

# How to fill out your ePSO:

## Step 1:

Fill out the following form to the best of your ability. We will go through the form when you come in the store.

## Step 2:

- Email the completed form to our store at [store404@theupsstore.ca](mailto:store404@theupsstore.ca), we will have the paperwork ready for when you come in.
- *Alternatively*, Print pages 2 and 3 and bring it with you when you come to our store. **Print settings: Scale to Fit 8.5"x11"**

The UPS Store 

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**Thank you for shipping with The UPS Store 404!**

Contact us at 519-741-1404, or by email at [store404@theupsstore.ca](mailto:store404@theupsstore.ca) with any further questions.

parcel 1 of \_\_\_\_\_ Date of shipment: \_\_\_\_\_

Shipped From - Please Print <input type="checkbox"/> Save for future shipments		Ship To - Please Print <input type="checkbox"/> Save for future shipments	
Company Name		Company Name	
Contact Name		Contact Name	
Telephone Number (Business Hours)		Telephone Number (Business Hours)	Country
Street Address			
City - Province	Postal Code	City - Province/State	Postal Code/Zip Code
Email Address (Shipment tracking information available via email)		Email Address (Shipment tracking information available via email)	

Express Envelope Quick Shipment – Documents only, \$0.00 value for loss or damage \_\_\_\_\_ (Customer's initials)

Unit of Measure	Description of Contents	Origin Country (If shipping internationally)	Unit Value	Value of Contents	Remarks (If shipping internationally)
			\$	\$	
			\$	\$	
			\$	\$	
			\$	\$	

Total Value of Contents in Canadian Currency \$ \_\_\_\_\_

**Customs Clearance Waiver** \_\_\_\_\_ (Customer's initials)

I acknowledge that the Description of Contents and Value recorded above are truthful and complete. I further acknowledge that duty and taxes may be assessed to the Consignee by the Customs Office in the country of destination at their sole discretion.

**Pack n' Ship Guarantee (PSG) Details**

Are the contents of the Parcel breakable? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are the contents of the Parcel replaceable? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you wish to purchase our PSG for the value of the contents plus the cost of packing and shipping? <input type="checkbox"/> Yes <input type="checkbox"/> No	What is the total value of the PSG purchased for the Parcel? (Total Value of Contents + Freight Charges, Packing Materials, and Labour) \$ _____ .00 (Provided in whole units of \$100 only)
Please describe the delivery address. <input type="checkbox"/> Residential <input type="checkbox"/> Commercial		Do you require a signature on delivery? <input type="checkbox"/> Yes <input type="checkbox"/> No (Additional fees apply)	_____ (Customer's initials)

<b>General Classification of the Contents of the Parcel</b> <input type="checkbox"/> General merchandise (new or used commercial) \$50,000 <input type="checkbox"/> Personal effects/breakables \$2,500 <input type="checkbox"/> Artwork/antiques \$2,500 <input type="checkbox"/> *Jewellery and watches \$2,500/\$500 <input type="checkbox"/> Document reconstruction \$500 The maximum PSG coverage for the Parcel when packed by the UPS Store personnel is listed above. *Jewellery and watches shipped to the US and other international destinations are limited to \$500.	Were the contents of the Parcel packed by The UPS Store personnel? <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Pre-Pack Waiver</b> _____ (Customer's initials) I have declined packing service offered by The UPS Store and acknowledge that <b>the coverage for the Parcel is limited to loss</b> as provided herein, and that the Carrier's packing standards for Shock, Vibration, and Compression have been explained to me by The UPS Store personnel. <b>Shipper's Risk</b> _____ (Customer's initials) I have declined the PSG or the carrier's declared value for the loss or damage of the contents of the Parcel and agree that any <b>loss or damage</b> of the contents <b>shall be at my sole risk</b> .
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**Shipment Details and Charges** Charges exclude applicable taxes

