTRODUCTION
02.  
SHIPPING WITH EXPANGEA
03.  
INTERNATIONAL SHIPMENT
04.  
DOMESTIC SHIPMENT
05.  
PACKAGING GUIDELINES
06.  
LABELLING GUIDELINES
07.  
PROHIBITED ITEMS
08.  
LIABILITY AND CLAIM

# INTRODUCTION

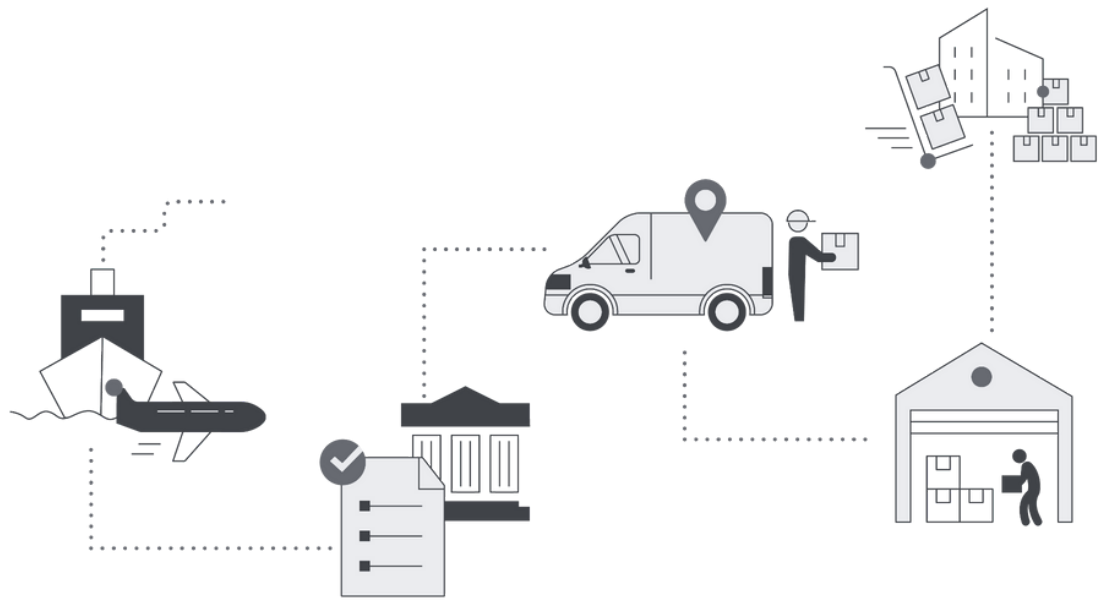
This Shipping Guidelines acts as the Standard Operation Procedure (SOP) guideline and is provided to be the guidelines for all Expangea's Customers. These guidelines offers comprehensive Shipping support and general policies relating to operations, compliance and practice within the scope and application defined in this chapter.

This document contains essential information that will help you ensure your domestic and cross-border shipments are smooth and successful. By following these guidelines, you can prevent potential issues at any point of service, whether during the first mile, last mile, or custom clearance. Therefore, we highly recommend that you follow the guidelines in this document to ensure a smooth and hassle-free shipping experience, whether your shipment is domestic or cross-border.



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# SHIPPING IN EXPANGEA



To help you have a seamless shipping experience, Expangea offers comprehensive services for your needs.

Type of Services	Remarks
Domestic	Domestic shipping involves the transportation of goods within a single country's boundaries. It covers the journey of items from where they originate to their final destination, all within the same country. The scope of domestic shipping can differ significantly, ranging from the delivery of small packages to any packages up to 30kg.
Last Mile	International shipping entails the movement of goods across international boundaries, from one country to another. This procedure is naturally more intricate compared to domestic shipping, as it includes several phases such as initial pickup, freight transportation, customs clearance, and final delivery. It navigates through diverse regulatory frameworks and employs a variety of transportation methods.

# INTERNATIONAL

01.

FIRST MILE

02.

SHIPMENT SIZE

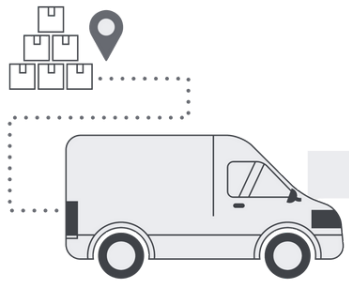
03.

CUSTOMS CLEARANCE

04.

LAST MILE

# FIRST MILE



The first mile is the initial step in the logistics process, where shipments are collected from the point of origin and transported to a port or transportation hub. It is essential to ensure that your shipment is prepared correctly for its journey to your final consignee.

## PROCESS

To ensure a smooth first-mile delivery pickup process, properly preparing your shipment for pickup is essential, it includes a few steps as below :

01

### Submit Your Order

we offer a variety of flexible options for submitting your orders, ensuring a process that's tailored to your operational preferences.

#### 1. Manual Upload - Bulk or Single Level:

- **Bulk Upload:** Ideal for handling multiple orders at once. Simply compile your orders into our specified format and upload them directly through our platform.
- **Single Order Upload:** Our platform also allows for single order entry, giving you the flexibility to add details as you go.

#### 2. API Integration:

- **Seamless Connectivity:** For a more automated approach, utilize our API to connect your existing systems directly with ours. This integration allows for real-time order pushing from your system to ours, streamlining the process and reducing the manual effort.

#### 3. Shopify Integration:

- **Hassle-Free Process:** With this integration, manage your orders within your Shopify environment and let the system automatically sync your orders with us, ensuring a smooth and hassle-free experience.

02

### Pack Your Items Securely

Ensure the protection of your items during transportation by using appropriate packaging materials and boxes.

03

### Label Your Parcel

Label your shipment clearly with the recipient's name, address, and phone number, as well

04

### Parcel ready for pickup

Be ready for our network partner to pickup your shipment.

# SHIPMENT PICKUP

At Expangea, we've streamlined pickup hours for your convenience. Our courier will collect your shipments during designated times, ensuring a hassle-free experience. Refer to the table below for details on our pickup operations.

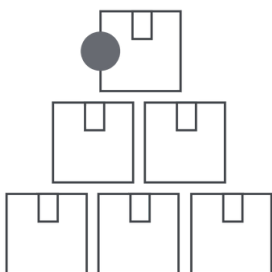
## CROSS BORDER PICK UP

Country	City	Pickup Hours (Next Day)
Australia	Sydney	Mon - Fri: 09.00 - 16.00
Hong Kong	Hong Kong	Mon - Fri: 09.00 - 16.00
Indonesia	Jakarta	Mon - Fri: 09.00 - 18.00
Malaysia	Peninsular Malaysia	Mon - Fri: 09.00 - 18.00
Philippines	Metro Manila	Mon - Fri: 09.00 - 18.00
Singapore	Singapore	Mon - Fri: 09.00 - 18.00
South Korea	Incheon	Mon - Fri: 09.00 - 18.00
Taiwan	Taipei	Mon - Fri: 09.00 - 18.00
Thailand	Bangkok	Mon - Fri: 09.00 - 18.00
Singapore	Singapore	Mon - Fri: 09.00 - 18.00
South Korea	Incheon	Mon - Fri: 09.00 - 16.00
Taiwan	Taipei	Mon - Fri: 09.00 - 18.00
Thailand	Bangkok	Mon - Fri: 09.00 - 18.00

# SHIPMENT SIZE

Initiating the shipping process involves the initial step of properly packaging your parcel, which entails adhering to specific dimension. Refer to the table below for destination country-specific regulations.

