

NEW CUSTOMER REGISTRATION FORM

Business Information			
Company Name		Tax ID	
Address		City	
State		Zip Code	
Contact Person		Position	
Tel/Primary		Tel/Secondary	
Email		Fax	
Pick Up Information			
Address	<input type="checkbox"/> Same as business address	City	
		State	
		Zip Code	
Contact Person		Tel	
Accounting Information			
Contact Person		Tel	
Email		Fax	
* Electronic Statement and Receipt will be delivered to online member >> payment. An additional \$2 fee will be assessed to each mailed out statement and receipt.			

By signing this application, I certify that all information given in this application is complete and accurate. I acknowledge that I've received and understood all relevant information regarding shipping and billing procedures of Super Parcel Express Services Co., Ltd.

_____ **Print Name** _____ **Date**
 _____ **Signature**

SPEX USE ONLY

Sales Representative		Account Number	
Date			
Type of Goods			
Payment Type	<input type="checkbox"/> Super Card <input type="checkbox"/> Credit Card <input type="checkbox"/> Check		

	Invoice Date	Due Date	Invoice Net Term
<input type="checkbox"/> W	Every Monday	Next Monday	Net 5
<input type="checkbox"/> N	1st of the month	16th of the month	Net 15
<input type="checkbox"/> M	16th of the month	End of the month	Net 15

SUPER PARCEL EXPRESS SERVICES CO., LTD. SERVICE AGREEMENT

This service agreement (hereby referred to as "Agreement") is made effective as of _____,
(date)
by and between Super Parcel Express Services Co., Ltd ("SPEX"), the party rendering the service and
_____ the party receiving the service.
(company name)

Service Type(s):

- Super Parcel Express (SPEX) will offer account holders the services of package pick-up and delivery within SPEX's service location.
- SPEX will offer package delivery services in the form of: door to door, port to door, and port to port services.
- In addition to SPEX's carrier service, other third party carrier service may be used by SPEX for local, national, and global transit.
- All new accounts will be classified as daily invoicing without payment term. Accounts may be switched to monthly invoicing with a 15 net days grace period if a credit card is provided and good payment habit has been demonstrated.

Invoicing and Payment:

- Outbound Shipment(s):

- o Shipments originating from the US exporting to a foreign country will be classified as an outbound shipment.
- o Billing weight for shipments will be according to SPEX measurement or in the case that the shipment did not go through SPEX inspection, billing weight will be according to the specific carrier of that shipment.
- o Shipments will be evaluated by gross and dimension weight. The heavier of the two weights will be the billing weight.
- o Any single package weighting over 50 lbs will be assessed an overweight fee of \$10 per box.
- o Invoices and receipts can be accessed via our website through the customer's created account.
- o SPEX system will automatically email notice of invoices generated on the 1st and 16th to Monthly invoicing customer for outbound shipments.
- o There are three classification for outbound shipments:
 - **Daily Invoicing:** Billing and invoicing will be performed the following business day after shipment has left SPEX facility.
 - **Weekly Invoicing:** Billing and invoicing will be performed on the Monday of every week for shipments exported during the previous week.
 - **Monthly Invoicing:** Billing and invoicing will be performed either on the 1st or 16th of each month for shipments exported during the previous month.

o Payment Term:

- All Daily Invoicing accounts will not have any grace period for the invoice.
- All other invoices will have a total of 15 days grace period from the date the invoice is generated.
- Invoices not paid within 5 days of the past due date will cause the account to be automatically suspended.
- Suspended account can be re-opened after all balances have been paid and a credit card is provided.
- Payment can be made in the form of cash, check, or credit card.
- All invoices not paid within the appropriate due date will be subjected to automatic suspension of the account until all balances have been paid in full.

- A credit card must be provided to SPEX to resume an account from suspension to operational.

o Payment Method:

- Payment can be made via credit card, check, or cash
 - By giving your credit card information to SPEX, you are authorizing SPEX the right to charge your credit card for shipments made via your account.
 - SPEX only takes Visa, Master, and Discover card. No foreign credit cards accepted.
 - Additional 5% handling charge applies to payment for duties, taxes and other assessments.
 - \$1 handling charge applies if payment amount under \$20.
 - All past-due invoices will be assess a late charge fee.

– **Inbound Shipment(s):**

- o Shipments originating from a foreign country into the United States will be classified as an inbound shipment.
- o All inbound shipments will be classified as C.O.D services and invoiced as soon as the shipment enters SPEX warehouse.
- o Billing weight for shipments will be according to SPEX measurement or in the case that the shipment did not go through SPEX inspection, billing weight will be according to the specific carrier of that shipment.
- o Shipments will be evaluated by gross and dimension weight. The heavier of the two weights will be the billing weight.
- o Inbound invoices will not be given a grace term and will be due upon delivery
- o Payment can be made in the form of cash, check, or credit card
- o A minimum of \$12.50 COD fee will be charged to consignees out of SPEX's self-delivery zone. (please ask your sales representative in regards to zoning issue)
- o COD of duties and customs paid by credit card will be charged a 5% handling fee.

– **Tax, Duties, and Additional Fees:**

- o Duties, taxes, and additional fees incurred on inbound shipments will be the sole responsibility of the consignee unless otherwise specified.
- o Additional fees may pertain up to and including anything relating to weight, size, and delivery or pick up destination.
- o There may be additional customs fee for inbound shipments cleared by U.S. Customs.
- o Duties, taxes, and additional fees may incur after a shipment has already entered into the U.S. and has been delivered.
- o Super Parcel Express reserves the right to re-bill or create additional billing for taxes, duties, and other fees for shipments that may have already been billed for freight.

