

Parcel Shipping Insurance

A Better Way To Protect Your Packages

Did you know that 15.2% of small package shipments are lost, damaged or delayed in transit?¹ Shipping issues are more common than you might think! No matter the size of your business, today's consumers expect the same seamless shipping experience they receive from larger, big-box retailers — and that includes fast and effective support when shipping issues do arise. In fact, **a positive shipping experience is one of the best ways to gain customer loyalty and repeat business.**



35% of consumers say guaranteed replacements for lost or damaged packages would motivate them to make an online purchase²



44% of consumers will stop shopping at a retailer if there is no resolution support for a stolen or damaged package²



However, unlike larger retailers, small and mid-sized businesses (SMBs) often lack the resources to quickly and effectively navigate shipping issues such as loss, damage and theft.



The most common shipping-related challenge for SMBs is **financial loss due to shipping replacement merchandise**³

So how can SMB shippers quickly reimburse customers for missing or damaged packages without taking a hit to their bottom line? That's where shipping insurance comes in!

SMB shippers like you deserve access to affordable, flexible insurance coverage for your high-value parcel shipments. Unlike carrier liability — which offers slower claim reimbursement that may not cover the full value of your goods — **shipping insurance is an affordable and efficient way to protect your reputation and your profit margins.** By investing in shipping insurance, you can provide your customers with a best-in-class shipping experience — helping level the playing field when competing against larger retailers.

Comprehensive Coverage Meets Convenient Benefits

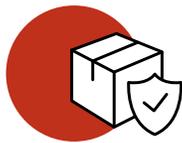
Create a seamless yet affordable shipping experience for your company (and your customers) with InsureShield™ shipping insurance through UPS Capital®:



FULL VALUE REPAYMENT

Carrier liability has limits, regardless of the actual value of your package. If you don't declare the value of your shipment, the limitation of liability provided by UPS is \$100. But **when you invest in insurance, for a small fee, your goods are covered up to their full retail value.** With a starting rate of \$1.80 (covering up to \$400 in value) and additional coverage for \$0.45 per \$100 in value, this minimal up-front investment can lead to huge savings when it counts.

With our easy-to-use transportation management system (TMS), Unishippers customers can easily add insurance at the same time they book their shipment. Plus, you get access to a dedicated support team who can help you select the right coverage for your needs.



DISASTER AND THEFT PROTECTION

Unlike carrier liability, shipping insurance **covers all types of weather- and disaster-related loss or damage** (other than service guarantee failures), as well as spoilage of perishables due to delays. You're also covered if your goods are stolen from the porch, which is unfortunately an increasingly common issue with residential deliveries.

48% of SMBs who filed a past shipping claim have experienced an increase in **post-delivery theft** over the past year³



COMPREHENSIVE, SPECIALTY COVERAGE

Shipping insurance is available for many items — including **gift cards, event tickets, jewelry and other high-value goods** — that are not traditionally covered by carrier liability:

- **Jewelry and precious stones**
Covers up to \$50,000 in value for domestic packages and up to \$500 for international packages.
- **Perishable goods**
Additional coverage available to insure against spoilage due to time-in-transit delays.



FASTER CLAIMS PROCESS

A lengthy claims process is one of the most common (and frustrating) shipping issues for SMBs. **Since carrier liability has no official deadline for settling claims, companies often wait several months to be reimbursed.** But with small package insurance through UPS Capital, you can refund or reship to your customers with confidence, **knowing claims are processed much faster than carrier direct claims.**

Ready to spend less time dealing with shipping complications and more time growing your business? Then it's time to consider investing in small package insurance!

Contact Unishippers to get started.

unishippers.com

1. UPS Capital (2019). Carrier Liability Research Study. | 2. UPS Capital (2021). Holiday Shipping Experience Report. | 3. UPS Capital (2021). Post-Shipment Experience Survey.



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