

Terms and Conditions of use

You must accept these terms to use our services.

PLEASE CAREFULLY READ THE TERMS AND CONDITIONS BEFORE USING BOX1.COM SERVICES. IF YOU DO NOT AGREE TO ALL THE TERMS AND CONDITIONS, YOU SHOULD NOT USE THIS SITE. USING THIS SITE MEANS THAT YOU AGREE TO THESE TERMS AND CONDITIONS. TO USE THE SERVICES YOU MUST BE AT LEAST 18 YEARS OF AGE.

General Terms

BOX1 provides each customer an address in the United States of America, which includes a unique suite number.

We offer a service of package forwarding and correspondence in the United States of America to other countries in the world, consisting of receiving orders and correspondence, sorting them, consolidating them and shipping to our client.

BOX1 will send your package to your address in your home country, as per your instructions. Your BOX1 address is ONLY for the purpose of transporting mail and parcels. It is expressly forbidden to use for any other purpose, including creation of bills of credit cards or bank accounts or accounts, creating websites or internet domain registration, etc. If you use your BOX1 address for another purpose other than receiving parcels and mail your account will be banned immediately.

We are not a carrier, we have no control, nor assume any responsibility for shipping and transportation of items. We also do not guarantee the identity of any Member, nor guarantee that a recipient accepted the shipment.

You agree not to use the Site or the services to:

Harm or threaten to harm BOX1 or their Customers in any way, including using the information available to compete with the BOX1;

Impersonating another person or entity (including BOX1 and their agents), declare themselves falsely affiliated or acting in bad faith as an affiliate.

Violate any Law (whether local, State, national or international), intentionally or not.

Forge headers or manipulate internet protocol identification information in order to disguise your identity.

Provide fraudulent information, inaccurate, or incomplete at BOX1, online shops, transport services or governmental agencies;

Privacy

The information obtained by your use of the Site or part of it, during your registration or other time is subject to the privacy policy posted on our Site ("privacy policy") and is part of the contract. Our policy describes how we collect and use your information. Please review our privacy policy before using our website. BOX1 does not share, rent or give in your personal information to third parties for any purpose.

You authorize BOX1, directly or through third parties, to make any questions that we consider necessary to validate your identity.

BOX1 services

Registration

Before using the services, you must open a BOX1 Account through the fields of the registration form with true, accurate, current and complete information on yourself. ("Registration Information"). You agree to keep your registration information up to date, true, accurate and complete. If you provide or if the BOX1 has reasonable grounds to suspect that your information is false, inaccurate, incomplete, or are out of date, BOX1 has the right to suspend or cancel your access, denying you any use of the Site and services.

Fraud prevention

BOX1 works constantly to prevent fraud in payments. We also require that all items sent to us are paid entirely to the seller. Your account will be blocked and banned if you open any chargeback or try to cancel your payment with the card.

Abandoned Packages

If we receive a package, but did not receive the necessary fees and documents in 90 (ninety) days, the package will be considered abandoned. BOX1 will then sell the abandoned packages through public auction or private sale, without any prior notice.

Account blocked or Canceled

If your account is blocked for attempted fraud or chargeback, all orders that you have in our BOX1 warehouse will be returned to stores immediately, discarded or put up for auction after 90 days.

Refused Packages

Due to the daily volume of packages, BOX1 is not able to refuse a specific package.

Photographs of the packages

BOX1 will photograph the contents of all packages that we receive for free, which will allow you to make sure if the store sent your purchase correctly, if all items arrived without any damage, etc.

Consolidation

The consolidation of multiple packages in a single box allows great savings with shipping costs. Our customers can request that their products to be consolidated, with or without the original box.

BOX1 is not responsible for items that are missing in a consolidated box without proof that it was received. Therefore, we strongly recommend that you check out the photos of the contents of your packages as soon as they are received in the warehouse, and also pictures of the consolidation, to make sure that all items have been included. The stores make mistakes and the photos are only way to be sure that no item is missing, before the box is sent to you.

Unless you request otherwise, we will remove all catalogs and advertisements during the consolidation. Catalogs are heavy and increase shipping costs, and most customers prefer to be removed.

Customer responsibilities

Import and export documentation

All terms and conditions of the carrier (USPS) applies to packages.

It is your responsibility to ensure that a package can be sent. Customers must ensure that the content, size, weight, volume, destination and/or recipient of a package are not subject to prohibitions or restrictions of the country of origin or the country of destination.

BOX1 does not guarantee delivery of packets that do not conform to the import regulations of the destination country or export regulations of the United States.

The client is solely responsible for declaring what's inside each package and the values (customs declaration).

BOX1 is not responsible for packages that exceed the size, weight or volume permitted by countries. It is your responsibility to ensure that the package that we are sending to you is within the size, weight and volume restrictions or prohibitions that apply in the country of origin or destination.

Customers should make sure that the name, address and suite number are correct in each package sent to the BOX1 warehouse.

The client is responsible to pay all taxes and taxes that may be levied in the country of destination.

Packages that are taxed and not sought after in the country of destination, when returned to us, may be re-shipped upon payment of new shipping costs and charges of returning the product from the country of destination to the United States. The client has up to 14 days to contact us. At the end of this period, the package will be considered abandoned.

The customer is responsible for determining and following the rules of shipment, including all customs requirements to the country of destination.

BOX1 Responsibilities

BOX1's responsibility for sent packages is limited to the amount of handling fees (excluding shipping costs).

The customer shall indemnify and hold BOX1 of all and any claims, including legal costs in defending against third party claims due to they used the BOX1 service in any irregular way.

The BOX1 will not be responsible for any damage, either by mistake or omission in providing false or incorrect information or by not supplying all the necessary information.

Termination.

You agree that BOX1, in its sole discretion, may terminate your access to any of the services or if BOX1 believes that you have violated or acted inconsistently with these terms of use.

You agree that any termination of your access to the services may be effected without prior notice, and acknowledge and agree that BOX1 can immediately deactivate or delete your account and all related information and files in your account and/or prevent any access to such files or the services. If you violate the present terms of use, BOX1 may, at its sole discretion, retain all data collected from your use of the Site. In addition, you agree that BOX1 shall not be liable to you or any third party for the discontinuation or termination of your access to the services, or collection of information notwithstanding in the case of breach of this agreement, even if warned about a request of damages.

You can cancel your account at any time by contacting customer support. We can cancel your account or refuse service to you at any time, for any reason (including recurrence).

Indemnification

By choosing to use BOX1.com, you agree to indemnify BOX1, its officers, agents, partners and employees from any and all claims or damage, including reasonable attorneys' fees, made by any third party.