TERMS AND CONDITIONS OF THE SHIPPING SERVICE
MISMASS

The Customer hereby declares that they have read, understood, acknowledged, accepted, agreed to, and committed to comply with all **Terms and Conditions** set forth in this document, along with any changes that may be implemented from time to time.

INTERPRETATION

1. **"Mismass"** refers to PT Mismass Indo Group, along with its entire network and/or affiliates, engaged in the business of providing domestic and international shipping services.

2. "**Shipping Services**" refers to the delivery services for all forms of goods and/or documents provided by Mismass, whether via land or sea transport, at the request of the Sender.

3. **"Customer"** refers to an individual, business entity, or legal entity that uses the services provided by the service provider based on a valid agreement, order, or cooperative relationship.

4. **"Shipment"** refers to goods, documents, packages, or other commodities handed over by the Sender to the service provider for storage, processing, distribution, or delivery to the Recipient in accordance with the selected service. Each Shipment is considered a separate shipping unit and is identified by the invoice number issued by Mismass.

5. **"Valuable Shipments (Special Items)"** are types of shipments that have high economic value, special characteristics, or a higher level of risk compared to general shipments, including but not limited to jewelry, precious metals, cash, valuable documents, certain electronic goods, works of art, high-value collections, and other items designated by the service provider as valuable goods.

6. **"Warehouse"** refers to a storage facility managed by Mismass for receiving, storing, managing, processing, and preparing goods prior to distribution or shipment, located at various sites designated by Mismass.

7. **"Sender"** is the party who submits a Shipment to Mismass for storage, processing, or delivery to the Recipient.

8. **"Recipient"** is the party designated by the Sender to receive the Shipment at the specified destination address or location.

9. **"Forwarder"** is a third party that provides services for the handling, transportation, consolidation, or shipment of goods via one or more modes of transportation on behalf of the Customer or Mismass.

10. **"Declared Value"** means the value of the goods declared by the Sender at the time of delivery of the Shipment, which is used as the basis for administration, risk management, claims, or other purposes in accordance with applicable policies.

11. **"Calendar** Day" means any day of a week, month, or year, including business days, weekends, and national holidays. For the purposes of this Agreement, a Calendar Day includes every day from midnight to the following midnight, without exception;

A. MISMASS'S CORE SERVICE PRINCIPLES

Mismass upholds the principles of security, reliability, transparency, accountability, and customer satisfaction in every service provided. Mismass has the obligation to manage, store, handle, and deliver the Customer's Shipment safely, conveniently, and responsibly until they reach their destination in accordance with the selected service.

In the provision of services, Mismass always prioritizes the interests of consumers while upholding the principles of fairness, balance of rights and obligations among the parties, good faith, and compliance with applicable laws and regulations. Therefore, all services provided are subject to these **Terms and Conditions**, which bind Mismass and the Customer in a proportionate and fair manner.

B. TERMS AND CONDITIONS FOR THE STANDARDIZED DELIVERY OF GOODS BY CUSTOMERS

B.1 Operating Hours and Shipment Acceptance

1. Mismass's operating days and hours are from Monday to Friday, from 09.00 AM WIB to 05.00 PM WIB, and Saturday from 09.00 AM WIB to 02.00 PM WIB.

2. Mismass is not liable for any failure, delay, or failure in the process of receiving or delivering a Shipment if the courier or delivery person arrives outside of Mismass's operating hours.

3. The Sender must ensure that each Shipment is handed over directly to and received by Mismass during applicable operating hours. Mismass is not responsible for Shipments left without confirmation of receipt from Mismass.

B.2 Shipment Inspection

1. Mismass reserves the right to inspect Shipments to ensure that the physical contents of the Shipment match the information, description, quantity, and/or volume, and statements provided by the Sender.

2. Mismass reserves the right to refuse, hold, cancel, or suspend the shipping process if:
    a. A discrepancy is found between the physical contents of the Shipment and the information or statements provided by the Sender;

b. The Shipment contains items prohibited under Mismass's terms and conditions and/or prohibited by applicable laws or regulations in Indonesia;
c. The Shipment is suspected of posing a threat to the safety, security, health, or operations of Mismass, its partners, affiliates, or third parties; or
d. The Shipment may result in legal, administrative, civil, or criminal liability for Mismass.

3. The Sender is fully responsible for the truthfulness, completeness, and accuracy of the information provided regarding the content of the Submission.

4. If it is proven that the Sender has provided false or misleading information or concealed information regarding the content of the Shipment, and such actions result in losses, claims, sanctions, or legal proceedings against Mismass, the Sender is obligated to compensate Mismass for all losses incurred.

5. If, based on a court decision that has become final and binding (inkracht van gewijsde) Mismass is found liable in connection with the contents of the Shipment or the information provided regarding said Shipment, the Sender shall bear all legal consequences arising therefrom, including but not limited to fines, damages, litigation costs, legal counsel fees, administrative costs, and other expenses that have been or will be incurred by Mismass.

B.3 Standardization of Packaging by the Sender

1. The Sender must submit the Shipment in a condition that has been packaged in accordance with international shipping standards. Such packaging must, at a minimum, use a sturdy box suitable for shipping, with the contents of the Shipment packed tightly so as to leave no empty space that could cause shifting during storage, handling, and shipping. For Shipments consisting of bottles or containers holding liquids, the Sender must provide additional protection, including but not limited to the use of bubble wrap and sealing the bottle caps with tape or other adequate methods to minimize the risk of leakage or spillage during shipment.

2. Mismass reserves the right to determine the mandatory packaging safety standards based on the type, size, weight, value, and characteristics of the Shipment. These standards may include, but are not limited to:
    a. Double boxing;
    b. Additional bubble wrap;
    c. Additional protective material or cushioning;
    d. Wooden packaging;
    e. Other additional security measures deemed necessary by Mismass.

3. The cost of the additional packaging referred to in section 2, point B3, will be determined by Mismass and may be charged to the Sender in accordance with the applicable rates.

4. The Sender is required to state a Declared Value that is correct, accurate, and consistent with the actual value of the Shipment. The Sender is prohibited from under-declaring or stating a value lower than the actual value in the Declared Value.