Country	Maximum Dimension	Maximum Weight
Australia	180 cm	22 kg
Brunei	150 cm	25 kg
Cambodia	150 cm	30 kg
Europe	180 cm	30 kg
Hong Kong	150 cm	20 kg
Indonesia	150 cm	30 kg
Malaysia	150 cm	30 kg
New Zealand	180 cm	22 kg
Philippines	150 cm	30 kg
Saudi Arabia	180 cm	30 kg
Singapore	150 cm	30 kg
South Korea	180 cm	25 kg
Thailand	150 cm	30 kg
Taiwan	150 cm	30 kg
United Kingdom	190 cm	30 kg
United States	180 cm	30 kg
Vietnam	150 cm	30 kg



- Orders will be rejected during order submission if they exceed the specified size limit, and the receiving first mile network partner will not accept the shipments.
- The maximum dimension applies to any side of the shipment packaging.



# CUSTOM CLEARANCE

Cross-border shipping can be complex due to varying trade regulations and requirements worldwide. These regulations can differ based on origin, destination, and type of goods, and failure to comply may result in delays, fines, and penalties. Understanding relevant regulations for each shipment is crucial to ensure compliance.



This guideline provides comprehensive information on every country's regulations to navigate the complexities of duty and tax requirements. Using these guidelines as a resource, clients can better understand and comply with relevant laws, minimising the risk of delays, fines, and penalties.

## STANDARD CUSTOM PROCESS

01

### Inspection

1. Customs Authorities may physically assess the shipment to verify the declared information in the MAWB and manifest. The inspection process may involve opening and examining the shipment's contents, taking samples, and checking the load against the documentation.

02

### Duty and Tax Assessment

After the inspection, Customs Authorities assess the duty and tax payable on the shipment based on the declared value of the goods, the country of origin, and any applicable free trade agreements or exemptions. Failure to pay the assessed duty and tax will result in Customs not releasing the shipment from its custody.

03

### Release of Parcel

After paying the duty and tax (if any) and submitting the necessary documentation, the Customs Authorities release the shipment to the Last Mile network partner.

# SHIPMENT INCOTERMS

Incoterms, short for International Commercial Terms, are a set of globally recognised rules that define the responsibilities, risks, and costs associated with transporting and delivering goods.

## **DELIVERY DUTY UNPAID (DDU)**

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DDU refers to a delivery arrangement where the seller is responsible for delivering the goods to the buyer at a named place of destination. The seller is responsible for all the costs of returning the goods until arrival at the designated location. Still, the buyer is responsible for paying all customs clearance, duties, and taxes associated with importing the goods into the destination country. 3% admin fee on the duties and tax value will be charged, with a minimum of USD 1.00 per order

## **DELIVERY DUTY PAID (DDP)**

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DDP is an arrangement where the seller is responsible for delivering the goods to the buyer at the named place of destination and paying all the relevant taxes, duties, and customs clearance fees. The responsibility for all risks and expenses related to the transportation of the delivery rests solely on the seller until the goods reach the buyer at the agreed destination. Additional admin fee will be charged depending on destination country.

## **HOW EXPANGEA HELPS**

Going through customs smoothly ensures there will be no shipment delays. One such way Expangea ensures your shipment passes through customs smoothly is through our Node calculator and our email automation.



### **NODE CALCULATOR**

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Our advanced node calculator provides itemised costs of shipments at every stage of the supply chain. After inputting the goods value, weight and dimension, and item category, it will automatically calculate the estimated rate and duty and tax charges based on the lane and regulations of the destination country.



### **EMAIL NOTIFICATION**

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Once you submit a DDU order through Expangea, an email will be sent to your consignee and yourself. about the the specified amount and detailed instructions for the DDU duty & tax payment. . It is crucial to note that the consignee will be given three working days to fulfil the DDU payment before the billed amount being transferred to you for settlement.

# DE MINIMIS

In cross-border shipping, “de minimis” refers to the valuation ceiling for goods below which no duty or tax is charged and clearance procedures, including data requirements, are minimal. In the context of trade facilitation, the de minimis value applies to shipments so small in value that tax or duty need not be imposed on them.

De minimis thresholds may vary by country and are subject to change occasionally.

## IMPORTANCE OF KNOWING DE MINIMIS RATES

As a client, there are two key advantages of knowing de minimis rates:

- If your shipment satisfies the de minimis requirement, you can proceed with shipping without incurring any charges. Do note that VAT may still be applicable for some countries.
- Understanding De Minimis rates is crucial for seamless shipping, preventing customs clearance issues. See the table below to facilitate your comprehension of De Minimis in different countries.

Country	De Minimis
Australia	≤ AUD 1 000
Brunei	≤ BND 400
Cambodia	≤ KHR204 000
Europe	≤ EUR 137
Hong Kong	-
Indonesia	≤ USD 3
Malaysia	≤ MYR 500
New Zealand	≤ NZD 1 000
Philippines	≤ PHP 10 000
Saudi Arabia	≤ SAR 1 000
Singapore	≤ SGD 400
South Korea	≤ KRW 196 000
Taiwan	≤ TWD 2 000
Thailand	≤ THB 1 500
United Kingdom	≤ GBP 135
United States	≤ USD 800
Vietnam	≤ VND 1 000 000

# CUSTOMS INFORMATION

A seamless customs clearance process encompasses various factors, including duty and tax considerations, product categorization, restrictions on prohibited items, and the submission of additional essential customs documents like Know Your Customer (KYC) requirements. Referring to the details below is crucial to ensure a streamlined and efficient passage through customs, facilitating a hassle-free and compliant international trade experience.

## **DUTIES AND TAX**

Each country has specific duties and tax regulations that necessitate compliance. Therefore, this provides you with a comprehensive guidelines of the custom clearance rates and the regulations for each of countries.

## **KYC DOCUMENTATION**

To ensure seamless international shipments, prioritise completing essential Know Your Customer (KYC) documentation. This straightforward step is crucial for maintaining compliance and efficiency in cross-border logistics. Additionally, be mindful of the specific customs clearance requirements for shipments destined for China, India, Taiwan, and Europe. In Expangea, we help with KYC compliance by sending out a proactive email to the consignee to alert them about this KYC requirement. Providing the necessary documentation in advance facilitates smoother customs processes, ultimately leading to faster and more efficient handling of your shipments.

## **PRODUCT CATEGORY**

Navigating the intricacies of cross-border shipments involves compliance with Harmonized System (HS) codes, which classify goods for import. However, due to the complexity of these codes—often numerous and detailed—we provide assistance by streamlining them into 21 product categories, simplifying the process for our clients.

