

K-SHIPBOX

BOX CONSOLIDATION

TERMS & CONDITIONS

Korea Shopping & Shipping

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Applies to	K-ShipBox Box Consolidation customers - Philippines and International

Important

By creating a Box Consolidation request or using K-ShipBox Box Consolidation services, you confirm that you have read, understood, and agreed to these Terms & Conditions.

This document explains package receiving, arrival photos, inspections, consolidation, storage, shipping, payments, claims, customer responsibilities, and related service rules.

KEY CUSTOMER POINTS

Box ID	Use your assigned K-ShipBox Box ID on every parcel and register each tracking number.
Arrival photo	Standard service includes an exterior parcel and shipping-label photo. Detailed content inspection is optional and paid.
Consolidation	Request "Consolidate My Box" only when you are ready for final packing and shipment.
Claims	Keep a continuous unboxing video from the unopened box and report missing or packing-related concerns within 24 hours of delivery.

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K-ShipBox Box Consolidation Terms & Conditions

These Terms apply to customers using K-ShipBox Box Consolidation for shipments from Korea to the Philippines or other supported international destinations.

1. About the Service

K-ShipBox Box Consolidation allows customers to send purchases from multiple Korean stores or sellers to our Korea receiving address. We receive the parcels, record their arrival, consolidate eligible items into a final shipment, and arrange delivery to the customer's selected destination.

Box Consolidation is available for both Philippine and international customers, subject to shipping availability, item restrictions, destination rules, package dimensions, and weight limitations.

2. Your Box ID

After creating a Box Consolidation request, you will receive a unique K-ShipBox Box ID, for example: BC-20260911-001.

Your Box ID must be used when required in the recipient or address information for parcels being sent to our Korea receiving address. Customers are responsible for entering the correct K-ShipBox receiving address, Box ID or customer code, recipient information, and shipping information. Incorrect or missing identification may delay parcel updates.

3. Tracking Numbers

Customers are responsible for keeping and registering the tracking number of every parcel sent to K-ShipBox. Tracking numbers should be added through the customer's My Box page as soon as they become available.

K-ShipBox cannot guarantee immediate identification of parcels that arrive without a registered tracking number or valid Box ID.

4. Standard Arrival Photo - Included

For normally received parcels, K-ShipBox provides a Standard Arrival Photo at no additional charge. The standard arrival update normally includes:

- Exterior photo of the parcel
- Visible shipping label or tracking number
- Basic exterior-condition observation
- Date the parcel was recorded as received

The standard service does not include opening and checking every item inside the parcel. Customers can view available parcel updates through their My Box page.

5. Detailed Inspection - Optional Paid Service

Customers who want K-ShipBox to open and inspect a parcel may request a Detailed Inspection. Depending on the service selected, inspection may include:

- Opening the parcel
- Item count
- Basic color or size check
- Basic model check
- Visible-condition check
- Detailed photos

Detailed Inspection is charged separately according to the current K-ShipBox service rates. Inspection covers only information that can reasonably be verified visually.

Unless a specific service expressly states otherwise, K-ShipBox does not automatically test electronics, verify whether an item functions correctly, authenticate branded goods, guarantee product quality, guarantee seller descriptions, or perform professional product testing.

6. Right to Open a Parcel

Even when Detailed Inspection was not purchased, K-ShipBox may open a parcel when reasonably necessary for safety, identification, damaged packaging, leaking packages, restricted or prohibited item checking, shipping requirements, customs requirements, or protection of other stored parcels.

7. Unidentified Parcels

A parcel may be classified as Unidentified when its Box ID, customer information, or tracking information cannot be matched to an existing customer. K-ShipBox will make reasonable efforts to identify the parcel using available information.

Customers are responsible for monitoring their seller or courier tracking information and reporting missing arrival updates.

Current proposed unidentified-parcel policy

First 15 days: no unidentified-parcel storage charge. After the free identification period, additional storage or handling charges may apply. Parcels that remain unidentified or unclaimed for an extended period may eventually be treated as abandoned according to the final storage and disposal policy.