Parcel Dimensions (amounts rounded off to nearest inch) L _____ x W _____ x H _____ <input type="checkbox"/> Express Envelope <input type="checkbox"/> Express Pak	<input type="checkbox"/> Express Service <input type="checkbox"/> Expedited Service <input type="checkbox"/> Ground Service <input type="checkbox"/> Other _____ Carrier's tracking identification number	Freight Charges	\$ _____
Actual Weight _____ Lbs.    Dimensional Weight _____ Lbs.	Carrier <input type="checkbox"/> UPS <input type="checkbox"/> Other _____	PSG Fees (UPS Shipments Only)	\$ _____
<b>Customer's Acknowledgement</b> I certify that I agree to the terms and conditions included on both sides of this form, and that the stated contents and their value as recorded in the spaces above are truthful and complete.		<input type="checkbox"/> Sig Req'd <input type="checkbox"/> Sat Del <input type="checkbox"/> Res. Del	\$ _____
Customer Signature _____	Date _____	<input type="checkbox"/> Add'l Hand. <input type="checkbox"/> COD <input type="checkbox"/> Over Sz	\$ _____
		Packing Materials	\$ _____
		Packing Labour	\$ _____
		Taxes	\$ _____
		<b>Total Charges</b>	<b>\$ _____</b>

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I agree to receive electronic messages from this The UPS Store containing news, updates, and promotions. \_\_\_\_\_ Consent may be withdrawn at any time by contacting this The UPS Store.



## Terms and Conditions

The Customer ("You") hereby agrees to the following terms and conditions with The UPS Store (herein "Us", "We", or "Our").

1. Subject to the terms and conditions herein, We will receive and forward parcels for You. The carrier for all parcels accepted by Us is identified on Side 1 of this Parcel Shipping Order. Your parcel(s) (the "Parcel") is subject at all times to refusal for shipment by the Carrier. Furthermore, the contents of the Parcel are subject to inspection by the Carrier, or Customs Officers, at their discretion. The Parcel may be shipped by surface transport and/or handled by an Independent Contractor working on behalf of the Carrier. At the discretion of the Carrier, shipments that could not be delivered to the Shipped To address on the first attempt may be re-directed to a centralized delivery location and require the Consignee (person or company identified in the "Shipped To" section on Side 1 of this Parcel Shipping Order) to pick up the Parcel.
2. We do not accept illegal or prohibited items, articles of unusual value, including but not limited to cash; radioactive, toxic, and infectious or other hazardous materials or items prohibited by the Carrier for shipment. You hereby warrant that the Parcel does not contain any such materials and You represent that your true name and address have been recorded under the "Shipped From" section on Side 1 of this Parcel Shipping Order. You further represent that a full and accurate description of the contents of the Parcel and their applicable Declared Value have been recorded on this Parcel Shipping Order. Claims for loss or damage to items not properly recorded will be denied.
3. We are not liable for the Carrier's failure to make timely delivery on the delivery time or date specified. Any statement by Us as to the probable time or date of delivery by the Carrier is a statement of opinion and estimate only, and is not warranted in any manner.
4. We are not liable for any consequential, incidental, or punitive damages, or any loss or damage resulting from delays in shipping or delivery. Our responsibility for damage to items caused by improper packing by Us is limited by the Declared Value Terms and Conditions below.
5. We assume no liability for the delivery of the Parcel accepted for shipment or for loss or damage by any cause to the Parcel or its contents while in transit. UPS reserves the right to dispose of the damaged contents of the Parcel, or a damaged Parcel and its entire contents if, at UPS's sole discretion, the contents or packaging may cause harm to any UPS employee, the public, or damage to other parcels, UPS equipment or facilities, without prior notification to the Shipper. We are not liable for the failure of the Carrier to properly collect or remit funds for C.O.D. parcels. If the recipient's form of payment is accepted for C.O.D. by the Carrier, You assume all risk.
6. We do not transport the Parcel. We assume no liability for the delivery of the Parcel accepted for shipment or for loss or damage by any cause to the Parcel or its contents while in transit. You understand that the Carrier's liability for lost or damaged parcels is limited by the provisions contained in this Parcel Shipping Order and that Declared Value coverage will be available only if you have complied with all the Declared Value Terms and Conditions below. You agree to all terms and conditions on this Parcel Shipping Order whether Declared Value coverage is purchased. You expressly acknowledge that the value of the Parcel does not exceed the amount stated by You in the box labeled "Total Value of Contents" on side 1 of this Parcel Shipping Order. If no amount is specified, You acknowledge that the contents contained in the Parcel were shipped at your sole risk.
7. The Carrier's driver may deliver the Parcel without collecting a signature from the recipient unless You request a signature on delivery and pay the applicable fee for such service. The Carrier is not liable for loss or damage to the contents of the Parcel occurring after delivery.
8. If You or the Consignee has a claim against the Carrier or Declared Value coverage provider for loss or damage to the Parcel, You agree to make the claim through the The UPS Store® centre that shipped the Parcel. You expressly agree that we have no liability if any claim is denied or paid only in part by the Carrier or any other Declared Value provider.
9. We are independently owned and operated by licensed franchisees of MBEC Communications Inc., master licensee of The UPS Store, Inc., a subsidiary of United Parcel Service of America, Inc. The UPS Store® and other UPS® trademarks are owned by United Parcel Service of America, Inc. and used under license. You acknowledge and agree that MBEC Communications Inc. is not liable for Our acts or omissions.
10. This Parcel Shipping Order constitutes the full and complete agreement between You and Us, and supersedes all prior or subsequent representations, either written or oral. All amounts are expressed in Canadian currency.