5. In the event the Sender under-declares, Mismass shall not be liable for any resulting difference in the value of the loss. The amount of compensation, insurance claims, or other forms of compensation will be calculated based on the value stated in the Declared Value and is subject to the applicable insurance provisions in these **Terms and Conditions**.

6. Senders who pack their own shipments (self-packing) declare that the Shipment has been packed correctly, securely, and using packaging materials appropriate for the characteristics of the goods being shipped.

7. Mismass is not liable for damage caused by inadequate or substandard packaging, or defects resulting from the Sender's actions, including but not limited to:
    a. Leaking or spilled liquids;
    b. Fragile items that have not been provided with adequate protection;
    c. Items damaged during handling due to unsuitable packaging;
    d. Damage to other items caused by the condition or packaging of the Sender's Shipment.

8. Mismass is not liable for damage discovered upon the Shipment's arrival at the Mismass Warehouse if such damage is caused by self-packing that does not meet shipping safety standards.

9. If the Sender chooses not to use the insurance and/or additional packaging services recommended or offered by Mismass, then all risks of damage that could have been prevented through such services become the Sender's responsibility.

10. Each Shipment must be accompanied by a label or marking code containing complete and accurate information about the Sender and Recipient, including names, addresses, and contact phone numbers, as well as any other necessary important notes.

11. Mismass is not liable for the loss of Shipments caused by an incorrect address label affixed to the Shipment by the Sender, including but not limited to:
    a. Incorrect destination address;
    b. Incomplete destination address;
    c. Absence of a marking code on the Shipment;
    d. The address marking code not affixed to the Shipment.

12. The Sender is only permitted to ship the Shipments that are lawful and permitted under the applicable laws and regulations of the country of origin, transit countries, and the destination country, including the provisions in **Section E of the Terms and Conditions: List of Prohibited Items**.

13. Mismass reserves the right to refuse, detain, open, inspect, or cancel a shipment if there is a suspicion that the contents of the Shipment do not match the declaration provided by the Sender on the shipping form.

14. Mismass is not liable for any losses, demands, claims, or legal consequences arising if it is later discovered that there is a discrepancy between the information or declaration provided regarding the goods and the actual contents of the Shipment, including but not limited to detention, seizure, inspection, or other legal actions taken by authorized agencies or parties.

B.4 Change of Shipping Destination

Requests to change the shipping address must be submitted no later than 3 (three) business days before the estimated departure date or before the shipment is processed for the next stage of delivery. Mismass does not guarantee that requests to change the address submitted after this deadline can be processed.

B.5 Terms for Pickup (Specific to Warehouses in Singapore and Malaysia)

Requests for pickup at Warehouse in Singapore and Malaysia must be submitted to Mismass no later than 1 (one) business day in advance. Mismass does not accommodate last-minute or same-day pickup requests, unless approved in writing by Mismass.

C. TERMS AND CONDITIONS FOR SHIPPING COST CALCULATION

1. The Sender understands and agrees that the weight and dimensions listed at the time of order placement or Shipment data entry are estimates. The final weight and/or dimensions of the Shipment will be determined based on the results of weighing and measurement conducted by Mismass at the Jakarta Warehouse.

2. The Sender also understands and agrees that Mismass is under no obligation to provide prior notice if, based on the physical condition of the Shipment in the country of origin, there is a potential for the application of volumetric weight calculations or dimensional adjustments. Shipping charges will be based on the final weighing and/or measurement results conducted at the Jakarta Warehouse.

3. The weight and dimensions used as the basis for billing are the final weight and dimensions determined by Mismass after the Shipment is received, inspected, repacked, consolidated, and/or processed at the Jakarta Warehouse.

4. The invoice that is valid and binding on the Sender is the one issued based on the final weighing and measurement results conducted by Mismass. Accordingly, the Sender agrees that the weighing and measurement results conducted by Mismass are deemed accurate and serve as the basis for determining shipping charges.

D. TERMS AND CONDITIONS FOR USE OF THE JAKARTA WAREHOUSE

1. Mismass provides storage facilities at the Jakarta Warehouse and consolidates Shipments at no additional cost for a maximum period of 14 (fourteen) Calendar Days from the date the Shipment are received at the Jakarta Warehouse.

2. After the storage period referred to in Section 1, Point D, has elapsed, Mismass reserves the right to charge storage fees in accordance with applicable rates or to take other actions deemed necessary based on Mismass's policies.

3. Shipment that have arrived at the Jakarta warehouse and have not been claimed, picked up, or for which no further shipping instructions have been provided will be considered unclaimed after a period of 3 (three) months or 90 (ninety) days from the date of arrival of the Shipment at the Jakarta Warehouse.

4. Mismass reserves the right to sell or auction off, dispose of, or take other actions deemed necessary regarding unclaimed Shipments as referred to in Section 3, Point D.

5. The Recipient hereby waives the right to file any demands, claims, or seek compensation from Mismass regarding the auction, sale, destruction, or other actions taken against unclaimed Shipment after the expiration of the period as referred to in these **Terms and Conditions**.

E. TERMS AND CONDITIONS: LIST OF PROHIBITED ITEMS

For the sake of security, compliance with laws and regulations, the safety of personnel and/or partners, and the smooth operation of the service, Customers are prohibited from handing over or shipping the following items via the Mismass Shipping Service:

1. Malaysia

Item Name	Description
Animals or Organisms in any form	No records.
Goods/food	a. Perishable food b. Items that are easily damaged
Batteries and items containing installed batteries	No records.
Biological Samples	No records.
Compressed Air and Empty Cylinders	No records.
Cosmetics	Only cosmetics containing liquids cannot be shipped.
Documents from Outside the European Union	No special notes.
Medications	a. Narcotics; b. Medications; c. Prescriptions; d. Tobacco; e. Tobacco Products
Food	All food items, including non-perishable ones, are prohibited from being shipped.

