



## Shipping that's good for the world.

Our mission is simple: shipping that's good for the world. Designed for small businesses, our service is *simple, reliable, affordable, and sustainable*. Big or small, we believe business can be a force for good. And we believe that everyone who uses Sendle is entitled to the following rights:

### › Every shipment is 100% carbon neutral

Shipping a package shouldn't cost the earth.

For every package you ship with us, **we offset the carbon emissions created**. The carbon offset investments we make are always in positive environmental projects. And, we want everyone involved: so each year, you're invited to vote on the carbon offset projects we support.

### › Low Prices, Guaranteed

With **Sendle's Price Guarantee** you actually save green by being green.

We guarantee you can send your **1/2lb, 1lb, 5lb/173in<sup>3</sup>, 10lb/518in<sup>3</sup>, and 20lb/864in<sup>3</sup>** packages in Sendle's Local and National zones for less than other carriers. If not, we'll beat the price!

### › Easy drop-offs & free pickups

Sendle offers super simple drop-offs not far from where you are. Plus, you can request pick-ups at no extra cost. We've also made it simple and easy. Either take your packages to a convenient drop-off location or request a pickup.

### › You're covered with the Sendle Cover Policy

If something goes wrong, we'll make it right.

If your shipment is declared lost by the Sendle team, we'll cover both the cost of replacing the item up to \$150 as well as the cost of delivery. This comes at no extra charge and includes all eligible packages.

### › Your delivery rights

- › You can cancel a shipment and get a full refund anytime before it gets picked up or dropped off.
- › If a driver accidentally picks up the incorrect package at your door, we will bring it back to you for the right driver to pick it up.
- › If there's a problem with your parcel or the receiver's address and it needs to be returned to you, we will cover the cost of sending it back.
- › If you have a bad experience with a delivery driver, we will investigate the incident and refund you the shipping cost.

### › Where is my package?

If the estimated delivery date has passed, and your package hasn't arrived, use the **Toolbox** to launch an **investigation** and we'll locate it within 7 business days. If we're unable to locate it within that time, we'll refund you. You may also be eligible to claim for loss under **Sendle's Cover Policy**.

### › No nasty surprises

We like to keep things simple at Sendle.

We like to keep things simple at Sendle. With affordable flat rate pricing, you can easily plan your business budget. And with a minimum order quantity of one, Sendle is here for you from the first order to the millionth. Our service includes:

- No subscription fees, no extra costs, no fuel surcharges
- No lock-in contracts or hidden fees
- Easy drop-off or pickup from your door
- Tracking and Sendle Cover are included

### › Contactless delivery during COVID-19

As an essential service, we're working harder than ever to get your packages to their destination—especially during times of crisis.

Which is why your safety and that of our drivers' is our top priority. While you're self isolating and practicing social distancing, **contactless delivery** means you won't have close contact with the driver, shared pens, or the scanning device.

### Need to get in touch?

To help us quickly identify your account so that you get the right kind of help, head to [support.sendle.com](https://support.sendle.com).