## **PROHIBITED ITEM**

Prohibited items in cross-border shipments are goods not allowed to be transported across international borders due to legal, safety, security, health, environmental, or regulatory reasons. Enforced by customs and agreements, these restrictions encompass items like illegal drugs, firearms, hazardous materials, endangered species products, counterfeit goods, and more. Non-compliance can result in customs seizures, penalties, or legal action, underscoring the importance of understanding and adhering to these restrictions.

## **STORAGE CHARGES**

In the course of processing custom shipments, we diligently aim to provide an uninterrupted service experience. Nevertheless, situations may arise, including pending duties & taxes for DDU payment, or the need for supplementary documentation from sender or receiver when requested by customs, which could lead to customs hold the parcel. It is essential to note that this circumstance could potentially result in the imposition of storage charges by customs authorities or handling facilities. These charges are levied by the customs authorities or the handling facilities and are beyond our control.

# AUSTRALIA

Product Category	Item Restriction	Import Duty	VAT/SST
Fashion & Accessories		5%	10%
Shoes	Wood or plant material	5%	10%
Bag & Purse	Wood or plant material	5%	10%
Gadget & Accessories	Wood or plant material	5%	10%
Health & Beauty		5%	10%
Media, Music & Book		0%	10%
Mother & Baby		5%	10%
Pet Supplies	Required Import permits	5%	10%
Sports & Outdoors		5%	10%
Stationery & Craft	Wooden items	5%	10%
Toys & Games	Wood or plant material	5%	10%
Travel & Luggage		5%	10%
Food & Supplements		5%	10%
Bedding & Bath		5%	10%
Cameras & Drones		5%	10%
Computers & Laptops		5%	10%
Electronics Accessories		5%	10%
Furniture & Organization		5%	10%
Motors		5%	10%
Outdoor & Garden		5%	10%
Documents & Letter		5%	10%

## DUTY AND TAX CALCULATION

Calculation

Duty (C) = total value \* duty

(Tax) = C\* VAT

Duty & Tax = C+D

flat gov fee of \$88 for anything under AUD10 000, \$130 if over AUD10 000.

## STORAGE CHARGES

AUD 3 / day

# BRUNEI

Product Category	Import Duty
Fashion & Accessories	5%
Shoes	5%
Bag & Purse	5%
Gadget & Accessories	5%
Health & Beauty	5%
Media, Music & Book	5%
Mother & Baby	5%
Pet Supplies	5%
Sports & Outdoors	5%
Stationery & Craft	5%
Toys & Games	5%
Travel & Luggage	5%
Food & Supplements	5%
Bedding & Bath	5%
Cameras & Drones	5%
Computers & Laptops	5%
Electronics Accessories	5%
Furniture & Organization	5%
Motors	5%
Outdoor & Garden	5%
Documents & Letter	5%

#### **DUTY AND TAX CALCULATION**

Item Value (Local Currency) \* Import Duty

#### **STORAGE CHARGES**

BND 5 / day

# CAMBODIA

Product Category	Import Duty	VAT/SST
Fashion & Accessories	0%-35%	10%
Shoes	0%-35%	10%
Bag & Purse	0%-35%	10%
Gadget & Accessories	0%-35%	10%
Health & Beauty	0%-35%	10%
Media, Music & Book	0%-35%	10%
Mother & Baby	0%-35%	10%
Pet Supplies	0%-35%	10%
Sports & Outdoors	0%-35%	10%
Stationery & Craft	0%-35%	10%
Toys & Games	0%-35%	10%
Travel & Luggage	0%-35%	10%
Food & Supplements	0%-35%	10%
Bedding & Bath	0%-35%	10%
Cameras & Drones	0%-35%	10%
Computers & Laptops	0%-35%	10%
Electronics Accessories	0%-35%	10%
Furniture & Organization	0%-35%	10%
Motors	0%-35%	10%
Outdoor & Garden	0%-35%	10%
Documents & Letter	0%-35%	10%

## **DUTY AND TAX CALCULATION**

Duty 0-35% from the value + VAT 10% from the value

## **STORAGE CHARGES**

USD 3 / Day

Product Category	Import Duty	VAT/SST	Consumption Tax
Fashion & Accessories	3% - 30%	13%	1%-56%
Shoes	3% - 30%	13%	1%-56%
Bag & Purse	3% - 30%	13%	1%-56%
Gadget & Accessories	3% - 30%	13%	1%-56%
Health & Beauty	3% - 30%	13%	1%-56%
Media, Music & Book	3% - 30%	13%	1%-56%
Mother & Baby	3% - 30%	13%	1%-56%
Pet Supplies	3% - 30%	13%	1%-56%
Sports & Outdoors	3% - 30%	13%	1%-56%
Stationery & Craft	3% - 30%	13%	1%-56%
Toys & Games	3% - 30%	13%	1%-56%
Travel & Luggage	3% - 30%	13%	1%-56%
Food & Supplements	3% - 30%	13%	1%-56%
Bedding & Bath	3% - 30%	13%	1%-56%
Cameras & Drones	3% - 30%	13%	1%-56%
Computers & Laptops	3% - 30%	13%	1%-56%
Electronics Accessories	3% - 30%	13%	1%-56%
Furniture & Organization	3% - 30%	13%	1%-56%
Motors	3% - 30%	13%	1%-56%
Outdoor & Garden	3% - 30%	13%	1%-56%
Documents & Letter	3% - 30%	13%	1%-56%

### DUTY AND TAX CALCULATION

Customs Duty = Customs Value x Customs Duty Rate  
 Value Added Tax (VAT) = (Customs Value + Customs Duty) x VAT Rate  
 Consumption Tax: This can be a little more complex due to the different calculation methods, depending on the product. One common method is: Consumption Tax = (Customs Value + Customs Duty) / (1 - Consumption Tax Rate) x Consumption Tax Rate

### STORAGE CHARGES

CNY 75 / Day

### MANDATORY ADDITIONAL REQUIREMENT

Copy of identity card (Front and Back)

Note:

- This documentation is essential for mandatory eKYC (Know Your Customer) for smooth customs clearance and timely delivery. Kindly ensure that the submitted copies are clear and legible. Failure to provide the required identification documents may result in delays or complications in the customs process.
- The Consignee's name must equal any identities provided in the submitted documents.



# EUROPE

Product Category	Duty & Tax
Fashion & Accessories	25%
Shoes	25%
Bag & Purse	25%
Gadget & Accessories	25%
Health & Beauty	25%
Media, Music & Book	25%
Mother & Baby	25%
Pet Supplies	25%
Sports & Outdoors	25%
Stationery & Craft	25%
Toys & Games	25%
Travel & Luggage	25%
Food & Supplements	25%
Bedding & Bath	25%
Cameras & Drones	25%
Computers & Laptops	25%
Electronics Accessories	25%
Furniture & Organization	25%
Motors	25%
Outdoor & Garden	25%
Documents & Letter	25%

## DUTY AND TAX INFORMATION

- If you opt for IOSS, you collect VAT at the time of purchase and pay it directly to the EU tax authority through monthly VAT returns. Ensure you provide our network partner with your IOSS identification number and shipment details.
- If you're not using IOSS, VAT is charged to the payer upon import. In this case, it is mandatory for you to put the IOSS number during the order submission.
- Recipient must manage any VAT payments or related Customs Charges for which they are responsible. Please ensure that they fulfil these obligations accordingly.

