



RETURNS POLICY

FIXO CARGO, SRL RETURNS POLICY

Fixo Cargo, SRL · RNC 130877149

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fixocargo.com

1 WHAT THIS SERVICE COVERS

Fixo Cargo handles the return to stores and suppliers in the United States of items that its customers imported with their Fixo account. You drop the package off at your branch and we prepare it and ship it to the supplier.

2 REQUIREMENTS

- 2.1. Destination:** returns apply only to destinations in the United States.
- 2.2. Packages imported with Fixo:** the package being returned must have been imported through a Fixo Courier account.
- 2.3. Supplier return label (RMA):** the package must be dropped off with the return label issued by the supplier. It usually comes inside the package; if not, you can request it from the supplier's customer service.
- 2.4. Label validity:** the supplier's label (RMA) must be valid for at least 15 more days when the package is dropped off at the branch.
- 2.5. Invoice:** you must share the purchase invoice of the package being returned.

3 WEIGHT AND COST

- 3.1.** Free returns apply to packages of up to 10 pounds.
- 3.2.** Each additional pound costs RD\$350, plus taxes.

4 DELIVERY TIME

The estimated delivery time of a return is 15 to 20 days.

5 DELAYS AND FORCE MAJEURE

Fixo Cargo will not be liable for delays or for failing to deliver within the stated time when these are due to force majeure, including but not limited to adverse weather, natural disasters, government restrictions,

customs inspections, carrier delays, logistics incidents or any situation beyond our control.

6 OTHER CONDITIONS

Some restrictions apply. To confirm whether your item qualifies, ask at your branch or message us on WhatsApp at **+1 809 794 5754**.

This is a translation; in case of any difference, the Spanish version prevails.