– **Parcel Delivery Service Term:**

- o The carrier will deliver said shipment to the Delivery Point as instructed by the shipment's airway bill as created by the customer (shipper).
- o The shipper must provide clear and complete address for the Delivery Point and a local contact telephone number.
- o SPEX reserves the right to hold shipment based on unclear consignment address, incomplete information, or if the shipment is deemed as dangerous and undeliverable.
- o SPEX reserves all rights to open and inspect parcels if it is deemed to contain undeliverable or dangerous goods.
- o Delivery dates and times may not be guaranteed and shall be subjected to the carrier's selected terms and conditions.
- o Delays caused by Custom holds are not to be calculated as part of transit times.
- o If the carrier is unable to deliver the Consignment due to the shipper's failure to complete all appropriate customs documentation and/or pay any import/export duties and/or taxes for the relevant countries in which the Consignment will be carried, no refund will be given and the shipper will be liable for additional costs.

- o If the consignment is impounded as a result of your failure under these terms and conditions, the Carrier and the Company accept no responsibility for any loss or damage suffered.
- o If the Consignment has to be returned to the origin due to the client's failure under these terms and conditions then no refund of the delivery costs will be given and you may be liable for additional charges.
- o SPEX will not deliver to address of P.O. Boxes or postal codes.
- o Parcels will be deemed as undeliverable if the receiver refuses delivery or charges for delivery, or if the shipment is deemed to be unacceptable.
- o In the case of undeliverable shipments, SPEX will use reasonable means to return the shipment at the shipper's cost.
- o Seized shipments failing release by Customs will be disposed of at the shipper's cost.
- o SPEX shall not in any way be liable in terms of cost and condition of shipment if it has been seized by Customs.

– Shipment Delivery: Loss or Damage

- o Any loss or damages must be made aware to SPEX within 7 business days upon consignee's acceptance of shipment, failing to do so will release SPEX from any and all liability.
- o Any claim for loss or damage of the Consignment shall be handled in accordance with the Carrier's terms and conditions.
- o The value of the consignment will be based on the amount indicated by the shipper on the commercial invoice of the said consignment.
- o SPEX has the right to refuse claim of any consignment if the value indicated by the shipper has been falsified.
- o SPEX will not be held liable for damages or loss to the Consignment due to Force Majeure Event.
- o A Force Majeure Event includes any act, event, non-happening, omission or accident beyond SPEX's reasonable control and includes in particular (without limitation) the following:
 - Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster. Or any other events deemed as "acts of god".
 - Impossibility of the use of means of transport such as: railways, shipping, aircraft, motor transport or other means of public or private transport.
 - The acts, decrees, legislation, regulations ore restrictions or any government.

– Restricted Items

- o Restricted items include, but are not limited to: items that are considered fragile, highly valuable, and indecent.
- o An item shall be deemed as unacceptable if it is classified as hazardous material, dangerous goods, prohibited or restricted articles by the International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), or any other applicable government department or organization.
- o SPEX reserves the right to decide the transferability of an item safely or legally; such items can include, but not limited to: currency, animals, precious metals, stones, firearms, ammunition, human remains, pornography, and/or illegal narcotics.

When ordering SPEX's services, you as the "Shipper", are agreeing on your behalf and on the behalf of anyone else with an interest in the Consignment that the Terms and Conditions shall apply from the time that SPEX accepts the Consignment unless otherwise agreed upon in writing. By signing this agreement, you agree and acknowledge that SPEX has reviewed and given all the necessary documents pertaining to the agreement of this contract.

✓ _____
Signature

✓ _____
Date

✓ _____
Print Name

✓ _____
Title

DHL/FedEx SURCHARGE GUIDE

- **Address Correction:** In cases of incorrect or incomplete consignee address, including missing postal codes, DHL/FedEx will research, redirect and, when possible, deliver the shipments for an additional \$15.00 per shipment.
- **Non Standard Delivery:** A \$4.00 surcharge per waybill will apply for customers who call their pickup requests into Customer Service or request them via the web or shipping system.
- **Over Wight Piece:** DHL/FedEx will apply a surcharge of \$89.00 per shipment for any shipment containing one or more single pieces that exceed the non-conveyable actual weight of 150 lbs. for shipments originating outside of the US.
- **Over Seized Piece:** DHL/FedEx applies a surcharge of \$89.00 per shipment for non-palletized shipments containing one or more single pieces with any single dimension in excess of 48 inches for shipments originating in the US, or 120 centimeters for shipments originating outside of the US. This charge also applies to pallets with a base of 48 inches for shipments originating in the US, or 120 centimeters for shipments originating outside of the US.
- **Remote Area services:** Any package destined to select on-forwarding or remote postal codes in DHL/FedEx' s international delivery area will be subjected to a surcharge of \$0.36 per lb. with a minimum of \$36.00.
- **Customs Network Fee/ Payment Deferment Fee:** Any packages imported from a foreign country into the US can be subjected to taxes and duties. Procedures involving paper work filed by DHL/FedEx on behalf of the shipper and consignee will be charged a minimum fee of \$15.00.
- **Import/Export Duty:** A fee determined by the shipment will be incurred when said shipment is imported into the US from a foreign country.

*** Special Note**

All fees and charges may change according to DHL and FedEx website, without further notification.

I have read the above notice regarding billings and understand that I am responsible for any extraneous fee as a result of the above guidelines.

✓ _____
Signature

✓ _____
Date

✓ _____
Print Name

✓ _____
Title