

1. Price and Quotation

- **How can I get a quote?** You can obtain a quote directly on thepackengers.com by clicking on "Get a Quote" or by sending an email to hello@thepackengers.com. They commit to responding within a maximum of two hours. Note that quote requests made by phone will not be processed.
- **Why are prices so competitive?** ThePackengers revolutionizes the packaging and shipping of fragile objects by digitizing all processes—from automatic quote calculation to the shipment of goods. This digitalization allows for volume massification, optimizing costs at each stage.
- **How is the price calculated?** The price corresponds to a sum of services: removal, packaging, transport, administrative and customs formalities, and all-risk insurance.
- **Can a very inexpensive object incur a high packaging and transport cost, making the shipping cost more expensive than the item itself?** Yes, because there are fixed costs that are not correlated with the value of the object. An object with a very low price can have packaging and transport costs higher than its market value. This is beyond their control.
- **Can prices change during shipping?** Once an order is placed, the price is fixed and will not change. However, ThePackengers reserves the right, in exceptional cases, to charge additional fees for difficult accessibility, special handling for heavy or bulky items, and other logistical constraints. If the customer does not respond to carriers like UPS, DHL, or does not pick up their package at a relay point, additional charges may apply.
- **Are you able to transport any type of object?** No, some objects are subject to specific regulations depending on countries, such as weapons, rare essences, alcohol, etc. They may also have reservations about the nature and size of the lot.
- **I made a price request and have not yet received a response; why?** Have you checked your spam folder? On average, they respond to price requests in less than two hours.

2. My Customer Area

- **How to create a customer account and what is it for?** Access your quote/order page and click on "Receive my connection link." A verification link is sent to you via an automatic email. This ensures that the email address you provided is valid and allows you to create your password to log in. Once connected, you can track the status of your orders in real-time and consult your purchase history. You can also provide other information such as your delivery address or phone number to personalize your experience.
- **I can no longer connect to my account; I forgot my password.** Click on "Forgot password." Subsequently, you will receive an email to reset your password. Also, remember to check your spam folder.

- **I can't add my invoice to my customer account.** After adjusting your order, a window opens on the quote and your customer account, inviting you to add your invoice. Ensure your file is correct before uploading.
- **Is the payment link secure?** Payment is made via a Stripe page, fully secured thanks to HTTPS and SSL protocols. The payment process is completed directly on Stripe's secure server. Sensitive data, such as your bank card number and expiration date, are fully encrypted and protected by a TLS protocol to prevent interception by third parties during the transaction. Card numbers are encrypted instantly, and ThePackengers never has access to them. Stripe does not retain card numbers and relies on a secure infrastructure that complies with the international PCI-DSS standard.
- **Why can't I complete payment for my order?** First, verify if all the required fields in the payment link are filled. Their payment system is highly efficient. In most cases, if a payment doesn't go through, it may be due to insufficient funds or an expired card. Log in to your account to ensure your payment was successful. The status of your order should be marked as "in progress."
- **Why is the status on my order page marked "order incomplete"?** You may have missed uploading your invoice and/or providing your phone number. Once added, you will receive an email confirming that your order is complete.
- **Can I group several objects/articles in the same order?** You can group items/objects only if the collection takes place at the same time and address during a single order.
- **Can I add an object/item to my already confirmed order?** Logistical flows are organized by order; therefore, it is not possible to add additional items once the order is confirmed. Each order is processed separately.
- **Can I claim a VAT refund after confirming my order?** Once the order has been confirmed, no VAT refund is possible. It is up to you to declare the amount of VAT paid to the tax authorities.
- **How to modify my billing address after paying for my order?** Once logged into your account, you can modify your billing address for future orders. Billing addresses for orders in progress cannot be changed.
- **Can I change my delivery address after having already paid for my order?** Any request to modify the delivery address after payment of your order incurs a minimum fee of €15, and more depending on the new destination. You must write to hello@thepackengers.com to receive a new quote. A change of address during the order process may result in additional delays.

3. Order Follow-up

- **How can I track my order?** You can track your order by logging into your account, under the "Your Orders" section, or on their website in "Track my shipment."
- **How long will it take to recover my order?** On average, their collection tours occur twice a week at all pickup points, with collection times of approximately 48/72 hours. Note that they are not responsible for delays in the availability of your lot by your seller, as well as the time slots authorized for pickup. Once they receive approval, they organize the collection.
- **What if my objects are subject to obtaining specific international authorizations?** They can handle formalities such as CITES, export licenses,

cultural property certificates, etc., within the framework of current regulations. If your object is subject to these obligations, one