## STORAGE CHARGES

EUR 3 / Day

# HONG KONG

Product Category	Import Duty
Fashion & Accessories	0%
Shoes	0%
Bag & Purse	0%
Gadget & Accessories	0%
Health & Beauty	0%
Media, Music & Book	0%
Mother & Baby	0%
Pet Supplies	0%
Sports & Outdoors	0%
Stationery & Craft	0%
Toys & Games	0%
Travel & Luggage	0%
Food & Supplements	0%
Bedding & Bath	0%
Cameras & Drones	0%
Computers & Laptops	0%
Electronics Accessories	0%
Furniture & Organization	0%
Motors	0%
Outdoor & Garden	0%
Documents & Letter	0%

## **DUTY AND TAX CALCULATION**

Hong Kong is a free port that does not levy a customs tariff

## **STORAGE CHARGES**

HKD 20 / Day

Product Category	Import Duty
Fashion & Accessories	10%- 78%
Shoes	10%- 78%
Bag & Purse	10%- 78%
Gadget & Accessories	10%- 78%
Health & Beauty	10%- 78%
Media, Music & Book	10%- 78%
Mother & Baby	10%- 78%
Pet Supplies	10%- 78%
Sports & Outdoors	10%- 78%
Stationery & Craft	10%- 78%
Toys & Games	10%- 78%
Travel & Luggage	10%- 78%
Food & Supplements	10%- 78%
Bedding & Bath	10%- 78%
Cameras & Drones	10%- 78%
Computers & Laptops	10%- 78%
Electronics Accessories	10%- 78%
Furniture & Organization	10%- 78%
Motors	10%- 78%
Outdoor & Garden	10%- 78%
Documents & Letter	10%- 78%

### **DUTY AND TAX CALCULATION**

43% on CIF Value ( Value of the good + 20% freight on actual value + 1.125% insurance on actual Value)

### **STORAGE CHARGES**

850 RS

### **MANDATORY ADDITIONAL REQUIREMENT**

As part of the mandatory eKYC (Know Your Customer) customs process in India, customers must provide a copy of their identity card (Front and Back). Acceptable forms of identification include:

#### **Aadhaar Card**

Aadhaar is a 12 digit individual identification number issued by the Unique Identification Authority of India on behalf of the Government of India. The number serves as a proof of identity and address, anywhere in India.

#### **Permanent Account Number (PAN) Card**

PAN is a ten-digit unique alphanumeric number issued by the Income Tax Department. PAN is issued in the form of a laminated plastic card (commonly known as PAN card). Last character, i.e., the tenth character is an alphabetic check digit.

# INDONESIA

Product Category	Max item in a Parcel	Import Duty	VAT/SST	Income Tax (Tax ID)	Income Tax (No Tax ID)
Fashion & Accessories	5	20%	11%	10%	20%
Shoes	2	30%	11%	10%	20%
Bag & Purse	5	25%	11%	10%	20%
Gadget & Accessories	2	7.5%	11%	10%	20%
Health & Beauty	5	7.5%	11%	10%	20%
Media, Music & Book	5	7.5%	11%	10%	20%
Mother & Baby	5	7.5%	11%	10%	20%
Pet Supplies	5	7.5%	11%	10%	20%
Sports & Outdoors	5	7.5%	11%	10%	20%
Stationery & Craft	5	7.5%	11%	10%	20%
Toys & Games	5	7.5%	11%	10%	20%
Travel & Luggage	5	7.5%	11%	10%	20%
Food & Supplements	5	7.5%	11%	10%	20%
Bedding & Bath	5	7.5%	11%	10%	20%
Cameras & Drones	5	7.5%	11%	10%	20%
Computers & Laptops	5	7.5%	11%	10%	20%
Electronics Accessories	5	7.5%	11%	10%	20%
Furniture & Organization	5	7.5%	11%	10%	20%
Motors	5	7.5%	11%	10%	20%
Outdoor & Garden	5	7.5%	11%	10%	20%
Documents & Letter	5	7.5%	11%	10%	20%

## DUTY AND TAX CALCULATION

Total Item Value = Item Price \* Item Qty

[Total Item Value \* Import Duty Rate] + [VAT/SST \* [Total Item Value + Import Duty]] + [Income Tax \* [Total Item Value + Import Duty]]

## STORAGE CHARGES

IDR3 500 / day

# MALAYSIA

Product Category	Import Duty	VAT/SST
Fashion & Accessories	0%	10%
Shoes	0%	10%
Bag & Purse	0%	10%
Gadget & Accessories	0%	5%
Health & Beauty	0%	5%
Media, Music & Book	0%	0%
Mother & Baby	0%	0%
Pet Supplies	0%	0%
Sports & Outdoors	0%	10%
Stationery & Craft	25%	10%
Toys & Games	0%	10%
Travel & Luggage	0%	10%
Food & Supplements	0%	5%
Bedding & Bath	0%	10%
Cameras & Drones	0%	5%
Computers & Laptops	0%	5%
Electronics Accessories	0%	5%
Furniture & Organization	0%	10%
Motors	0%	10%
Outdoor & Garden	0%	10%
Documents & Letter	0%	10%

#### **DUTY AND TAX CALCULATION**

Total Item Value = Item Price \* Item Qty

[Total Item Value \* Import Duty] + [VAT/SST \* [Total Item Value + Import Duty]]

#### **STORAGE CHARGES**

MYR 5 / Day

# NEW ZEALAND

Product Category	Import Duty	VAT/SST	Freight GST
Fashion & Accessories	0%-1%	15%	15%
Shoes	0%-1%	15%	15%
Bag & Purse	0%-1%	15%	15%
Gadget & Accessories	0%-1%	15%	15%
Health & Beauty	0%-1%	15%	15%
Media, Music & Book	0%-1%	15%	15%
Mother & Baby	0%-1%	15%	15%
Pet Supplies	0%-1%	15%	15%
Sports & Outdoors	0%-1%	15%	15%
Stationery & Craft	0%-1%	15%	15%
Toys & Games	0%-1%	15%	15%
Travel & Luggage	0%-1%	15%	15%
Food & Supplements	0%-1%	15%	15%
Bedding & Bath	0%-1%	15%	15%
Cameras & Drones	0%-1%	15%	15%
Computers & Laptops	0%-1%	15%	15%
Electronics Accessories	0%-1%	15%	15%
Furniture & Organization	0%-1%	15%	15%
Motors	0%-1%	15%	15%
Outdoor & Garden	0%-1%	15%	15%
Documents & Letter	0%-1%	15%	15%

### DUTY AND TAX CALCULATION

Duty - 0% - 1% from value = Duty Amount  
 GST = Duty + GST @ 15% = GST Amount  
 Freight = Freight Value + 15% = Freight Rates / GST Freight  
 Total to pay = Duty Amount + GST Amount + GST Freight