Hazardous Materials	a. Aerosols; b. Asbestos; c. Ash; d. Detergents; e. Resin; f. Explosives; g. Dirt; h. Fire Extinguishers; i. Fireworks; j. Gas; k. Dry ice; l. Items containing alcohol; m. Substances containing flammable and/or explosive materials.
Illegal goods	a. Counterfeit goods; b. Counterfeit currency; c. Any goods considered illegal in the exporting or importing country
Liquids	a. Liquids; b. Cream; c. Oil; d. Wax; e. Gel
Money/Currency	a. Cash; b. Credit cards; c. Debit cards; d. Coins; e. Checks; f. Vouchers; g. Tickets; h. Lottery tickets; i. Stamps (except those already affixed); j. Any financial documents.
Non-perishable food	International
Personal Belongings	Luggage or personal belongings may be shipped as long as they do not contain prohibited items.
Personal identification documents	a. Passport; b. Identity Card or Driver's License
Toxic Liquids, Solids, or Gases	a. Pesticides; b. Radioactive Materials
Vehicle parts and heavy-duty vehicle parts	a. Vehicle panels; b. Spoilers; c. Doors; d. Hoods; e. Bumpers; f. Carbon fiber; g. Engine; h. Any car parts containing oil or fluid; i. Airbags; j. Steering wheel containing an airbag; k. Seat belt buckles
Weapons	a. Replicas; b. Ammunition; c. Axe;

	d. Knife; e. Power saw; f. Rifle; g. Knife
Household appliances	a. Refrigerator; b. Oven; c. Freezer; d. Range hood; e. Stove; f. Water heater; g. Washing machine; h. Hot tub.
Cell phone	No records.

2. Singapore

Item Name	Special Notes
Chewing gum	Except for dental care gum and medicinal gum approved by the Health Sciences Authority.
Rhinoceros horn	Whether processed, unprocessed, or prepared, as well as any part, powder, or waste derived from such horns.
Wild animal species	Endangered wildlife species and products derived from the bodies of such animals.
Telecommunications equipment	Telecommunications equipment prohibited by law.
Scanner recipient	No records found.
Military communications equipment	No records.
Radio communication equipment	Radio communication equipment operating in the 880–915 MHz, 925–960 MHz, 1900–1980 MHz, and 2110–2170 MHz frequency bands, except for mobile phones or other equipment approved by the Media and Information Communications Development Authority of Singapore
Radio communication jamming devices	Radio communication jamming devices operating on any frequency band
Goods, publications, and video cassettes or discs containing obscene content	No records.
Materials that incite sedition or treason	No records.
Chewing tobacco	Loose-leaf chewing tobacco, stick-shaped chewing tobacco, rolled chewing tobacco, and tobacco pieces intended for chewing
Tobacco imitation products	E-cigarettes, vaporizers, and components of

	tobacco alternatives
Shisha	No records.
Smokeless cigars, smokeless cerutillos, or smokeless cigarettes	No records.
Soluble tobacco or nicotine	No records found.
Any product that contains nicotine or tobacco	Products that can be used topically, via implants, or injected into any part of the body
Any solution or substance containing tobacco or nicotine as one of its components, intended for use with an electronic nicotine delivery system or vaporizer	No entries.
Firecrackers and explosives	No entries.
Snuff	No entries.
Smoking tobacco	No records.
Gutkha, khaini, and zarda	No records.

3. Australia

Item Name	Category	Special Notes
Animals or Organisms of Any Kind	All forms of animals and organisms, including insects, pets, microorganisms, and others	Pets must be declared in advance, but certain dog breeds are still prohibited: a. Dogo Argentino; b. Fila Brasileiro; c. Japanese Tosa; d. American Pit Bull Terrier or Pit Bull Terrier; e. Perro de Presa Canario or Presa Canario
Perishable Items or Food	Any perishable or moisture-containing goods or food items.	Biscuits, bread, cakes, pastries, Christmas cake, and Christmas pudding (excluding cheesecake) These products are permitted to be brought into Australia if: a. the products are for personal consumption; b. the products are fully baked, have a long shelf life (do not require

		refrigeration); and c. they do not contain any meat fillings or toppings cooked together with the baked goods.
Batteries and Items Containing Installed	No records.	No records.
Biological Samples	No records.	No records.
Compressed Air and Empty Cylinders	No records.	No records.
Cosmetics	No records.	Cosmetics are permitted for shipment unless they contain alcohol or are in spray form.
Documents Outside the European Union	No notes.	No notes.
Medications	Narcotics, Medications, Prescriptions, Tobacco, Tobacco Products	No records.
Food	All food items, including non-perishable ones, are prohibited. As for dry goods, some items are permitted, but they must be declared.	In this regard, dried chili peppers and bell peppers are not permitted and will be destroyed, unless they meet the exceptions listed on the Ministry of Agriculture, Fisheries, and Forestry's website regarding urgent measures to protect against the khapra beetle.
Hazardous Items	a. Aerosols; b. Asbestos; c. Ash; d. Detergents; e. Resin; f. Explosives; g. Dirt; h. Fire extinguishers; i. Fireworks; j. Gas; k. Dry Ice; l. Items Containing Alcohol; m. Substances Containing Flammable and/or Explosive Materials.	No record.
Illegal Goods	a. Counterfeit Goods; b. Counterfeit Currency; c. Any goods considered illegal in the exporting or	No records.

	importing country; d. Child abuse material (explicit sexual depictions of children) is illegal.	
Liquid	a. Liquids; b. Cream; c. Oil; d. Wax; e. Gel	No records.
Medical Equipment	No records.	No records.
Money/Currency	a. Cash; b. Credit cards; c. Debit cards; d. Coins; e. Checks; f. Vouchers; g. Tickets; h. Lottery tickets; i. Stamps (except those already affixed); j. Any financial documents	No records.
Non-perishable food	International	No records.
Personal Belongings	Luggage or personal belongings	No records.
Personal Identification Documents	a. Passport; b. Identity card; c. Driver's License	No records.
Toxic Liquids, Solids, or Gases	a. Pesticides; b. Radioactive Materials	No record.
Vehicle parts and Heavy-duty vehicle parts	a. Vehicle Panels; b. Spoilers; c. Doors; d. Hood; e. Bumpers; f. Carbon fiber; g. Engine; h. Any auto parts containing oil or fluids; i. Airbags; j. Steering wheel containing an airbag; k. Seatbelt buckles.	No records.
Weapons	a. Replica; b. Ammunition; c. Axe; d. Knife; e. Power saw; f. Rifle; g. Knife; and h. Other weapons.	No records.
Household appliances	a. Refrigerator; b. Oven; c. Freezer;	No records.