8. Storage Period

K-ShipBox provides a free storage period for eligible Box Consolidation customers. The proposed standard is 45 days free storage.

The storage period begins from the applicable parcel or box receiving date defined by K-ShipBox. After the free period, a storage charge of ₱50 per day, or an equivalent international currency amount, may be charged. Final storage and abandonment rules will be displayed before publication.

9. Requesting Consolidation

Customers may continue sending eligible parcels while their Box Consolidation request remains open and within the allowed storage period. When the customer is ready, they must select "Consolidate My Box" through their My Box page.

Customers should only request consolidation when they believe all parcels intended for that shipment have arrived. Once consolidation has begun, additional changes may result in additional fees.

10. Adding Parcels After Packing

Parcels may normally be added before final packing. Once a box has already been consolidated, packed, sealed, measured, or prepared for shipment, requests to reopen the box may be subject to a Reopening / Repacking Fee according to the current published service rate.

If another parcel arrives after a customer already requested final consolidation, it may be held for the next shipment, or added to the finished shipment upon request and payment of applicable repacking charges when operationally possible.

11. Standard Consolidation & Packing

Standard Box Consolidation includes reasonable basic packing procedures such as:

- Combining eligible parcels
- Removal of unnecessary outer packaging when appropriate
- Standard arrangement of items

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- Reuse of suitable protective materials
- Basic filling or protection where necessary
- Standard box sealing
- Final outside-box photo
- Final weight and dimensions

Special packing requirements are separate optional services.

12. Optional Services

Additional services may include Detailed Inspection, additional photos, extra bubble-wrap protection, vacuum packing, fragile-item packing, parcel return to a Korean seller, reopening or repacking, additional storage, and other special handling. Optional-service rates will be shown before the customer confirms the request.

13. Philippines Box Consolidation Rates

For Philippine customers, the current planned standard rates are:

Box Size	Rate
Mini Box	₱3,690
Regular Box	₱5,490
Jumbo Box	₱7,490

Standard consolidation is included. Final box dimensions, weight limits, cargo conditions, and applicable destination coverage will be stated on the Rates page. Rates may change when transportation, cargo, fuel, customs, or other operating costs change.

14. International Shipping

International shipping rates are based primarily on destination country, final packed weight, package dimensions, selected shipping service, carrier availability, and applicable surcharges.

The shipping estimate shown before final packing is not a guaranteed final charge. After consolidation, K-ShipBox will confirm the final package photo, final weight, final dimensions, and final shipping charge before shipment.

K-ShipBox may use available postal or courier services appropriate for the destination and package. Detailed international rate tables may be maintained internally and shown to customers through an estimate or quotation.

15. Volumetric / Chargeable Weight

Some international transportation providers may calculate shipping using either actual weight or volumetric or chargeable weight. Large but lightweight packages may therefore cost more than expected.

K-ShipBox may repack or consolidate packages where reasonable to reduce unnecessary volume, but we cannot guarantee a specific shipping cost reduction.

16. Box Reservation / Deposit

K-ShipBox may require a ₱500 Box Reservation for Philippine Box Consolidation requests. The reservation amount is deducted from the customer's final Box Consolidation bill and is therefore not an additional box charge.

The deposit may become non-refundable once warehouse or consolidation services have begun. Final reservation and refund terms will be confirmed before publication.

17. Final Box Size

The box size initially selected or estimated by the customer is not guaranteed to be the final size. The appropriate box may change depending on actual parcel volume, item dimensions, weight, safe packing requirements, and carrier requirements.

K-ShipBox may recommend a different box size when it provides better or safer packing. Customers will be informed of significant changes before final shipping whenever reasonably possible.

18. Payment

Final payment must be completed before a shipment is released to the cargo company, post office, or international transportation provider. Invoices may include shipping, Box Consolidation, storage charges, inspection, optional packing, return services, and other approved services.

Unpaid boxes may be moved to a later shipping schedule. Storage charges may continue when applicable.

