



Flippit Terms & Conditions

Last updated January 30, 2024

These terms apply at the time of transaction and supersede the terms printed on any receipt.

When you deposit an item in the Flippit Dropbox, you accept Flippit's Terms of Service:

- **Agreement:** In exchange for payment, Flippit will photograph and re-pack your item and arrange delivery to the address you specify in your order. Agreement starts as soon as you complete your order—so do that as soon as possible, before you board your flight. Flippit doesn't take responsibility for your item until you complete and pay for your order.
- **Standard Service:** For the flat fee published, Flippit will re-pack, insure, ship anywhere in the U.S. and track any item(s) not unlawful or subject to restriction that fit(s) in the Flippit envelope. Shipment via UPS Ground Service for delivery in 7-10 business days within the 48 continental states.
- **PO/APO/FPO Service:** Shipment via US Postal Service (USPS) means the order is not Standard Service and restrictions may apply.
- **Insurance:** Once your order is processed, it is insured for up to \$100 against loss or damage. Additional insurance is available for purchase at \$4.00/\$100 of coverage, minimum \$8.00. Flippit shall not be liable for any losses in excess of the insured amount.
- **Special Handling:** For an item too big to fit in any envelope, faster delivery, international service, more insurance coverage, or for help placing an order, **contact Customer Service.**
- **Changes:** If a customer requests an address change after an order is shipped, or if an order is returned to Flippit because of an incorrect address, Flippit reserves the right to charge additional fees to cover any associated costs. Flippit will consider items which are returned and for which a customer fails to pay additional fees to be abandoned, and will dispose of them as unclaimed property after 14 days.
- **Damage and Filing a Claim:** On delivery, if you notice damage to your item(s), inspect and take photos of the packaging and the contents right away, noting the damage. Email photos and notes to us at hello@flippit.com. We will work with you to file a claim.
- **Force Majeure:** Flippit shall not be held responsible for any delay or failure to perform any part of this Agreement to the extent such delay or failure results from any cause beyond its reasonable control.
- **Data Entry:** Flippit is not responsible for any error you make entering data or in capturing data saved on your mobile device, such as address, email, phone, or payment info—although we may use address-verification tools for efficiency—so please review your order before finalizing it. You'll receive a confirmation email with your order details, as well as tracking text messages, if you opt in. Please contact us if you see any issues.
- **Unclaimed Property:** If you deposit an item in our Flippit Dropbox and don't complete a paid order for it, it will be deemed abandoned after 14 days and Flippit will dispose of it.
- **Unlawful & Restricted Items:** Flippit will not accept for shipment any items whose possession or transportation is illegal under any applicable laws and may be subject to law enforcement intervention. Flippit may decline to ship any items deemed [Restricted or Not Accepted for Transportation by UPS](#), such as weapons, firearms, ammunition, explosives, flammables, lithium batteries rated over 100 watt-hours, or toxic chemicals; live animals, agricultural products, or perishable items; alcohol, drugs, medicines, or controlled

substances not prescribed to you or purchased over-the-counter for your own personal use; items valued at more than \$50,000; or irreplaceable items.

- **Refusal of Service:** Flippit may refuse to ship any package whose contents may, in Flippit's judgment, cause damage to other shipments or equipment. Flippit may refuse to provide service or may intercept or return any package when Flippit, in its discretion, determines that it is unsafe or economically or operationally impracticable to provide service, or that services are being used in violation of federal, state, or local law, or for fraudulent purposes.
- **Release:** In agreeing to the Flippit service, you hereby authorize Flippit Corporation to use images of your item(s) in Flippit's marketing, including posting to social media, so long as no personally identifiable markings or information are visible. You hereby waive the right to inspect or approve any photographs or video footage. You understand that you will not receive any compensation for the use of the photographs and/or videos. You expressly release and hold harmless Flippit from liability for any claims by you or any third party for the actions of Flippit in reliance on this consent and release.

Customer Service email hello@flippit.com or call **1-877-FLIPPIT (1-877-354-7748)**.

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Thank you for using Flippit!