### STORAGE CHARGES

NZD 5 / Day

# PHILIPPINES

Product Category	Import Duty	VAT/SST
Fashion & Accessories	15%	7%
Shoes	15%	7%
Bag & Purse	15%	7%
Gadget & Accessories	0%	7%
Health & Beauty	7%	7%
Media, Music & Book	5%	7%
Mother & Baby	10%	7%
Pet Supplies	35%	7%
Sports & Outdoors	15%	7%
Stationery & Craft	7%	7%
Toys & Games	10%	7%
Travel & Luggage	15%	7%
Food & Supplements	7%	7%
Bedding & Bath	7%	7%
Cameras & Drones	0%	7%
Computers & Laptops	0%	7%
Electronics Accessories	0%	7%
Furniture & Organization	7%	7%
Motors	7%	7%
Outdoor & Garden	7%	7%
Documents & Letter	5%	7%

## DUTY AND TAX CALCULATION

CIF Value + ER + CUD + BFee + Docs Stamp + VAT  
 ER : Exchange Rate from USD to PHP  
 CUD : Customs Duty  
 B-Fee : Brokers Fee  
 Docs Stamp

## STORAGE CHARGES

PHP 125 / Day

# SAUDI ARABIA

Product Category	Import Duty
Fashion & Accessories	5%
Shoes	5%
Bag & Purse	5%
Gadget & Accessories	5%
Health & Beauty	5%
Media, Music & Book	5%
Mother & Baby	5%
Pet Supplies	5%
Sports & Outdoors	5%
Stationery & Craft	5%
Toys & Games	5%
Travel & Luggage	5%
Food & Supplements	5%
Bedding & Bath	5%
Cameras & Drones	5%
Computers & Laptops	5%
Electronics Accessories	5%
Furniture & Organization	5%
Motors	5%
Outdoor & Garden	5%
Documents & Letter	5%

## **DUTY AND TAX CALCULATION**

Declared value \* 5%

Tax rate is 15%,

Tax =declared value \* 15%

## **STORAGE CHARGES**

SAR 5 / Day



# SINGAPORE

Product Category	Import Duty	VAT/SST
Fashion & Accessories	0%	9%
Shoes	0%	9%
Bag & Purse	0%	9%
Gadget & Accessories	0%	9%
Health & Beauty	0%	9%
Media, Music & Book	0%	9%
Mother & Baby	0%	9%
Pet Supplies	0%	9%
Sports & Outdoors	0%	9%
Stationery & Craft	0%	9%
Toys & Games	0%	9%
Travel & Luggage	0%	9%
Food & Supplements	0%	9%
Bedding & Bath	0%	9%
Cameras & Drones	0%	9%
Computers & Laptops	0%	9%
Electronics Accessories	0%	9%
Furniture & Organization	0%	9%
Motors	0%	9%
Outdoor & Garden	0%	9%
Documents & Letter	0%	9%

## **DUTY AND TAX CALCULATION**

Duty (C) = total value (CIF) \* duty

(D)= C\*SST

GST= C+D

## **STORAGE CHARGES**

SGD 3 / Day

# SOUTH KOREA

Product Category	Item Restriction	Import Duty	VAT/SST
Fashion & Accessories		0%-37.5%	10%
Shoes		0%-37.5%	10%
Bag & Purse		0%-37.5%	10%
Gadget & Accessories		0%-37.5%	10%
Health & Beauty	Restricted	0%-37.5%	10%
Media, Music & Book		0%-37.5%	10%
Mother & Baby		0%-37.5%	10%
Pet Supplies		0%-37.5%	0%
Sports & Outdoors		0%-37.5%	0%
Stationery & Craft		0%-37.5%	10%
Toys & Games		0%-37.5%	10%
Travel & Luggage		0%-37.5%	10%
Food & Supplements		0%-37.5%	10%
Bedding & Bath		0%-37.5%	10%
Cameras & Drones		0%-37.5%	10%
Computers & Laptops		0%-37.5%	10%
Electronics Accessories		0%-37.5%	10%
Furniture & Organization		0%-37.5%	10%
Motors		0%-37.5%	10%
Outdoor & Garden		0%-37.5%	10%
Documents & Letter		0%-37.5%	10%

## STORAGE CHARGES

KRW 4000 / Day

# TAIWAN

Product Category	Item Restriction	Import Duty	VAT/SST
Fashion & Accessories		0%	5%
Shoes		0%	5%
Bag & Purse		0%	5%
Gadget & Accessories		0%	5%
Health & Beauty	For health supplement 6 kg per consignee (Max. 3 variants. 12 pcs/variant)	0%	5%
Media, Music & Book		0%	5%
Mother & Baby		0%	5%
Pet Supplies	Restricted	0%	5%
Sports & Outdoors		0%	5%
Stationery & Craft		0%	5%
Toys & Games		0%	5%
Travel & Luggage		0%	5%
Food & Supplements		0%	5%
Bedding & Bath		0%	5%
Cameras & Drones		0%	5%
Computers & Laptops		0%	5%
Electronics Accessories		0%	5%
Furniture & Organization		0%	5%
Motors		0%	5%
Outdoor & Garden		0%	5%
Documents & Letter		0%	5%

#### DUTY AND TAX CALCULATION

Duty (C) = CIF \* duty  
 (Tax) = C \* VAT  
 Duty & Tax = C + D

#### STORAGE CHARGES

TWD 130 / Day

#### MANDATORY ADDITIONAL REQUIREMENT

EZWay Registration

#### Note:

- It is mandatory to provide the Ezway registration to ensure a smooth customs process for your shipments to Taiwan. Please make sure to complete the Ezway registration before shipping to Taiwan. This registration is essential for efficient customs clearance and compliance with Taiwanese customs regulations.
- The Consignee's name must equal any identities provided in the submitted documents.

# THAILAND

Product Category	Item Restriction	Max item in a Parcel	Import Duty	VAT/SST
Fashion & Accessories			20%	10%
Shoes			30%	10%
Bag & Purse			5%	10%
Gadget & Accessories	Restriction (TISI)		40%	10%
Health & Beauty	Prohibited		30%	10%
Media, Music & Book			0%	10%
Mother & Baby	Prohibited		30%	10%
Pet Supplies	Department of Livestock Development		10%	10%
Sports & Outdoors			30%	10%
Stationery & Craft			5%	10%
Toys & Games	Restriction (TISI)		10%	10%
Travel & Luggage		2	20%	10%
Food & Supplements		5	30%	10%
Bedding & Bath			30%	10%
Cameras & Drones			40%	10%
Computers & Laptops			40%	10%
Electronics Accessories			40%	10%
Furniture & Organization			30%	10%
Motors			40%	10%
Outdoor & Garden			20%	10%
Documents & Letter			0%	10%

## DUTY AND TAX CALCULATION

[Total Item Value \* Import Duty] + [VAT/SST \* [Total Item Value + Import Duty]]

