



INTL Shipping Procedure

Services Kotis provides

- File customs paperwork
- Use experience to make every effort possible to prevent issues.

General Information

- All shipment will be sent DDP, Delivery Duty Paid, unless stated otherwise.
- Even if Kotis is paying all duties/taxes, the client may still need to provide tax information such as a VAT number to the destination country for reporting statistics
- Kotis highly recommends that client create tracking alerts for shipment to help monitor progress during transit

Client Responsibilities

- Full Name of consignee
- A valid email address & telephone number for consignee
- Full delivery address
- Intended use of Products
- Inform consignee they are responsible for accepting the shipment.
- A representative of Carrier or customs broker in the destination country may contact them for:
 - Import Confirmation
 - Tax identification numbers, and/or
 - Documentation
- The terms of the shipment in addition to the tracking number.

Kotis Design Responsibilities

- Assign accurate Harmonized Tariff System and/or Schedule B code
- Preparing and filing customs paperwork
- Work with Carrier to clear the shipment for import
- Send tracking #'s for shipment promptly to client

Issue Resolution & Responsibilities

In the unfortunate instance that a delivery is delayed, Kotis and Client will work together as quickly as possible to resolve. Kotis will take all measures to work with the Carrier to find ways to minimize fees, such as storage, clearance, etc. With all that said if a delay in shipment happens, the following outlines financial responsibility:

- Client is fully responsible in the event of:
 - Consignee Rejects Order or If Customs or Carrier cannot reach Consignee
 - In-Country inspection
 - Incorrect shipping address
 - If the product is client supplied, and Kotis is given incorrect information regarding the contents and origin
 - Force Majeure/Acts of God
- Kotis is responsible:
 - Timeline Delayed due to carrier issue or miscalculation
 - Paperwork incorrectly completed
- Fees: Packages returned will be charged fees from the Carrier including, but not limited to, warehousing/storage, paperwork, clearance, and/or return freight