



PREMIUM SERVICE FAQs

To ensure maximum benefit from using our service, we've provided answers to your Frequently Asked Questions

WHAT IS PREMIUM SERVICE?

A Premium Account allows a SwiftPac Customer to request **Consolidation** of packages by Air and Ocean and perks such as special Shipping Rates and Discounts.

WHAT IS THE COST OF PREMIUM?

PLAN	COST in USD
7 Days	\$8.95
1 Month	\$19.95
6 Months	\$79.95
1 Year	\$109.95

IS AUTOMATIC CONSOLIDATION PROVIDED?

Premium Accounts have automatic consolidation of two (2) or more packages at the time of shipment. **Non-Pre-Alerted** packages are consolidated and shipped based on destination's default shipping service.

WHY SHOULD I PRE-ALERT?

- Faster movement of your package through our system
- Consolidation of Pre-Alerted items
- Choice of preferred **Shipping Method** & **Release Day** before your package arrives at the Warehouse
- Up to two (2) weeks Free Storage for Air and Ocean packages

WHAT IS A RELEASE DAY?

- The day your 'On-Hand' packages will be queued for shipment
- **Air & Ocean:** Two (2) consecutive Fridays from the date of Pre-Alert
- **Express:** No release day required. Packages will ship every day as they become available.

NOTE: Consolidation groups packages by Release Date.

WHAT IS RELEASE DAY vs SHIPMENT DAY?

The Release Day indicates when a package will be queued for shipment. Actual Shipment Day usually occurs after the Release Day.

WHEN DOES PREMIUM SERVICE EXPIRE?

PLAN	EXPIRES at MIDNIGHT
7 Days	on 7th day
1 Month	on 30th day
6 Months	on final day of 6th month
1 Year	on final day of 1 Year ... of service