### Pack n' Ship Guarantee and Declared Value

The Pack n' Ship Guarantee (PSG) is available exclusively by The UPS Store for shipments sent via UPS, only. PSG offers coverage for loss or damage to articles that are not available directly from UPS. Articles such as personal effects, breakables, antiques, and artwork can be covered to a maximum value of \$2,500 per package. Articles packed by Us are eligible for comprehensive coverage for both loss or damage. Articles that have been packed by Us may be covered for their full replacement value. Pre-packed articles which have not been packed by Us are eligible for limited coverage protecting for loss only. Coverage for pre-packed articles is limited to the actual cash value with proper deduction for depreciation. The maximum PSG coverage for the contents of the Parcel is listed on side 1 of this Parcel Shipping Order. You may include at your option, PSG coverage for the cost of packaging and shipping in addition to the Total Value of Contents. PSG coverage is sold in whole units of \$100 each. All coverage is based on Canadian currency.

When shipping via an alternative Carrier We will obtain Declared Value coverage for your shipment through the Carrier designated on this Parcel Shipping Order or from an independent company. Please keep in mind that We apply a surcharge to the cost of this product. The Declared Value terms and conditions for the various carriers and any applicable independent company can be found in the Carrier Service Guide (for coverage provided by the Carrier) and are also available for review at this The UPS Store® centre. Upon request, You may review such terms and conditions. Declared Value coverage is sold in whole units of \$100 each. All coverage is based on Canadian currency.

### Limitations on Liability:

PSG coverage generally excludes damage caused by chipping, marring, scratching, denting, wear and tear, and mechanical and electrical derangement. Pairs or Sets Clause: In the event of loss or damage to any article or articles which are a part of a pair or set, but not the entire set, the measure of loss or damage to such article or articles shall be the reasonable and fair portion of the total value of the set, giving consideration to the importance of said article or articles, but in no event, shall such loss or damage be construed to mean the total loss of the set. Antiques Clause: In the event of loss or damage to any article classified as an antique and/or artwork, the liability is restricted to the reasonable cost of repair, and no claim is recoverable with respect to the cost of depreciation. Geographic Limits: Articles shipped to Mexico, Nigeria, Cambodia, Vietnam, and Russia may be shipped via UPS, but are excluded from coverage for loss or damage and can only be sent at Your risk. Televisions: Flat screen plasma, LCD, or LED TV sets larger than 32" are not eligible for coverage and may only be sent at Your risk.