	d. Range hood; e. Stove; f. Water heater; g. Washing machine; h. Hot tub, and; i. Other Household Appliances.	
Wood and Wooden Items	Items made of wood	No records.
Electronic goods	a. Laptop; b. Cell phones.	No records.
Horns, teeth, or bones from endangered and protected animal species.	Most animal horns, teeth, or bones are permitted to enter Australia provided they are clean and free of contamination from seeds, soil, and animal or plant remains. If contamination is found on these items, they will be treated, exported, or destroyed at the importer's expense.	It is mandatory to declare items in this category.
Weapons	a. Katanas, samurai swords, and their replicas b. Folding knives; c. Swiss Army knives; d. Tool sets	Items in this category must be declared.
Dried Food	a. Cumin b. Coriander	a. Spices must be made from dried and powdered plant-based ingredients and must not contain any ingredients derived from animals, microorganisms, or fungi. b. Each shipment must be packed in clean, new packaging. c. The goods must be clean and free of contaminants such as seeds, soil, animal and plant debris, and other biosecurity-risk materials before arriving in Australia.

		d. Following inspection and provided all of the above conditions are met, the shipment may be released from biosecurity supervision by biosecurity officers. If the spices do not meet the above requirements, they will be processed, exported, or destroyed at the importer's expense. Items in this category must be declared.

4. The Republic of China

Item Name	Special Notes
Weapons & Explosives	Firearms, ammunition, replica weapons, grenades, dynamite, and other explosive devices.
Counterfeit & Illegal Goods	Counterfeit money, counterfeit securities, pirated products, or counterfeit branded goods (e.g., counterfeit luxury bags, imitation electronics).
Harmful Media & Information	Printed materials, films, photographs, audio/video tapes, USB drives, or online data that endanger China's politics, economy, culture, or public morality (e.g., anti-government content, violent or obscene material).
Narcotics & Psychotropic Substances	All addictive drugs or psychotropic substances (without specific official authorization).

Toxic & Hazardous Goods	Lethal poisons, highly toxic chemicals, pathogenic microorganisms, animal/plant pests, or animal carcasses that are infected.
Items Specifically Prohibited from Entry	a. Fresh fruits, vegetables from the Solanaceae family (e.g., tomatoes, potatoes), live animals (except for eligible pets), and animal products from outbreak areas; b. Soil, genetically modified organisms, or items that could potentially spread disease (e.g., unprocessed meat, raw milk).
Items Specifically Prohibited for Export	Unregistered cultural relics or artifacts classified as national treasures; Rare and valuable non-commercial books on the Chinese revolution, history, or culture; Illegally obtained biological resources.

5. Thailand

Item Name	Special Notes
Narcotics	No records.
Pornographic material	No notes.
Counterfeit Branded Goods and Goods That Infringe on Intellectual Property Rights	No records.
Counterfeit banknotes or coins	No records.
Protected species or wildlife listed under CITES	No records.

6. Japan

Item Name	Description
Spray	No records found.
Sunscreen	No record.
Hair tonic	No entries.
Electronic devices and cigarettes	No records.
Perfume	No records.
Nail polish	No records.
Fireworks/firecrackers	No records.
Alcoholic beverages	No records.
Power banks or portable battery chargers	No records.
Heroin, cocaine, MDMA, opium, marijuana, stimulants,	Except as specified in the Regulations of the Ministry of Health, Labor, and Welfare

psychotropic substances, and other narcotic drugs	
Firearms (pistols, etc.), ammunition (bullets) for such weapons, and pistol parts	No records.
Plants and animals must be handed over to plant or animal quarantine officials ( ) for quarantine inspection prior to customs inspection	No notes.
There are quantity limits on the import of medicines and cosmetics	For example, for pharmaceutical products: an amount sufficient for 2 months' use; similar medications: an amount sufficient for 2 months' use; cosmetics: 24 applications
Explosives (dynamite, gunpowder, etc.)	No restrictions.
Raw materials for chemical weapons	No restrictions.
Counterfeit, altered, or imitation coins, paper money, negotiable instruments, or securities, as well as counterfeit credit cards	No records.
Books, pictures, engravings, and any other items that may endanger public safety or morals	For example, obscene or immoral material, such as pornography
Child pornography	No record.
Items that infringe on intellectual property rights.	No records.

7. United Kingdom

Item Name	Description
Animals or organisms in any form	No records.
Goods/food	a. Perishable food; b. Items that are easily damaged
Batteries and items containing installed batteries	No records.
Biological Samples	No records.
Compressed Air and Empty Cylinders	No records.

Medications	a. Illegal Drugs; b. Medications; c. Prescriptions; d. Tobacco; e. Tobacco Products
Food	All food, including non-perishable items, is prohibited
Grains, seeds, and plants	a. Plant seeds (including flower seeds, vegetable seeds, and tree seeds); b. Grains listed as narcotics or controlled substances (such as opium seeds or cannabis seeds); c. Coffee beans; d. Seeds that lack labels, factory packaging, and do not meet food safety standards.
Geochron	No records.
Hazardous Materials	a. Aerosols; b. Asbestos; c. Ash; d. Detergent; e. Resin; f. Explosives; g. Dirt; h. Fire Extinguishers; i. Fireworks; j. Gas; k. Dry ice; l. Items containing alcohol; m. Substances containing flammable and/or explosive materials.
Illegal goods	a. Counterfeit goods; b. Counterfeit currency; c. Any goods considered illegal in the exporting or importing country
Liquids	a. Liquids; b. Cream; c. Oil; d. Wax; e. Gel
Medical Equipment	No records.
Money/Currency	a. Cash; b. Credit cards; c. Debit cards; d. Coins; e. Checks; f. Vouchers; g. Tickets;

	h. Lottery tickets; i. Stamps (except those already affixed); j. Any financial documents
Personal Belongings	Luggage or personal belongings may be shipped as long as they do not contain prohibited items.
Personal identification documents	a. Passport; b. Identity card; c. Driver's license
Toxic Liquids, Solids, or Gases	a. Pesticides; b. Radioactive materials;
Vehicle parts and Heavy-duty vehicle parts	a. Vehicle panels; b. Spoilers; c. Doors; d. Hoods; e. Bumpers; f. Carbon fiber; g. Engine; h. Any car parts containing oil or fluid; i. Airbags; j. Steering wheel containing an airbag; k. Seat belt buckles
Weapons	a. Replicas; b. Ammunition; c. Axe; d. Knife; e. Power saw; f. Rifle; g. Knife; and h. Other weapons.
Household appliances	a. Refrigerator; b. Oven; c. Freezer; d. Range hood; e. Stove; f. Water heater; g. Washing machine; h. Hot tub, and; i. Other household appliances.

