

Compensation for lost or damaged items

woow Shipping will exercise due care and skill in supplying you with our services. However, the nature of shipping services is such that circumstances may impact on the successful delivery of your article. Our services are generally suitable for sending items up to \$200 in value.

Most of our services come with up to \$200 compensation for loss or damage. Should your item be lost or damaged, and you haven't purchased Extra Cover, you may be entitled to compensation of up to \$200. This applies for most items you send with us. Claims for compensation are assessed on a case-by-case basis.

Compensation Standard: In the event of any loss or damage of parcels, compensation should be made based on the declared value of the items before shipment in written. The maximum compensation amount is USD 200, and the freight will be refunded.

Compensation Time Limit: In the event of damage of goods, a claim for compensation shall be filed within 2 days upon the receipt of the goods. If the delivery of goods is delayed, the claim shall be filed within 5 days upon delivery.

Note: No compensation shall be made for lost packages, delay flight caused by force majeure factors such as natural disasters and wars.