

Shipping & Packaging to Cynthia Renee, Inc.

VITAL: CYNTHIA RENEE, INC. MUST KNOW WHEN PACKAGE SHIPS SO WE CAN TRACK THE PACKAGE. PACKAGES SHIPPED WITHOUT APPROVAL WILL BE AT CLIENT'S RISK. CALL US AT: 919-883-4791

FedEx Shipping Labels

You will be receiving from our insurer, Parcel Pro three pages, your outer shipment label is on Page 1, and the inner shipping label is on Page 2, and Page 3 outlines your shipment details and is for you to retain for your records NOT for FedEx.

Preparing Your Jewelry for Shipment:

Breakage or loss due to incompetent packaging is not covered by insurance and your responsibility.

Double boxing is required for insurance purposes as well as a key requirement when shipping precious goods. We prefer you use FedEx official boxes that you may get at FedEx Office Print and Ship Centers (THEY USED TO BE CALLED KINKOS) however you may use your own boxes if they are available. Durable packing tape must be used on packages, no exceptions. *The outer box should be no smaller than 11x9x3".*

1. Gather two boxes from FedEx - a medium and a large box. You will need to use both boxes to make your shipment.

2. Inner (medium) box preparation:

- a. Wrap your items separately in zip lock bags, Place, padding with tissue, toweling, or newspaper in the inner (medium) box. We do not want the contents to rattle. Breakage due to incompetent packaging is not covered by insurance and your responsibility.



b. Affix the Inner Shipping Label (Page 2) on the inner (medium) box AND write the following information on the inner (medium) box:

Cynthia Renee Inc., FedEx tracking # (found on Page 3)
1818 MLK Jr. Blvd., #326
Chapel Hill, NC 27514

3. Outer (large) box preparation:

a. Insert inner (medium) box into the outer (large) box. Add extra padding in the large box to ensure your jewelry is protected and the boxes don't rattle. Breakage due to incompetent packaging is not covered by insurance and your responsibility.



b. Securely tape the shipping label, with tracking number and return address to outer (large) box. Boxes properly addressed should read:

**Cynthia Renee, Inc.,
1818 MLK Jr. Blvd., #326
Chapel Hill, NC 27514
919-883-4791**

c. Tape over the closures on the outside box.

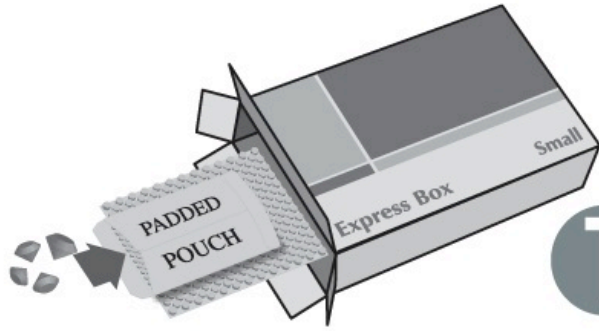
Sending Your Package:

1. FedEx Office Print & Ship Centers (they used to be called Kinkos) will provide boxes for you. You may discretely assemble boxes wherever most comfortable. **Do not state contents of package.**

**You must use an authorized Fed Ex store and physically hand the box to the employee and wait to watch them scan and enter the tracking number into their system and WAIT FOR the confirmation receipt which will be printed; you will need this receipt if there are problems with the shipment. DROPPING THE PACKAGE IN A FED EX BOX WILL VOID THE INSURANCE AND IS YOUR RESPONSIBILITY.*

2. Confirm with Cynthia Renee, Inc. that Fed Ex has received the box by calling 919-883-4791; assistance@cynthiarenee.com. TEXT US A COPY OF THE SHIPPING CONFIRMATION RECEIPT.

If you have no FedEx/Kinkos in your area, please contact Cynthia Renee, Inc. @ 919-883-4791 or assistance@cynthiarenee.com so that we may arrange a pick-up for you. We will need the date, address and four-hour time window for the carrier to arrive for scheduled pick up.