8. United States

Item Name	Description

Food	Perishable food, wet ice, and items that need to be refrigerated
Live animals, plants, seeds, soil, and animal products	Such as fur, ivory, etc.
Antiques	Fragile and/or brittle
Asbestos	No record.
Gold bars	No record.
Currency	No records.
Firearms, parts thereof, and ammunition	No records.
Feathers	No records.
Fuel, Gas, Bleach, Chlorine, Paint, Solvents, Aerosols, and Adhesives	No records.
Hazardous and flammable materials	As defined in IATA Regulations, including but not limited to Explosives, Ammunition, Firearms, and Knives.
Human remains, including ashes	No records.
Jewelry, precious metals, and gemstones	No records.
Narcotics (illegal)	Including prohibited drugs, substances containing narcotics, and unlicensed medications.
Alcohol and Tobacco	The shipment of alcohol and tobacco without a permit is prohibited.
Counterfeit goods and/or pirated content	No records.
Cultural artifacts and antiques	Subject to the country's applicable export laws.
Mercury	Magnets, thermometers, etc.
Radioactive or hazardous waste	No records.
Batteries	Lithium and large-size batteries
Items whose transport is prohibited by the laws, regulations, and statutes of any federal, state, or local government in the destination	No records.

country or where the shipment is being made.	

If any prohibited Shipments as defined in these **Terms and Conditions** are found, Mismass reserves the right to refuse, withhold, return, destroy, or surrender such Shipments to the authorities in accordance with applicable laws without any obligation to provide compensation to the Customer.

The Customer is fully responsible for any losses, claims, fines, costs, penalties, or legal consequences arising from a violation of these provisions and shall indemnify Mismass against any claims by any party related to the shipment of such prohibited items.

F. INSURANCE TERMS AND CONDITIONS

1. Auto Insurance

Mismass provides Auto Insurance coverage for lost or damaged Shipments during the shipping process, subject to the following conditions:

a. The compensation amount provided is 20% (twenty percent) of the Declared Value of the Shipment, with a maximum limit of SGD 100 or the equivalent of Rp1,000,000 (one million rupiah) per Shipment, whichever is lower.
b. For high-value Shipments and/or those classified as Luxury Goods, the maximum compensation amount is Rp1,000,000 (one million rupiah), regardless of the Declared Value specified by the Customer.
c. Compensation is only applicable to claims that meet the **Terms and Conditions** set by MisMass.

2. MisMass Full Insurance (MMFI)

MisMass provides an additional insurance service called MisMass Full Insurance ("**MMFI**") to offer broader protection for Shipment, including the following provisions:

a. The MMFI premium is 7% (seven percent) of the total Declared Value of the insured Shipments.
b. The MMFI premium is an additional fee calculated separately from shipping costs and is not included in the applicable rate per kilogram;
c. The MMFI premium is charged separately for all types of Shipments, including but not limited to regular goods, luxury goods, and collectible items.

Customers must ensure that the Declared Value listed corresponds to the actual value of the shipped goods. Mismass reserves the right to request supporting documents to verify the value of the Shipment during the insurance claims process.

G. TERMS AND CONDITIONS FOR CONFIDENTIAL SHIPMENTS (PRIVACY CARGO)

1. Mismass respects Customer privacy and will not disclose information regarding the contents of a Shipment to unauthorized parties, unless required by law, applicable regulations, or a request from the competent authorities.

2. Although Customers may request discreet packaging or labeling (without openly stating the description of the Shipments on the packaging), Customers are required to provide true, complete, and accurate information regarding the contents of the Shipment on the shipping form, declaration form, or other documents requested by Mismass.

3. In the event that the Customer provides incorrect or incomplete information, or refuses to disclose the contents of the Shipments to Mismass, Mismass reserves the right to take the following actions, including but not limited to:
    a. Refuse the shipment;
    b. Hold the shipment for verification purposes;
    c. Determine that all rights to claims for loss, damage, or insurance are forfeited;
    d. Dismiss liability for any risks, losses, fines, additional costs, or legal consequences that may arise.

4. Mismass reserves the right to conduct a physical inspection of the Shipment if necessary for security, legal compliance, customs, aviation safety, claim investigations, or other operational reasons.

H. TERMS AND CONDITIONS REGARDING FORCE MAJEURE

1. Force Majeure refers to any event beyond Mismass's ability, power, or control and not caused by Mismass's fault, where such event, circumstance, or condition hinders, prevents, or delays Mismass from fulfilling its obligation to provide the Shipping Service.

2. Force Majeure events as referred to in Section 1, Point H, include but are not limited to natural disasters, such as floods, landslides, volcanic eruptions, typhoons, storms, earthquakes, rain, or lightning; insurrections, riots, civil unrest, war (whether declared or not), or military actions; fires; embargoes; strikes; sabotage; power outages; transportation accidents involving delivery partner services; the closure of access points and/or delivery routes; disruptions to telecommunications networks; inspections (red line); customs clearance processes, detentions, inspections, or delays in customs clearance by the competent authorities, as well as the issuance of decisions, policies, regulations, or the implementation of any action by the competent authorities that directly hinders, obstructs, or delays the performance of a Party's obligations under these **Terms and Conditions**.

3. Even if such uncontrollable events occur, Mismass will still make its best efforts to avoid such Force Majeure, provided that Mismass cannot be held liable for any failure to fulfill its obligations resulting from the impact of Force Majeure.

