

Shipment Protection Plus (SPP) Insurance Terms & Conditions

Goods Covered by SPP:

All goods that meet the regulations of the Taiwan government and destination countries as well as international air transportation regulations and that are accepted for delivery by Taiwan S.F. Express are applicable for the SPP.* For more information, see “Forbidden Items” or “Customs Goods Enquiry” on the website of Taiwan S.F. Express.

The sender agrees that if the value of the goods (non-documents) per kilogram per shipment is declared as in excess of NTD 50,000, the sender must take out SPP.

Other international delivery services are subject to international air transportation regulations.

SPP Compensation Criteria:

The sender must fill out the actual value of the goods and the declared value will be regarded as the insured amount. The declared value of the insured items may not exceed the total declared value of the shipment.

During the insurance period, where Taiwan S.F. Express is liable for compensation for the loss, theft, or damage of the insured shipment in whole or in part, Taiwan S.F. Express shall compensate in proportion according to the insured amount and the loss. Where there is a separate written agreement for the compensation standard entered into by both parties, the written agreement shall prevail.

Start/End of SPP Period:

The SPP takes effect from the time the sender delivers the shipment to Taiwan S.F. Express and the shipment is accepted by the courier. The sender may not release or terminate the SPP for any reason until the shipment reaches the destination stated in the waybill and is delivered to the recipient, at which time the SPP period will end.

How SPP Premium Is Calculated:

The SPP is calculated at 0.5% of the declared value (rounded to the nearest decimal) for express deliveries with a declared value of NTD 6,001 or more, or NTD 40/shipment, whichever is greater.

Compensation:

1. Where there is damage to the insured shipment during the insurance period, the sender must file a compensation application to Taiwan S.F. Express within 1 working day after the receipt of the shipment. Where a shipment is lost or stolen, the sender must file a compensation application to Taiwan S.F. Express within 10 working days from the date of notification of loss. Where the sender fails to submit a compensation application within the prescribed periods as stated above, the right to claim compensation will be deemed waived.
2. Once Taiwan S.F. Express receives the compensation application filed by the sender, the sender has the obligation to provide complete information to Taiwan S.F. Express for investigation. Both parties agree that matters regarding the compensation must be confirmed within 30 days. After the compensation is confirmed by both parties, Taiwan S.F. Express must make a payment within 5 working days. The maximum amount payable may not exceed the insured amount.

3. The ownership of the shipment that has been compensated and the corresponding right to claim against third parties after settlement will be transferred to Taiwan S.F. Express in proportion.

Release of the Agreement:

The sender must fill in the actual shipment information and may not conceal, omit or fail to report any shipment information. Taiwan S.F. Express reserves the right to check the information at any time. If any information is found to be inaccurate, Taiwan S.F. Express reserves the right to terminate the Agreement at any time. Expenses incurred during this period such as round-trip transportation fees, warehousing fees, premium fees, transportation fees, and storage fees must be borne by the sender. Taiwan S.F. Express will not compensate for any loss caused by inaccurate information provided by the sender. Any deception, for example declared value clearly exceeding the average market sales price, or if the sender conspires with the recipient to provide false information such as “did not receive the goods, goods damaged, or poor goods”, the sender will be held legally accountable.

Precautions:

1. When the sender opts for SPP Insurance, both the sender and Taiwan S.F. Express must check the contents of the insured shipment, including the name, quantity, weight, unit price, declared value, waybill number, and destination address of the goods.
2. The sender must immediately contact the customer service of Taiwan S.F. Express if an error is found in the SPP policy.
3. The sender must provide a commercial invoice and fill in the declared value of the shipment in the waybill when sending. The declared value for the shipment must be the same as the commercial invoice provided by the sender.
4. Taiwan S.F. Express reserve the final right of the sender’s applicability to the SPP.

Goods Not Covered by SPP

1. Matches, firecrackers, gasoline (diesel), sulfuric acid, and other flammable (explosive) and volatile organic compounds and dangerous chemicals.
2. Liquefied goods in bottles, or in packages that are not strong enough, cannot withstand shocks, or can easily break or leak.
3. Smuggled cigarettes (alcohol) or other smuggled goods.
4. Domestic animals, pets or other living things or dead animals.
5. Goods that are falsely or misleadingly labeled.
6. Toxic chemical substances.
7. Foods prohibited by the government.
8. Goods under strict constraints.
9. Perishable foods or fresh foods.
10. Iced products, ice cream, and other goods that are shipped at special temperatures.
11. Marketable securities including cash, notes, and stocks.
12. Valuables including jewelry, antiques, works of art, and precious metals.
13. Items that are not easily reissued, such as exam passes, ID cards, passports, airline tickets and tender documents.
14. Credit cards, ATM cards.
15. Shipments exceeding the coverage limit will not be insured.

16. Goods that are prohibited for export at the place of origin and goods that are prohibited for import at the place of destination, and endorsement clauses of waybills.
17. Fragile items, such as glass, ceramics, plaster, crystal, computer cases, wood products.
18. For parcels, the packaging must be a regular box (goods packed in a cardboard box). Irregular packaging is not covered by the SPP.

No Compensation Is Made Under the Following Circumstances:

1. Losses arising from natural disasters, such as floods, droughts, snowstorms, and earthquakes.
2. Losses arising from political factors, such as wars, strikes, and government bans.
3. Losses arising from customs detention or confiscation.

Other Agreements:

By choosing the SPP of Taiwan S.F. Express, the sender agrees that Taiwan S.F. Express will provide the SPP according to the Agreement on the use of the service and the contract terms listed in the waybill.

Taiwan S.F. Express reserves the right to change the terms and conditions of the “SSP Insurance” without giving prior notice.