Total Item Value = Item Price \* Item Qty

## STORAGE CHARGES

THB 35

# UNITED KINGDOM

Product Category	Item Restriction	Duty & Tax
Fashion & Accessories		25%
Shoes		25%
Bag & Purse		25%
Gadget & Accessories		25%
Health & Beauty	Restricted	25%
Media, Music & Book		25%
Mother & Baby		25%
Pet Supplies		25%
Sports & Outdoors		25%
Stationery & Craft		25%
Toys & Games		25%
Travel & Luggage		25%
Food & Supplements		25%
Bedding & Bath		25%
Cameras & Drones		25%
Computers & Laptops		25%
Electronics Accessories		25%
Furniture & Organization		25%
Motors		25%
Outdoor & Garden		25%
Documents & Letter		25%

## DUTY AND TAX CALCULATION

Total Item Value = (Item Price \* Item Qty) + Insurance + Freight Cost

[Total Item Value \* Import Duty] + [VAT/SST \* [Total Item Value + Import Duty]]

## STORAGE CHARGES

GBP 5

# UNITED STATES

Product Category	Item Restriction	Duty & Tax
Fashion & Accessories		7%
Shoes		7%
Bag & Purse		7%
Gadget & Accessories		7%
Health & Beauty	Restricted	7%
Media, Music & Book		7%
Mother & Baby		7%
Pet Supplies		7%
Sports & Outdoors		7%
Stationery & Craft		7%
Toys & Games		7%
Travel & Luggage		7%
Food & Supplements		7%
Bedding & Bath		7%
Cameras & Drones		7%
Computers & Laptops		7%
Electronics Accessories		7%
Furniture & Organization		7%
Motors		7%
Outdoor & Garden		7%
Documents & Letter		7%

#### **DUTY AND TAX CALCULATION**

Item Value (Local Currency) \* Import Duty

#### **STORAGE CHARGES**

USD 5

Product Category	Import Duty	VAT/SST
Fashion & Accessories	15-25%	10%
Shoes	15-25%	10%
Bag & Purse	15-25%	10%
Gadget & Accessories	15-25%	10%
Health & Beauty	15-25%	10%
Media, Music & Book	15-25%	10%
Mother & Baby	15-25%	10%
Pet Supplies	15-25%	10%
Sports & Outdoors	15-25%	10%
Stationery & Craft	15-25%	10%
Toys & Games	15-25%	10%
Travel & Luggage	15-25%	10%
Food & Supplements	15-25%	10%
Bedding & Bath	15-25%	10%
Cameras & Drones	15-25%	10%
Computers & Laptops	15-25%	10%
Electronics Accessories	15-25%	10%
Furniture & Organization	15-25%	10%
Motors	15-25%	10%
Outdoor & Garden	15-25%	10%
Documents & Letter	15-25%	10%

#### **DUTY AND TAX CALCULATION**

[Total value of the imported products + SCT (if any) + EPT (if any)] x tax rate = Import Tax

#### **STORAGE CHARGES**

USD 5

# LAST MILE

The last mile is the final stage of delivery, where a last-mile network partner transports a shipment from a warehouse to its final destination, usually a residential or commercial address. The "Last mile" term refers to the final and critical phase of a shipment's journey. See the table below for details on our delivery operations in different countries.



Country	Delivery Hours
Australia	Mon - Fri: 09.00 - 16.00
Brunei	Mon - Fri: 09.00 - 17.00
Cambodia	Mon - Fri: 09.00 - 18.00
Europe	Mon - Fri: 09.00 - 17.00
Hong Kong	Mon - Fri: 09.00 - 16.00
Indonesia	Mon - Fri: 09.00 - 18.00
Malaysia	Mon - Fri: 09.00 - 18.00
New Zealand	Mon - Fri: 09.00 - 16.00
Philippines	Mon - Fri: 09.00 - 18.00
Saudi Arabia	Mon - Fri: 09.00 - 18.00
Singapore	Mon - Fri: 09.00 - 18.00
South Korea	Mon - Fri: 09.00 - 16.00
Taiwan	Mon - Fri: 09.00 - 18.00
Thailand	Mon - Fri: 09.00 - 18.00
United Kingdom	Mon - Fri: 09.00 - 18.00
United States	Mon - Fri: 09.00 - 18.00
Vietnam	Mon - Fri: 09.00 - 18.00



# DOMESTIC

01.

SHIPMENT PICKUP

02.

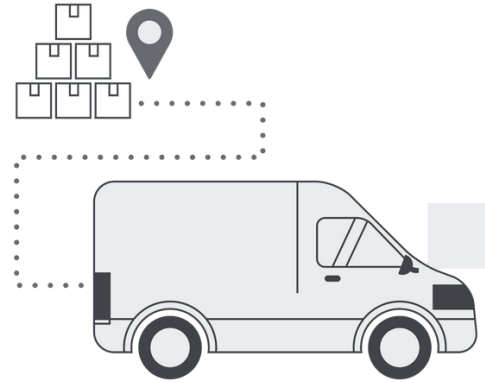
SHIPMENT SIZE

03.

SHIPMENT DELIVERY

# PICKUP

At Expangea, we offer convenient pickup hours for your shipments. Our network partner will handle the pickup at designated times, ensuring a hassle-free experience. Refer to the table for our pickup details in various countries.

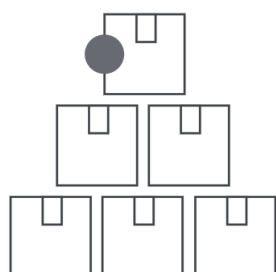


Country	Pickup City	Pickup Hours (Next Day)
Australia	Sydney	Mon - Fri: 09.00 - 16.00
Brunei	Bandar Seri Begawan	Mon - Fri: 09.00 - 17.00
Cambodia	Phnom Penh	Mon - Fri: 09.00 - 18.00
Hong Kong	Hong Kong	Mon - Fri: 09.00 - 16.00
Indonesia	Jakarta	Mon - Fri: 09.00 - 18.00
Malaysia	Peninsular Malaysia	Mon - Fri: 09.00 - 18.00
New Zealand	Auckland	Mon - Fri: 09.00 - 16.00
Philippines	Metro Manila	Mon - Fri: 09.00 - 18.00
Saudi Arabia	Riyadh	Mon - Fri: 09.00 - 18.00
Singapore	Singapore	Mon - Fri: 09.00 - 18.00
South Korea	Incheon	Mon - Fri: 09.00 - 16.00
Taiwan	Taipei	Mon - Fri: 09.00 - 18.00
Thailand	Bangkok	Mon - Fri: 09.00 - 18.00
United Arab Emirates	Dubai	Mon - Fri: 09.00 - 18.00
United Kingdom	London	Mon - Fri: 09.00 - 18.00
United States	Los Angeles	Mon - Fri: 09.00 - 18.00
Vietnam	Ho Chi Minh / Saigon City	Mon - Fri: 09.00 - 18.00

# SHIPMENT SIZE

Initiating the shipping process involves properly packaging your parcel, which entails adhering to specific dimensions. Refer to the table for country-specific regulations.

