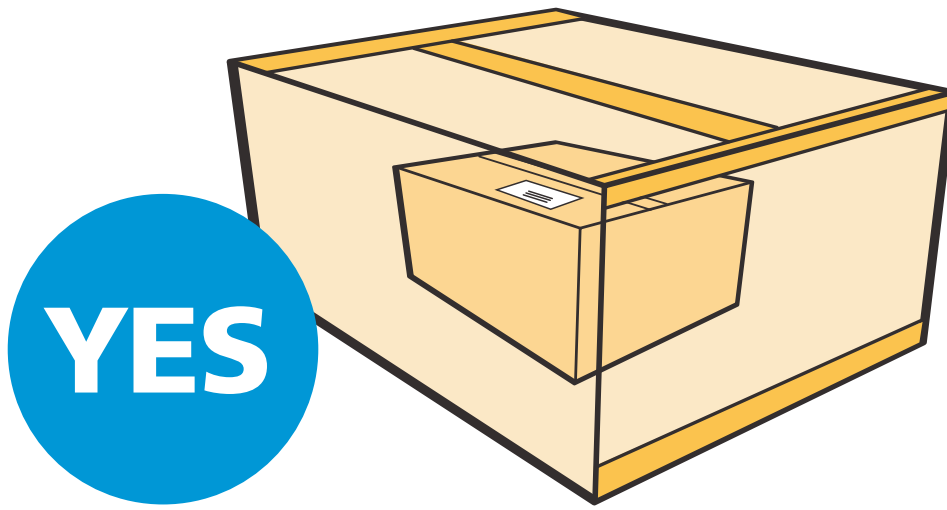


# The **SAFE** Way to Ship Jewelry

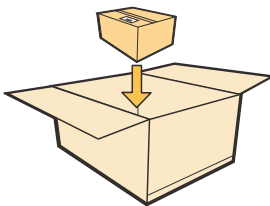


1



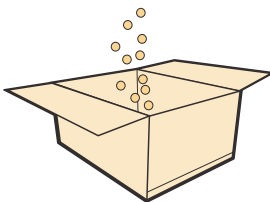
Pack jewelry in a medium-sized cardboard box. Seal with tape. Label the box with the return address and tracking number in case the outer shipping box is damaged. **Never use an envelope.**

2



Pack the inner box in a large packaging box from the delivery service or a sturdy, unmarked shipping box (no smaller than an adult-sized shoe box).

3



Pack the shipping box with packing material to protect the inner box during shipping.

4



Seal the shipping box with gummed, reinforced paper mailing tape or pressure-sensitive shipping tape. Write the tracking number on the box.

5



Disguise mailing information so jewelry words are never mentioned. Disguise the return address in a similar fashion.

6



Require a signature to be obtained upon delivery. Use Registered Mail™ whenever possible.

NO



**DON'T** use a small box as a shipping box. Never ship jewelry in any type of envelope or folder.

**DON'T** use string, rope, masking tape, or cellophane tape to seal the package.

**DON'T** indicate anywhere on the box or label that the package contains jewelry or that it is being shipped to or from a jewelry-related business.

**DON'T** use a drop box.

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# The **SAFE** Way to Ship Jewelry