Our liability, the Carrier's liability or any other Declared Value coverage provider's liability for loss or damage to the contents of the Parcel shall be \$0.00 unless You pay for and declare a higher authorized value. Provided You declare and pay for Shipment Protection or Declared Value coverage, the maximum recovery is limited to the value declared, repair cost, replacement costs, or fair market value, whichever is less. Unless you ship with UPS and purchase Shipment Protection coverage, articles such as personal effects, breakables, antiques, and artwork may be sent only at shipper's risk. Declared Value coverage is not available for items of sentimental value, or items such as artwork, jewellery, statuary, precious metals, furs, negotiable instruments, and certain other items, such as very fragile or prohibited items. The limit of liability for a parcel containing a cheque is limited to the stop payment fee and re-issuance cost, not to exceed \$100 for the Parcel. We are not liable for the face value of any cheque, pre-paid phone card, gift certificate, or gift card. Parcels packed by You not meeting the Carrier's packaging standards are not covered for damage during transit. Consult the applicable Declared Value Terms and Conditions and terms of coverage for further information. Each Declared Value provider designates monetary limits of coverage and exclusions.

### Filing a Claim:

Claims for guaranteed service refunds offered by the Carrier not made in writing within 10 days after the Parcel was shipped are waived. Claims for loss or damage not made in writing within 30 days after the Parcel was shipped are hereby waived. If the recipient accepts the Parcel without reporting the damage on the delivery record the claim may be denied. If the contents of the Parcel arrive damaged, the Consignee must save all packing materials so that the quality of the packaging and the damage to the contents may be inspected by the Carrier's representative. You must save all documents, including but not limited to, this Parcel Shipping Order, a copy of the receipt and proof of Declared Value. Within 90 days after filing a claim, You must make these items and any other relevant information available for inspection by the Carrier's or independent company's local agent.

### Terms and Conditions for Shipments Sent Outside of Canada:

You acknowledge that the shipment of the Parcel is in full compliance with all applicable Canadian and foreign import/export laws and regulations. You agree to indemnify and hold Us harmless from and against any and all claims, liabilities, judgments or costs arising out of any acts by You which are in violation of any Canadian or foreign import/export law or regulation. The shipment of personal effects outside of Canada is allowable to the following countries only; Australia, China, France, Germany, Hong Kong, Italy, Japan, Malaysia, Netherlands, Puerto Rico, Singapore, Taiwan, United Kingdom, United States, and US Virgin Islands. The shipment of personal effects to all other countries is prohibited.

Duty and taxes are assessed on all dutiable commodities which are covered by the country of destination and are subject to change without notice. We cannot predetermine the amount of duty and tax for the Parcel. Duty and taxes as well as other charges including but not limited to, customs penalties, storage costs, or other expenses incurred as a result of an action by Customs or failure by You or the Consignee to provide proper documentation or to obtain a required license or permit will be charged to the Consignee. You acknowledge responsibility for payment of any such charges in the event of non-payment by the Consignee. If the Parcel should be refused by the Consignee, or which for any other reason cannot be delivered, the Parcel will either be abandoned or returned at Your expense. We are not liable for delays caused by actions taken by Customs Officials. For shipments sent via UPS that include the purchase of Shipment Protection the Total Value for Coverage may only exceed the Value for Customs by the Total Charges paid to Us for the packing and shipping of the Parcel. For shipments sent via alternative carriers that include the purchase of Declared Value coverage for loss or damage, the Value for Customs may not be less than the Declared Value for loss or damage.

### Privacy Policy

The UPS Store® does not sell customer information to others. The information provided by You on this Parcel Shipping Order shall be safely stored by Us for a period not to exceed one year as per the requirements of the Carrier, after which, We will destroy this Parcel Shipping Order. Any inquiries about Our Privacy Policy can be directed to Our Privacy Officer.