Country	Maximum Dimension	Maximum Weight
Australia	105 cm	22 kg
Brunei	150 cm	25 kg
Cambodia	150 cm	30 kg
Europe	180 cm	30 kg
Hong Kong	150 cm	20 kg
Indonesia	150 cm	30 kg
Malaysia	150 cm	30 kg
New Zealand	105 cm	22 kg
Philippines	150 cm	30 kg
Saudi Arabia	180 cm	30 kg
Singapore	150 cm	30 kg
South Korea	180 cm	25 kg
Thailand	150 cm	30 kg
Taiwan	150 cm	30 kg
United Kingdom	190 cm	30 kg
United States	130 cm	30 kg
Vietnam	50 cm	30 kg



- Orders will be rejected during order submission if they exceed the specified size limit, and the receiving pickup rider will not accept the shipments.
- The maximum dimension applies to any side of the shipment packaging.

# DELIVERY

Our delivery process is designed to deliver your package to your home or workplace on weekdays, excluding weekends and holidays. You'll receive a notification upon package arrival for added convenience. We aim to deliver seamlessly and on time, making it easy and efficient for you. Refer to the table below for our delivery details in various countries.



Country	Delivery Hours
Australia	Mon - Fri: 09.00 - 16.00
Brunei	Mon - Fri: 09.00 - 17.00
Cambodia	Mon - Fri: 09.00 - 18.00
Europe	Mon - Fri: 09.00 - 17.00
Hong Kong	Mon - Fri: 09.00 - 16.00
Indonesia	Mon - Fri: 09.00 - 18.00
Malaysia	Mon - Fri: 09.00 - 18.00
New Zealand	Mon - Fri: 09.00 - 16.00
Philippines	Mon - Fri: 09.00 - 18.00
Saudi Arabia	Mon - Fri: 09.00 - 18.00
Singapore	Mon - Fri: 09.00 - 18.00
South Korea	Mon - Fri: 09.00 - 16.00
Taiwan	Mon - Fri: 09.00 - 18.00
Thailand	Mon - Fri: 09.00 - 18.00
United Kingdom	Mon - Fri: 09.00 - 18.00
United States	Mon - Fri: 09.00 - 18.00
Vietnam	Mon - Fri: 09.00 - 18.00

# PACKAGING GUIDELINES

01.

GENERAL ITEM PACKAGING

02.

FRAGILE ITEM PACKAGING

03.

LIGHT ITEM PACKAGING

In Expangea, we define safe and adequate packaging as packaging that can protect the contents during the shipment journey. The package must withstand various external factors such as liquid, bending, damage, and exposure to weather conditions.

## GENERAL ITEM PACKAGING

# 1

### CHOOSE AN APPROPRIATE CARDBOARD BOX

---



Select a cardboard box that fits the size and weight of your items and can provide enough protection during transportation.

# 2

### PREPARE THE CONTENTS

---



Wrap the package in bubble wrap, plastic wrap or Zip lock bag as an extra protection layer. It is essential especially for items that contain liquid or powder as it will help prevent them from spilling inside the package.

# 3

### SEAL THE BOX SECURELY

---



Close the box and seal it using duct tape on all sides of the packaging, using the H method.

# 4

### ADDITIONAL OUTER LAYER

---



An additional layer of plastic to provide adequate protection against any potential liquid damage, especially during the rainy season, is highly recommended

## FRAGILE ITEM PACKAGING

Properly packaging fragile and high-value goods requires special attention and extra packaging measures. Fragile items are more prone to damage, and high value goods are particularly susceptible to mishandling. Therefore, it is crucial to take additional precautions to protect these items during shipping.

# 1

### CHOOSE AN APPROPRIATE CARDBOARD BOX

---

Select a cardboard box that fits the size and weight of your items and can provide enough protection during transportation

For heavy or fragile shipments, double-walled or triple-walled cardboard provides an extra layer of protection and strength. If you're shipping a high value item or a highly desired item, an outer box that obscures what's inside is a good security measure.



# 2

### PREPARE THE CONTENTS

---

Before placing them in the package, it is better to wrap or seal the shipment in bubble wrap. For an added layer of protection, you may consider including angle boards or corner blocks to safeguard the edges and corners of fragile shipment.



Angle Edge Board

Corner Blocks

# 3

## FILL ANY EMPTY SPACES

---

Infill adds extra padding and stability to ensure your shipment arrive undamaged. Fill open spaces inside the box with suitable material as below so that the contents will not shift during transportation.



Air Pillow Airbags



Molded Packaging



Bubble Wrap



Packing Peanuts



Void Filler



Packaging Insert

# 4

## SEAL THE BOX SECURELY

---

Close the box and seal it using duct tape on all sides of the packaging, using the H method.



# 5

## ADD WARNING LABELS

---

Add warning labels such as "fragile" or "handle with care" on the box to alert the handlers about the contents of the package





## LIGHT ITEM PACKAGING

# 1

### CHOOSE AN APPROPRIATE ENVELOPE

---



Bubble envelope has excellent water-resistant and comes with clear bubbles laminated inside for better protection. It's best suited for packing flat and small items, such as accessories.

# 2

### PREPARE THE CONTENTS

---



Prepare the item to be shipped, please ensure that the size of the item matches the size of the mailer chosen.

# 3

### SEAL THE YOUR ENVELOPE SECURELY

---



Before shipping, double-check that the mailer is properly sealed and that there are no holes in the mailer. Items could fall out during transport if the mailer is not sealed well or if it is ripped.

# 4

### LABEL YOUR ENVELOPE

---



Affix the label flatly onto the parcel without any creases.

# LABELLING GUIDELINES

01.

LABEL SAMPLE

02.

LABEL BEST PRACTICE

03.

SECOND MANDATORY LABEL

In Expangea, we use a universal label for all our services, providing a standardized and seamless experience across our network partners.

**LABEL SAMPLE**

**CROSS-BORDER SHIPPING LABEL**



**DOMESTIC SHIPPING LABEL**



**LABEL BEST PRACTICE**

1. Paper: Choose a high-quality, durable paper resistant to tears, smudging, and fading. Thermal transfer paper is a good option for producing high-quality, long-lasting labels.
2. Size: Print your label with A6 thermal paper size.
3. Affixing label: Affix the label flatly onto the parcel without any creases.



## THE SECOND MANDATORY LABEL IN SHIPPING

Ensuring a seamless delivery experience for customers requires meticulous attention to detail. At Expangea our commitment lies in providing you with a shipping experience that's seamless, smart, and standardised.

However, the complex landscape of international shipping often demands adherence to specific requirements mandated by destination countries. One such crucial requirement involves the inclusion of a second mandatory label, designated by our network partners, to facilitate a smooth delivery process.

To simplify this process for our valued customers, here is a comprehensive list of our network partners and the countries where the additional labels may be required:

Country	Mandatory 2nd Label
Australia	Yes
Brunei	No
Cambodia	No
Europe	No
Hong Kong	No
Indonesia	No
Malaysia	No
New Zealand	Yes
Philippines	No
Saudi Arabia	Yes
Singapore	No
South Korea	No
Taiwan	No
Thailand	Yes
United Kingdom	No
United States	Yes
Vietnam	Yes
Others	Yes

# PROHIBITED ITEMS

01.