1

Secure merchandise in smaller box

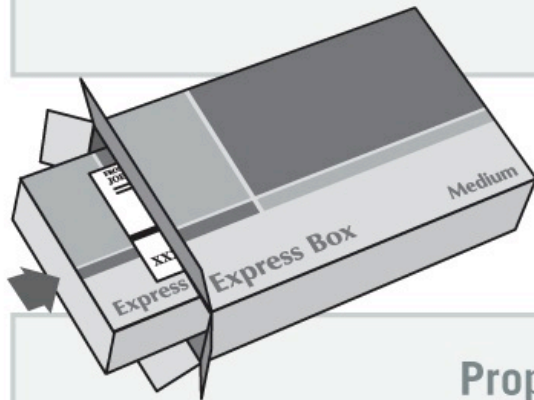
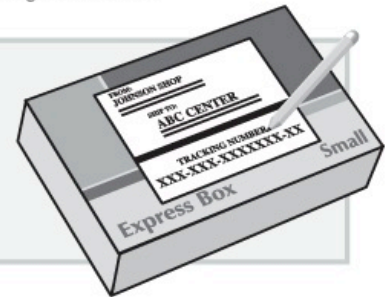
Please pay close attention to current Parcel Pro Terms and Conditions and Parcel Pro Shipping Guide-Rules and Restrictions for updates or changes before shipping

Do use additional packaging material such as padded envelopes, bubble wrap, paper, foam pad, making sure movement of merchandise is restricted. Packages with rattling goods inside make easy identifying targets for thieves.

2 Mark Tracking information

Mark tracking number, shipper and recipient information outside the smaller box. It's needed in case the shipping information on the outside box gets damaged and becomes illegible during transit.

2



3

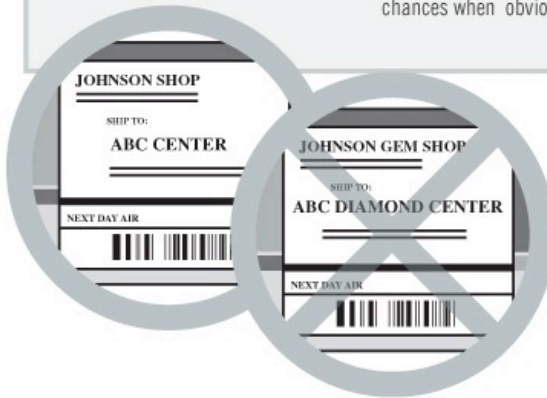
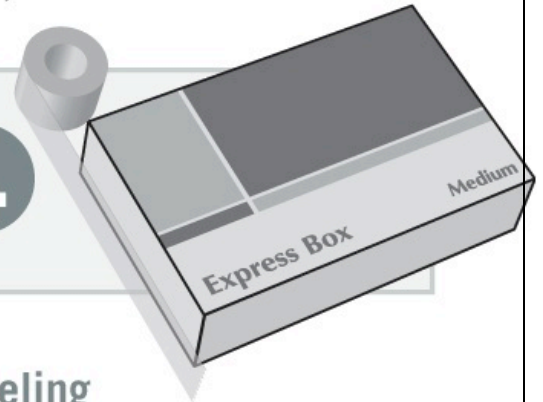
Double box your shipments

Place the small box inside a larger courier box. Again, making sure movement is restricted with additional cushioning. Double box dramatically minimize the chance for thieves to poke and grab your merchandise.

4 Proper enclosure

Please seal all seams or flaps on outside box with clear or non-descriptive tape in addition to adhesive on flap. A well enclosed package is a deterrent for casual thieves who take chances when obvious opportunity were presented.

4



5

Proper labeling

Beware of wordings which might express inadvertent reference to valuable goods. Obvious words that directly related to valuables are strictly prohibited. Abbreviate names, i.e. turn Johnson's Gem Shop to Johnson's Shop.

Although with our built in risk management features available in our website which automatically removes sensitive wordings. We still strongly suggest avoiding using such wordings.

Additional tips & precautions

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1. Add extra weight to disguise content
2. Organize your shipping area and set consistent procedures
3. Keep accurate records of values and SKUs of all shipments
4. Screen potential dishonest employees
5. Video tape shipping areas whenever possible
6. Act as if all packages are not insured
7. Track your packages diligently, timely reaction upon a lost shipment will most definitely improve chance of recovery
8. Always require adult signature on delivery to residential addresses

P

1. Never put loose items in only a courier envelope or pak when shipping
2. Stay away from residential addresses *see shipping guide-rules & restrictions
3. Never reveal the contents of your shipment, even to the courier
4. Never state a value or reference to valuables anywhere on the box or label (unless required by customs for export)
5. Please follow special instructions when shipping directly to trade shows, hotels, convention centers, apartment complexes, please contact our shipping specialist for details