## ALL CARRIERS

1. **Require a signed receipt upon delivery.**
2. Place merchandise and your business card in a **medium-sized, inner card-board box**. Seal with tape. Label this inner box with your return address (no jewelry-related words) and the tracking number. This will serve as identification if the outside container or mailing label is destroyed in transit.
3. Place the inner box in a **strong, oversized shipping box** (i.e., 12" x 12" x 4"). To prevent the package from rattling, tape or glue the inside box to the shipping box. If possible, use a packaging box from the delivery service. **Never use an envelope.** If you do not have a box from your delivery service, disguise your shipment in a box from a different product. Do not use a box that is marked with any jewelry-related words (such as jewelry, gold, silver, etc.). Use a box that is in good condition; an "old" box loses its strength and can become damaged during shipping.
4. Fill the remainder of the box with **packing material** to help protect the smaller box during transit. Don't use jewelry catalogs or ads.
5. **Seal the shipping box** with gummed, reinforced paper mailing tape or pressure-sensitive shipping tape. Do not use string, rope, masking tape, or cellophane tape to seal the box.
6. **Address the package clearly.** Do not indicate that the package is coming from, or going to, a jewelry-related business. Use a name that does not contain jewelry terms. Change the name regularly. Do not use abbreviations that could be misunderstood. Disguise the return address in a similar fashion. Use the name of a business associate (with their permission), such as your accountant or attorney, who is at a different location, not in a jewelry district or recognizable jewelry ZIP code.
7. **List the contents** of the package as "parts" or "supplies." Never use jewelry-related terms. For international shipping, follow the customs regulations.
8. **Avoid shipping packages to/from ZIP codes** 10036, 33132, 90013, 90014, or 90015. Use caution when sending packages to/from ZIP codes 60602, 60603, 60659, 94102, 94103, and 94108. If shipping to and from these ZIP codes, arrange for packages to be picked up or delivered to the post office or the carrier's convenience center. Consider mailing the shipment to another location outside of these ZIP code areas. Avoid shipping to a residential address.
9. **Log the details of the shipment**, its value, and the carrier used in case of a loss, as well as for reporting total exposures at policy renewal time.
10. **Buy coverage for the shipment from the carrier.** Insurance coverage by most carriers is not automatic. It must be purchased.
11. **Pick-up** by the shipping carrier's personnel is permitted. However, if you are located in a metropolitan area, we recommend that you deliver your shipments—for example—to a FedEx Express Ship Center or UPS Customer Center. Do not discuss the contents of the package, the nature of your business, or the addressee's business, with the carrier's personnel. Do not use a drop box.
12. **Schedule shipments** so they do not sit in a shipping hub over a weekend or holiday. Ship by overnight service on Friday only to areas with Saturday deliveries and addresses available to receive packages.
13. Consider **changing carriers** for a period of time if you have a loss with one shipper.
14. Make sure the **address label or air bill is firmly glued or attached** to the package. Simply inserting the address label in a clear plastic sleeve or pouch allows thieves to easily replace it with a new label.
15. **Split valuable packages** in two or more parcels on multiple days, dispersing values to avoid a catastrophic loss.

16. Make sure the **package recipient is aware of the shipment**, its contents and value, and when it should arrive. Follow up with the recipient to confirm delivery.
17. Before signing for delivered packages, **check each package for tampering**. Refuse a shipment if there is damage and have it returned to the sender.

## OTHER SHIPPING SERVICES

FedEx DVX, G4S, and Parcel Pro provide a combined shipping and insurance program. Other shipping services also are available.

## U.S. POSTAL SERVICE – REGISTERED MAIL™

1. We recommend using Registered Mail whenever possible.
2. Use gummed, reinforced paper mailing tape and tape all edges of the package when sealing. The post office will mark the package several times with a registered mail ink stamp, making sure imprinted words overlap the tape and package. This makes it harder for someone to open the package and reseal it with other tape.
3. Postal regulations indicate that you must declare the full value for all packages you ship via Registered Mail.

## U.S. POSTAL SERVICE – PRIORITY MAIL EXPRESS™

1. **Priority Mail Express is recommended for next-day shipping.** Priority Mail is **NOT** the same service and is not a recommended shipping method.
2. Use mailing containers and preprinted labels provided by the post office. **Never use an envelope.**
3. Manually select the **"Signature Required"** check box on the Priority Mail Express label. If the check box is not selected, no signature from the addressee will be collected upon delivery.
4. Priority Mail Express guarantees next-day and second-day delivery nationwide. You may purchase additional coverage up to \$5,000 through the USPS.
5. Declare only the amount that will be covered by the post office.
6. Make sure the addressee will be available to receive the package.
7. Given loss activity, **avoid mailing Priority Mail Express shipments to the Caribbean.**

## UNITED PARCEL SERVICE™ (UPS)

1. UPS will not accept or ship any package valued over \$50,000.
2. UPS will not insure loose cut or uncut gemstones. Loose stones are not insurable if in a spring mounting. The stone must be in a finished setting to be insurable.
3. You may purchase up to \$50,000 of coverage through UPS, especially when sending packages to ZIP codes 10036, 33132, 90013, 90014, and 90015.

## FEDERAL EXPRESS® (FEDEX)

1. **Do not use the Federal Express Letter envelopes or Federal Express Paks.**
2. You may purchase up to \$50,000 of coverage through FedEx DVX, especially when sending packages to ZIP codes 10036, 33132, 90013, 90014, and 90015.

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