WEAPON AND DANGEROUS  
ITEMS

02.

ALCOHOL AND TOBACCO

03.

MEDICATION AND MEDICAL  
EQUIPMENTS

04.

FOOD AND AGRICULTURAL  
PRODUCTS

05.

WILDLIFE AND NATURAL  
RESOURCES

06.

ILLEGAL OR HARMFUL PRODUCTS

07.

ELECTRONIC AND COMMUNICATION

08.

OTHER RESTRICTED ITEMS

# PROHIBITED ITEMS



## Weapons and Dangerous Items

- Automatic Knives
- Blowguns
- Electric shock devices
- Extendable Batons
- Firearms
- Explosives
- Dangerous Goods
- Fireworks and firecrackers
- Imitation arms
- Protection Equipment
- Lightning arresters



## Alcohol and Tobacco

- Alcohol drinks
- Absinthe (Alcohol)
- Alcoholic Beverages
- Tobacco
- Cigarettes
- Cigar
- E-cigarettes



## Medications and Medical Equipment

- Drugs and Medicine
- Steroids
- Medicaments for the treatment of cancer, HIV/AIDS or other intractable diseases
- Medical equipment
- Medicine or product with medicinal properties
- Sexual wellness products
- Therapeutic products



## Food and Agricultural Products

- Raw food
- Meat product
- Dried food and herbal medicine
- Instant noodles with meat
- Baked Goods
- Sweets and lollies
- Fruits and Vegetables
- Game and Hunting Trophies
- Gold
- Grain

# PROHIBITED ITEMS



## Wildlife and Natural Resources

- Protected Wildlife
- Endangered, precious, and rare wild animal and plant specimens
- Fish and Wildlife
- Plants and Seeds
- Corals
- CITES-listed wildlife
- Animal skin
- Living animals and carcasses
- Pets



## Illegal or Harmful Products

- Fake designer goods
- Pirated DVDs
- Illegal pornography
- Counterfeit money
- Counterfeit trademark goods
- IPR infringing goods
- Fake notes or coins
- Pornographic materials
- Drug paraphernalia
- Narcotics
- Controlled drugs



## Electronics and Communication

- Compact Discs
- Laser discs
- Films
- Communication Device
- Mobile phone
- Tablet
- Portable Computer
- Video machines
- Gramophone records
- Mastering equipment
- Replication equipment
- Communication Items



## Other Restricted Items

- Batteries
- Acids / toxic chemical and gases
- Graphite Products
- Infectious substances
- Pesticides / Plant Protection
- Fertilizer
- Scrap, waste, and refrigeration equipment
- Sexual related products
- Electronic domestic equipment
- Rough diamonds
- Soil and Pest

# LIABILITY & INSURANCE

01.

GENERAL LIABILITY

02.

INSURANCE

03.

SHIPMENT COVERAGE VALUE



Shipping cross-border can involve risks and uncertainties, including damage, loss, theft, or other issues resulting in financial loss or liability.

Expangea offers standard compensation for shipments, which includes basic liability with no extra charges applied.



The coverage amount and terms vary depending on the destination country, as different countries have different regulations and requirements regarding liability coverage. Our standard coverage protects shipments against primary risks, such as loss or damage, during transportation.

For international shipments, the value of the coverage is determined by the destination country, while for domestic shipments, it is based on the domestic country itself. Please be aware that the compensation for any claim is based on the declared value of the shipment up to the maximum compensation limit as highlighted in the table below:-

### GENERAL LIABILITY

Country	Maximum Compensation Amount	Maximum Compensation Amount (USD)
Australia	No coverage	No coverage
Brunei	BND 60	USD 43
Cambodia	No coverage	No coverage
China	CNY 300	USD 41
Europe	No coverage	No coverage
Hong Kong	HKD 200	USD 25
India	INR 3500	USD 42
Indonesia	IDR 750 000	USD 50
Malaysia	MYR 200	USD 44
New Zealand	NZD 78	USD 78
Philippines	No coverage	No coverage
Saudi Arabia	SAR 375	USD 100
Singapore	SGD 60	USD 50
South Korea	No coverage	No coverage
Taiwan	USD 50	USD 50
Thailand	THB 2000	USD 56
United Kingdom	EUR 48	USD 47
United States	USD 50	USD 50
Vietnam	VND 1 000 000	USD 42

# INSURANCE

Clients can purchase additional insurance to cover additional liability beyond the standard coverage provided. It can include coverage for high-value shipments, specialised goods, or other shipments requiring additional protection. You can have the option to purchase additional insurance coverage to provide extra security and peace of mind for the shipment.

## VALUING SHIPMENT INSURANCE

Working out the value of shipment insurance can seem like a complex exercise; at Expangea, we make it simple by calculating the following:

Declared Item value x premium value = total insurance charges

Premium value (% From invoice value)	Minimum charges
2%	USD 2

## COVERAGE TYPE

COVERAGE TYPE	Coverage Journey
<b>Loss</b>	We will provide Loss coverage for the loss of shipments during the coverage journey. This coverage refers to circumstances where the network partner / Expangea classified the shipments as lost. An incident report will be provided as supporting documents to file the claim.
<b>Damage</b>	We will provide Damage coverage for damage to goods during the coverage journey. This coverage refers to circumstances where shipments are damaged due to covered events like accidents, fire, and other unexpected incidents that result in the goods being unfit for their intended use. An incident report will be provided as supporting documents to file the claim.

## SHIPMENT COVERAGE VALUE

Country	Compensation Amount (Up to)
Australia	USD 5 000
Brunei	USD 5 000
Cambodia	USD 5 000
Europe	USD 5 000
Hong Kong	USD 5 000
Indonesia	USD 5 000
Malaysia	USD 5 000
New Zealand	USD 5 000
Philippines	USD 5 000
Saudi Arabia	USD 5 000
Singapore	USD 5 000
South Korea	USD 5 000
Taiwan	USD 5 000
Thailand	USD 5 000
United Kingdom	USD 5 000
United States	USD 5 000
Vietnam	USD 5 000

## EXCLUSION COVERAGE

The following exclusions apply for shipment insurance policies:

- Improper packaging
- Rejection of shipments by customers
- Rejection of shipments by Customs or other Government agencies
- Loss due to the nature of shipment — spoilage, infestation, failure
- Prohibited and other restricted goods
- Used goods
- Failure to notify Expangea of initial losses on time — three working days for damage, seven working days for hidden damage, and 30 working days for non-delivery

## **OPT IN INSURANCE IN EXPANGEA**

At Expangea, we have two steps process for you to opt-in for your shipment.

01

### **Fill In Insurance option in Excel File**

Firstly choose "TRUE" for insurance in column Insurance in the order submission file. Please select the appropriate row corresponding to each order number, as the insurance option functions on an order-level basis.

02

### **Submit Order**

Please submit your order on our orders page.

Please be advised that the insurance cannot be cancelled once submitted

**THE END**