I. TERMS AND CONDITIONS FOR REPACKAGING

1. The Customer acknowledges, understands, and grants Mismass permission to provide repackaging services for Shipments that have been received or are currently being processed by Mismass, without requiring the Customer's approval, confirmation, or notification, including but not limited to:
   a. Combining one or more Shipments into a single package or shipment (consolidation);
   b. Opening packages for the purpose of inspection, measurement, weighing, or performing other operational processes;
   c. Replacing outer or inner packaging deemed unsuitable, unsafe, inefficient, damaged, or failing to meet Mismass's operational standards;
   d. Relabeling, adjusting labels, or changing shipment identifiers for operational and administrative purposes;
   e. Adding protective materials such as padding, strapping, dividers, or other packaging materials intended to reduce the risk of damage during storage and shipping; and/or
   f. Other operational measures that Mismass deems necessary to optimize the storage and shipping processes for Shipments.

2. In order to improve the efficiency of cargo space utilization, optimize transport capacity, enhance safety and protection during storage and shipping, and facilitate the handling, sorting, consolidation, and distribution of Shipments, Mismass reserves the right to carefully repackage Shipments while considering safety, compliance, and other factors deemed necessary by Mismass;

3. The Customer acknowledges, understands, and agrees that the repackaging process may result in changes to the original packaging, packaging form, arrangement of goods, weight, use of packaging materials, or shipping label identification, provided that such changes are made as part of the repackaging service in accordance with these **Terms and Conditions**; therefore, the Customer is deemed to have agreed to and accepted all consequences arising therefrom;

4. The Customer acknowledges, understands, and agrees that the repackaging materials referred to in this section of the **Terms and Conditions** shall not use wood or special materials for items that fall under the category of special goods as defined by applicable laws and regulations;

5. In the event the Customer has specific instructions regarding the repackaging of Shipments, including but not limited to prohibitions on opening the packaging, prohibitions on repackaging, prohibitions on consolidation, separate weighing, the use of specific packaging, or other special instructions, then prior to the order being received and processed by Mismass, the Customer must submit such instructions in writing via the system, platform, or communication channel designated by Mismass;

6. If the Customer provides specific instructions regarding the repackaging of a Shipment after the Shipment has been received by Mismass, or if the Customer fails to provide specific instructions before the storage and shipping process for the Shipment begins, the Customer shall be deemed to have consented to all repackaging actions determined by Mismass in accordance with applicable policies and standard operating procedures;

7. To the extent that Mismass has carried out repackaging actions in accordance with these **Terms and Conditions**, the Customer releases Mismass from all Claims, Demands, Lawsuits, Reports, Objections, Petitions, and/or Requests for Compensation arising from changes in packaging, changes in the number of packages, changes in weight, and/or other operational actions that are part of the repackaging service.

J. TERMS AND CONDITIONS FOR SPECIFIC ITEMS

J.1 Fragile Items

1. Items classified as fragile, such as glass, ceramics, porcelain, certain electronic devices, and similar items, generally cannot be processed for international shipment due to the high risk of damage during transit. If the Sender still wishes to proceed with the shipment, the Sender must use wooden packaging for the shipment to be processed for international delivery.

2. Before handing the Shipment over to Mismass, the Sender must pack the Shipment to the best of their ability in accordance with the shipping standards set by Mismass, including but not limited to wrapping the Shipment with adequate protective materials, such as bubble wrap, thick towels, clothing, or other protective materials, ensuring the contents of the Shipment are packed tightly so there is no empty space inside the packaging, and using a sturdy box suitable for shipping.

3. The Sender understands and agrees that the use of wooden packaging is intended solely to reduce the risk of damage and does not guarantee the safety of the Shipment. Therefore, Mismass is not liable for any damage that occurs to the Shipment during the shipping process.

4. Mismass does not provide repacking services for fragile Shipments, other than the wooden packing service.

5. If the Customer chooses not to use wooden packaging, the shipment may still be processed with the Sender's consent; however, all risks of damage, breakage, cracks, dents, or other physical defects are the Sender's sole responsibility.

6. Under the conditions set forth in all points of Section J.1 as described above, Mismass is exempt from any form of liability and claims for compensation for damage to Shipments occurring during the shipping process.

J.2 Collectible Items (Collectible Items/Rare Goods)

1. "**Collectible Items**" or **"Rare Goods**" are items that include, but are not limited to, those possessing collectible value, historical value, sentimental value, rarity, or market value influenced by collector interest, such that the value of such items may differ from their normal functional or practical value, including, but not limited to, action figures, collectible cards, antiques, limited-edition items, works of art, and similar items, which must be covered by MMFI Insurance and packed in wooden crates.

2. Before being handed over to Mismass, Collectible Items must be packed in accordance with international shipping standards, and the Sender must ensure that each item has been individually wrapped using adequate protective materials, including but not limited to bubble wrap, thick fabric, towels, or other suitable protective materials.

3. For Collectible Items still in their original packaging—such as shoe boxes, limited-edition boxes, or other collectible packaging—the original packaging must also be provided with an additional protective layer to prevent dents, tears, scratches, or other damage during the shipping process, and must be placed in a sturdy box suitable for international shipping.

4. If the Customer refuses to use MMFI Insurance, the Customer is deemed to understand and accept that any risks that may arise during the shipping process are not the responsibility of Mismass, including but not limited to a decrease in aesthetic value, collectible value, rarity value, investment value, or other intangible losses that may arise in the future.

5. Mismass is also exempt from any claims regarding loss of potential profits, decline in market price, loss of historical value, or claims for non-material (intangible) losses related to collectibles.

6. In the event of a discrepancy between the declared value and the actual value of the Shipment, the Customer is not entitled to claim compensation based on the original value of the Shipment.

7. For uninsured Collectible Items, the maximum compensation amount follows the standard provisions set by Mismass, namely Rp1,000,000 (one million rupiah) per Shipment as specified on the receipt/invoice, regardless of the market value or collectible value of the item in question.

J.3 Luxury Goods

1. "**Luxury Goods**" are items that include, but are not limited to, those with high economic value, premium or exclusive in nature, produced in limited quantities, originating from well-known brands, or having a market price that is significantly

higher than that of similar items in general, such as branded bags, luxury watches, jewelry, premium cosmetics, designer accessories, and similar items.

2. In the event of a discrepancy between the declared value and the actual value of the Shipment, the Customer is not entitled to claim compensation based on the actual value of the Shipment.

3. For uninsured Luxury Goods, the maximum compensation amount follows the standard provisions, namely Rp1,000,000 (one million rupiah) per Shipment as specified on the waybill/invoice, regardless of the market value or collectible value of the goods in question.

