

FAQs

To ensure maximum benefit from using our service, here are some 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 \$10.00
1 Month \$25.00
6 Months \$85.00
1 Year \$150.00



DOES PREMIUM PROVIDE AUTOMATIC CONSOLIDATION?



If a **Premium** customer has **two (2)** or more packages ready to be included on the same Air shipment, they will be Automatically Consolidated.

Non-Pre-Alerted packages are consolidated and shipped based on destination's default shipping service.



WHY SHOULD I PRE-ALERT?



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



WHAT IS RELEASE DAY?



o The day your 'On-Hand' packages will be queued for shipment.

* Actual shipment day may occur after the Release Day.

o **Ocean:** Choose Either of 2 consecutive Fridays from the date of the Pre-Alert.

* Packages for Ocean Consolidation are grouped by Release Day.

o **Air & Express:** NO release day or "Hold" option to select. Packages will ship every day as they become available.



WHEN DOES PREMIUM SERVICE EXPIRE?



PLAN	EXPIRES AT MIDNIGHT
7 Days	on the 7th day
1 Month	on the 30th day
6 Months	on final day of 6th month
1 Year	on final day of 1 Year

...after service activation