19. Prohibited & Restricted Items

Customers must not send prohibited, illegal, dangerous, or restricted goods without first checking whether K-ShipBox and the applicable carrier can accept them. Examples may include:

- Dangerous chemicals
- Flammable goods
- Explosives
- Certain batteries
- Aerosols
- Certain liquids
- Restricted medicines
- Illegal goods
- Controlled products
- Items restricted by destination-country regulations

This list is not exhaustive. Acceptance depends on the shipment method and destination. K-ShipBox may refuse, return, isolate, or otherwise appropriately handle prohibited or unsafe items. Any additional costs resulting from prohibited or incorrectly declared goods may be charged to the customer where legally permissible.

20. Seller Errors & Product Problems

K-ShipBox is not the original seller of goods independently purchased by customers. Unless K-ShipBox directly sold the product or caused the specific error, we are not responsible for:

- Seller sending the wrong product
- Wrong size or color sent by seller
- Wrong quantity
- Manufacturing defects
- Counterfeit products sent by third-party sellers
- Seller's failure to ship
- Incomplete seller packaging
- Parcel loss before confirmed receipt by K-ShipBox

Detailed Inspection can help customers identify certain visible problems before international shipment but does not transfer seller responsibility to K-ShipBox.

21. Damage During Storage and Shipping

K-ShipBox will use reasonable care when handling parcels while they are under our direct control. However, shipping involves risks including vibration, compression, weather, handling, customs inspection, and carrier transportation.

Once a shipment is handed over to the selected transportation provider, the shipment is also subject to that provider's transportation terms, liability limitations, insurance conditions, and claims procedures. K-ShipBox does not guarantee that every shipment will arrive without cosmetic or packaging damage.

22. Missing or Damaged Item Claims

Customers are strongly encouraged to make a clear, continuous unboxing video for every consolidated shipment. The video should:

- Begin before the box is opened
- Clearly show the unopened or sealed package
- Continuously show the opening process
- Clearly show the items being removed
- Not contain unexplained cuts or editing

Missing-item or packing-related concerns should be reported within 24 hours of delivery, together with supporting evidence. Claims without sufficient supporting evidence may not be accepted.

23. Customs, Duties & Taxes

For international shipments, customers are responsible for understanding the import requirements of their destination country. Unless specifically stated otherwise, K-ShipBox shipping prices do not include import taxes, customs duties, government assessments, destination-country handling fees, or customs brokerage charges.

These amounts may be collected separately by customs authorities or transportation providers.

24. Shipping Delays

Estimated transportation times are not guaranteed. Delays may occur because of weather, cargo schedules, customs inspections, holidays, transportation disruptions, government actions, carrier congestion, force majeure, or destination-country conditions.

25. Communication & Customer Conduct

K-ShipBox is committed to providing professional customer support. We likewise expect customers to communicate respectfully with staff.

K-ShipBox may suspend or discontinue service in cases involving harassment, threats, abusive or discriminatory communication, fraudulent transactions, intentional misuse of the service, or repeated serious violations of these Terms.

26. Accuracy of Customer Information

Customers are responsible for providing accurate name, email, phone number, country, delivery address, postal code, customs information, parcel information, and tracking numbers. Additional expenses caused by incorrect customer information may be charged to the customer.

27. Privacy

Customer information, parcel photos, tracking records, addresses, and payment information will be handled for purposes reasonably related to providing K-ShipBox services. Customer parcel records and warehouse photos are intended to be shown through the customer's protected My Box page rather than publicly shared.

28. Changes to Rates and Terms

K-ShipBox may revise shipping rates, service fees, storage charges, destination coverage, package restrictions, optional-service rates, and these Terms & Conditions when necessary due to operating costs, transportation providers, laws, carrier requirements, or business conditions.

Changes will apply according to the effective date stated on the updated terms.

29. Agreement

Before creating a Box Consolidation request, the customer must confirm both statements below:

Customer confirmation 1

I have read and agree to the K-ShipBox Box Consolidation Terms & Conditions.

Customer confirmation 2

I understand that the included arrival update is an exterior parcel photo only, and opening or content inspection is an optional paid service unless K-ShipBox must open a parcel for safety, identification, customs, or shipping reasons.

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Please contact K-ShipBox through the official website or support channels for questions about these Terms.