

Shipping Terms & Compensation Conditions

English translation

Translated from the Vietnamese document published on giaphuexpress.vn. The original signed document remains available separately.

1. Insurance Policy

GPE's insurance rate for general cargo is 15% of the initially declared goods value (maximum VND 500 million). In the event of loss, GPE compensates 100% of the freight charges plus the value of the goods originally insured.

For goods requiring special handling, customers may purchase insurance at 50% of the goods value (maximum VND 500 million). In the event of loss, GPE compensates 100% of the freight charges plus the insured goods value. Insurance availability depends on the service and the specific goods; customers will be advised before shipping. GPE may require invoices or other documents to verify the declared value.

2. Compensation Policy

GPE does not accept compensation claims for spoiled food with a shelf life of less than 2 months. Claims for the loss of a few individual items from a package during transit are also excluded.

If goods are damaged because air freight transit exceeds 02 months, GPE may reduce freight charges by 10-20%, depending on the circumstances. This does not apply to delays caused by customs holds, backlogs or epidemics, or where the customer was informed of the delay in advance.

For general cargo, food or cosmetics that GPE has advised on, if customs clearance cannot be completed at the destination and no insurance was purchased, GPE's compensation is 100% of freight charges plus USD 100 per shipment (maximum VND 2,500,000).

Where customs surcharges have been incurred in Vietnam, those surcharges are not refundable if the shipment cannot clear customs overseas or is returned. Only the freight charges are refunded.

If food or cosmetics fail to meet import requirements and customs requires inspection and destruction, or the goods are prohibited by destination customs, GPE will provide documents or confirmation emails from the overseas authority for the customer to review. GPE does not provide compensation in these circumstances. Customers will be advised of this condition when shipping.

GPE does not compensate for damage or breakage to fragile items or electronics during transit unless the customer purchases the fragile-goods insurance offered by GPE.

For dried seafood sent through dedicated services to the EU, UK or Australia, GPE does not guarantee import clearance and does not compensate if customs destroys the goods or refuses entry. Compensation claims are excluded in these circumstances.

For uninsured services, GPE excludes compensation claims involving goods requiring special handling, such as counterfeit goods, edible bird's nests, meat, eggs, milk and medicines. This exclusion applies even if only 1 kg of such goods is included in the shipment.

For dangerous goods such as hazardous liquids, batteries, gel polish and alcohol-based cleaning products sent through GPE's dedicated air or sea services, GPE provides no compensation if destination customs or the domestic carrier destroys the goods following a security inspection. Customers will be advised in detail before shipping.

Where a shipment is held or inspected by an authorized body at the destination, processing depends on that authority and may take 1-3 months. GPE will coordinate to resolve the matter as soon as possible but will not accept compensation claims during that period.

3. Domestic Delivery, Returns and Shipment Investigations

For general cargo lost after customs clearance and handover to the domestic carrier, where no delivery scan is available, GPE compensates 100% of freight charges plus VND 130,000/kg (maximum VND 2,500,000 per bill). For goods requiring special handling, compensation is limited to 100% of freight charges.

If the overseas domestic carrier is affected by strikes, demonstrations, natural disasters or force majeure that delays or prevents delivery, GPE will assist with tracking the shipment through to the final outcome. If delivery is impossible, GPE accepts no liability.

If the customer requests an address or packaging change after the goods reach the transit warehouse, GPE charges the actual additional costs shown on the third party's invoice. GPE does not compensate for loss or damage resulting from that change.

If the domestic carrier returns goods to the sender's warehouse because the address is incorrect or incomplete, the recipient is unavailable, the recipient does not collect goods held at the post office, or for other recipient-related reasons recorded by the carrier, GPE does not accept claims or provide compensation for loss or destruction during the return journey.

If goods are returned to the warehouse, GPE will notify the customer of redelivery charges and request confirmation within 1-3 working days. Some overseas partner warehouses do not permit storage beyond their specified period and may automatically destroy the goods. If no response is received within 03 working days of GPE's notice, the goods may be destroyed; GPE will not accept claims or provide compensation in any form.

If the domestic carrier marks a shipment as Delivered but the customer reports non-receipt, GPE will assist with an investigation. To expedite the investigation, the customer must provide CCTV footage covering the delivery time within 24 hours of the recorded delivery update. Without verifiable evidence, GPE will assist with the investigation but will not accept compensation claims.

4. Service-specific Conditions

For frozen shipments to the UK and US without freight insurance, GPE will not accept claims for damage, loss or destruction by destination customs. If freight insurance was purchased and the goods are lost, misplaced, destroyed or delivered more than 7 working days after the flight date (excluding Saturdays and Sundays), GPE compensates 100% of freight charges, but does not compensate the value of the goods.

Frozen shipments to Taiwan and Australia: if delivery takes more than 7 working days after the flight date (excluding Saturdays and Sundays), or goods are lost, confiscated or destroyed by Customs or Australia Post, GPE refunds 100% of freight charges but does not compensate the goods value.

For sea freight services, GPE refunds freight charges if goods are lost or confiscated by destination customs; the goods value is not compensated. No additional claims are accepted.

GPE accepts no liability for force majeure, including natural disasters, war, customs clearance congestion and legally required security inspections involving the opening of packages.

For international shipments from Vietnam through UPS, FedEx, DHL or EMS, the carrier's policies, additional charges and penalties apply. If a problem occurs, GPE will pursue the claim directly with the carrier until a final decision is reached. GPE will provide supporting evidence and documents and pass on compensation according to the carrier's settlement. GPE does not settle compensation before receiving the carrier's response.

EMPP fees, AQIS document checks, AQIS inspections, storage fees, destruction charges and other applicable charges may all arise for the same package. The customer must reimburse GPE for these charges after notification from the overseas party. GPE does not accept further claims relating to these charges.

5. Settlement Time and Effective Date

Compensation is settled within 1-30 days after GPE confirms the settlement agreed by both parties. Settlement is documented by a credit note, with payment transferred to the customer's designated account.

These terms take effect when the customer consigns goods or uses Gia Phú Express services. GPE does not accept or resolve claims outside the policies stated above.

Thank you for your trust and for using GPE services.

Director named in the Vietnamese original: NGUYỄN VĂN TUYẾN.

Vietnamese original: [View the original document](#)