K. TERMS AND CONDITIONS FOR CANCELLATION OF SHIPPING SERVICES

1. The Customer has the right to cancel the cargo shipping service as long as the handling, processing, administrative procedures, packaging, and shipment of the goods have not yet been carried out by Mismass, by notifying Mismass in writing.

2. The Customer is deemed to understand and agree that if the Customer unilaterally cancels the shipment after the transaction, payment, or service order has been confirmed, Mismass reserves the right to charge an administrative and handling fee of 5% (five percent) of the total transaction value.

3. The administrative fee deduction referred to in paragraph 2 of Section K will be automatically deducted from the amount refunded by Mismass to the Customer.

4. In the event that other costs have been incurred and cannot be reimbursed to Mismass by third parties (including but not limited to airlines, warehouses, domestic couriers, agents, or other logistics partners), such costs may be charged to the Customer and deducted from the refund amount based on a reasonable calculation by Mismass.

L. TERMS AND CONDITIONS FOR FILING A CLAIM

L.1 Claims and Compensation Process

1. All claims must be submitted through the following WhatsApp Number :
0812 1916 7783

2. If the investigation results indicate that the loss or damage to the Shipments qualifies for compensation, the claims process through to the refund will be carried out in accordance with Mismass's internal procedures.

3. The estimated time for claim resolution and refund is approximately 14 Days Calendar Days from the date the investigation results confirm that the claim has been approved.

4. The amount of compensation provided and/or the insurance coverage amount based on the provisions of these **Terms and Conditions**, as well as the results of the investigation approved by Mismass.

5. Mismass reserves the right to suspend, reject, or cancel a claim if there is suspicion of fraud, data manipulation, or other actions that are detrimental to Mismass or related parties.

6. While the investigation is ongoing, the Customer may not demand settlement of the claim until Mismass declares the investigation complete.

L.2 Loss of Goods at an Overseas Warehouse

1. In the event that Shipment are declared lost while still at the overseas warehouse of origin, Mismass will conduct an investigation in collaboration with the warehouse and other relevant parties.

2. The Customer must wait for the results of the investigation before the claim can be processed further.

3. If the investigation results confirm that the Shipments are indeed lost and are the responsibility of Mismass, compensation will be provided in accordance with the applicable compensation provisions.

4. The amount of compensation for lost Shipments at the overseas warehouse of origin is 20% of the shipping fee or up to a maximum replacement of IDR 1.000.000 (one milion rupiah) per shipment, unless the User purchases additional insurance (MMFI) at 7% the declared value of the goods to receive full coverage (full insurance).

M. TERMS AND CONDITIONS FOR HANDLING DAMAGED AND LOST ITEMS

M.1 Policy on Investigations of Lost and Damaged Shipments

1. Mismass reserves the right to investigate any report of lost or damaged Shipment submitted by the Customer before determining the validity of the claim, awarding compensation, or processing insurance payouts.

2. The Customer is required to submit the Shipment, any remaining portion of the Shipment, packaging, or related documents if requested by Mismass for the purposes of investigation, insurance, or claim resolution.

3. The Customer agrees that Shipments submitted for investigation purposes (in the event of a report from the Customer) may not be retrieved while the investigation is ongoing.

4. If the Customer decides not to proceed with the investigation, the Customer is deemed to have waived the right to file any claims, objections, or demands related

to the matter under investigation. This provision applies in accordance with the reporting deadlines and investigation timeframes established by Mismass.

M.2 Investigation Period

1. Investigations into reports of lost or damaged Shipment may take between 14 (fourteen) and 21 (twenty-one) Calendar Days from the time all documents and supporting evidence are received in full by Mismass.

2. Under certain circumstances requiring coordination with third parties, such as logistics partners, airlines, customs, domestic couriers, or other relevant parties, the investigation period may be extended, and the Customer will be notified accordingly.

M.3 Customer Obligations During the Investigation Process

1. The Customer is required to provide information, documents, photos, videos, proof of purchase, proof of shipment, or other data requested by Mismass to support the investigation process, including but not limited to:
    a. Tracking number or shipment number
    b. Invoice or proof of purchase for the Shipment;
    c. Proof of the shipment's value;
    d. Photos of the shipping label;
    e. Photos of the shipment's condition (in the event of damage);
    f. Video recording of the shipment unboxing;
    g. Identity of the party filing the claim;
    h. Any other documents or evidence requested by Mismass during the investigation process.

2. If the Customer is unable to provide the required documents or evidence within the specified timeframe, Mismass reserves the right to terminate the investigation process and reject the submitted claim.

3. All information and evidence provided must be accurate, complete, and verifiable.

M.4 Obligation to Record a Video of the Shipment Unboxing

1. The Recipient is required to record a video of the unboxing of the Shipment and submit it to Mismass, particularly if there is an intention to file a claim for damage to the Shipment.

2. The unboxing video referred to in section 1, point M.4, must at a minimum comply with the following rules:
    a. Recorded in its entirety from start to finish without pauses, cuts, or editing;
    b. It must show the condition of the Shipment before it is opened and the condition of the Shipment after it is opened;
    c. Submitted to Mismass no later than 2 x 24 hours after the shipment status is marked "Delivered" (in the event of a claim).

3. Mismass reserves the right to reject damage claims or insurance claims if the unboxing video is submitted after the 2 x 24-hour deadline following the "Delivered" status.

4. If Mismass detects severe damage to the Shipment prior to the handover process (e.g., open packaging, torn packaging, severe dents, damage during loading/unloading, or water damage), Mismass reserves the right to invite the Customer to conduct a joint physical inspection at Mismass's office or Jakarta Warehouse before the Shipment is handed over.

5. If the Customer is located outside Jakarta and is unable to conduct a physical inspection in person as referred to in Section 4, Point M.4, then Mismass may conduct a video conference call with the Customer at a time agreed upon by both parties to jointly inspect and verify the condition of the Shipment. In the event that a video call cannot be conducted, Mismass may document the condition and any damage to the Shipment in the form of photos and/or videos and provide such documentation to the Customer prior to the handover of the Shipment.

