



We make a promise to carry out business in the most honest, reliable and simple way for our clients. WE mean what we say! However there are situations that can arise to create delays and we have worked out issues within our control. Therefore the items listed below and truly outside of our control and we want to make you, our favorite person: our client, aware of these possible situations.

#### **Next Day vs Standard vs Consolidations**

Being mindful of the letter you add next to your Suite# has a significant impact on the arrival of your package in Nassau. Remember these codes:

N means Next Day = 1 Business Day

S means Standard – 2-5 Business days

C means Consolidate = you choose the date or up to 30 Days

It is important to note that if a package arrives without any of the codes above by default we send Standard (2-5 Business days)

#### **Ensure your Address is Correct**

When signing up it is important to take special note of your Shipping Address provided. Please use it as displayed in your Sign UP Package to ensure your package arrives to us with no delay. Your Shipping Address should look like:

**Joe Brown**

**Dept 11N (for Next Day)**

**8600 NW...**

**([sign up](#) for the full address)**

If you have done this correctly then please contact us so we can better assist.

#### **Customs guidelines & Practices**

All packages need to be cleared by Customs prior to entering the country.

Therefore an invoice is always needed before departing our Miami warehouse.

Please ensure all invoices are sent to us immediately after placing an order. This can cause delays when we do not have in invoice in hand.

Customs can hold a package or shipment which can create a possible delay. We are eager to get your package in your hands so we work diligently with Customs and our clients to reduce these delays and the amount of time taken. Please contact us if you experience such a delay so we can better assist.

### **Extremely Heavy, Large or Bulky Packages**

You can rest assured that SHIP242 can get anything to you no matter the size, weight etc. However packages exceeding certain dimensions and weight can only ship Standard (2-5 Business days). So if your package was marked for Next Day we will contact you to inform of the necessary change required to send Standard (2-5 Business days).

### **US Pickups**

Once a pick up is scheduled before 12n you can expect your shipment in 1 Business Day if you chose Next Day; 2-5 Business Days if you chose Standard; and you preferred date up to 30 days if you chose consolidate. However when filling out the US Pickup form it is most important all the information is provided and accurate. If the information is not accurate or insufficient this can create a delay since the Pickup can become impossible. We strive our best to ensure it is successful so please check the accuracy of your information and be available in case we have issue during the Pickup.