6. If the Customer refuses the invitation to a physical inspection as referred to in the preceding paragraph, Mismass has the right to:
    a. Revoke the Customer's right to file a damage claim, which shall be deemed void;
    b. Reject the insurance claim;
    c. Refrain from conducting any handling procedures or investigations.

7. If the investigation results show that the damage to the Shipment was solely caused by the negligence of the partner courier, then Mismass's liability is limited to the compensation amount provided and/or approved by the partner courier in accordance with that party's applicable terms and conditions.

N. BASIC TERMS AND CONDITIONS FOR CALCULATING COMPENSATION

N.1 Basis for Calculating Compensation

1. All calculations of compensation, indemnity, or insurance claims will be based on the Declared Value provided by the Customer at the time of shipment.

2. Mismass reserves the right to request supporting documents to verify the submitted Declared Value, including but not limited to invoices, proof of purchase, proof of payment, or other relevant documents.

3. If there is a discrepancy between the actual value of the Shipment and the Declared Value stated by the Customer, the compensation calculation will still be based on the Declared Value recorded in the Mismass system, unless otherwise determined based on the results of an investigation.

N.2 Claim Settlement

1. Payment of compensation, damages, or claim settlement by Mismass is considered full and final settlement of the incident underlying the claim.

2. Under certain conditions, Mismass may provide partial compensation based on the results of the investigation and applicable internal policies.

3. Upon receiving compensation or damages from Mismass, the Customer hereby waives and releases Mismass from all claims, demands, lawsuits, requests for damages, or any other form of objection related to the same incident.

4. The Customer is not entitled to file additional claims, follow-up claims, or other requests for compensation at a later date regarding the same loss, damage, delay, or incident that has already been resolved through compensation paid by Mismass.

5. This provision remains in effect even if additional losses, indirect losses, loss of profits, or other consequential losses related to the resolved incident are discovered at a later date.

O. TERMS AND CONDITIONS FOR MINOR AND MAJOR DAMAGE

O.1 Minor Damage

1. Minor Damage is damage that does not affect the primary function, usability, or substantial value of the Shipment, including but not limited to:
    a. Minor scratches;
    b. Light scratches;
    c. Minor dents on the outer packaging;
    d. Minor creases or damage to the packaging;
    e. Dirt, sticker residue, or minor cosmetic defects;
    f. Damage to the packaging that does not affect the condition of the Shipment.

2. Minor Damage is not considered a loss of function or total damage to the Shipment.

3. Minor Damage to the outer packaging that does not affect the functionality or condition of the Shipment does not constitute grounds for full compensation.

4. Minor Damage may serve as the basis for filing a compensation claim in accordance with applicable claim procedures and provisions, provided that the amount of compensation is determined in accordance with **Section F of the Terms and Conditions: Insurance Terms and Conditions**.

5. Under certain conditions, Mismass may provide partial compensation based on the results of an investigation and applicable internal policies.

6. Mismass reserves the right to reject claims based solely on minor cosmetic defects, damage to the outer packaging, or conditions that do not affect the functionality of the Shipment.

O.2 Major Damage

1. Major Damage is damage that results in the Shipment:
    a. Being unusable for its primary function;
    b. Suffering from breakage, fracture, cracking, or severe deformation;
    c. Losing some of its main components;
    d. Suffers permanent damage that significantly affects the Shipment's value and function;
    e. Requiring major repairs or complete replacement of the Shipments.

2. Major Damage may serve as the basis for filing a compensation claim in accordance with applicable claim procedures and provisions, with the amount of compensation determined in accordance with the **Section F of the Terms and Conditions: Insurance Terms and Conditions**.

O.3 Exclusions of Liability

Mismass is not liable for:

a. Minor damage resulting from the natural characteristics of the Shipment;
b. Damage resulting from inadequate packaging of the Shipment by the Sender;
c. Damage that cannot be proven through an unboxing video as stipulated in **Section M of the Terms and Conditions: Handling Damaged and Lost Items**;
d. Depreciation of the Shipment's value in the shipment due to age, use, or manufacturing defects;
e. Damage that has been reported to and approved by the Customer prior to delivery of the Shipment.

P. TERMS AND CONDITIONS FOR DELAYS IN SHIPMENT DUE TO HOLD-UPS AT CUSTOMS (CUSTOMS CLEARANCE AT THE RED LINE STAGE)

1. The Customer is responsible for ensuring that the shipped Shipments comply with all legal requirements, permits, documentation, declared value, and applicable customs regulations in the country of origin, transit countries, and the destination country;

2. Mismass is not liable for any shipping delays, detention of Shipments, seizure of Shipments, damage, loss, refusal of entry, return of Shipments to the Sender, or additional costs arising from processes or actions carried out by customs agencies or authorized government authorities;

3. By using Mismass's services, the Customer is deemed to have understood and agreed that any obstacles arising during the customs clearance process are circumstances beyond Mismass's authority and control; therefore, Mismass is exempt from any form of liability for consequences resulting from such obstacles or delays caused by customs agencies or competent government authorities.

Q. TERMS AND CONDITIONS FOR TERMINATION OF SERVICE

1. Mismass reserves the right, at its sole discretion, to suspend, restrict, or terminate the Shipping Service to the Customer, including blocking the Customer's account, if any actions are found to be detrimental to Mismass's operations, reputation, security, or legal interests.

2. Actions that may serve as grounds for the suspension or termination of the Delivery Service include, but are not limited to:
    a. Abuse of the claims process, including the filing of claims that are baseless, repetitive, manipulative, or contain false information;
    b. Submission of false or misleading documents, evidence, or statements;
    c. Repeated legal threats, lawsuits, reports, or legal actions taken in bad faith;
    d. Intimidation, harassment, threats, pressure, or inappropriate conduct toward Mismass employees, management, agents, or partners;
    e. Misuse of services, systems, or facilities provided by Mismass;
    f. Actions that interfere with ongoing operational processes, investigations, or claim settlements.

3. In the event described in point 2, Mismass reserves the right to deactivate or block the Customer's account and permanently terminate the Delivery Service relationship with the Customer.

4. Termination of the Delivery Service under these provisions does not relieve the Customer of any outstanding obligations, including payment obligations, administrative settlements, or other obligations arising from the use of the Delivery Service prior to such termination.

Jakarta,
PT Mismass Indo Group