

Date: May 17, 2020

Dear Client,

Greetings from Silidan!

We are pleased to submit rates proposal containing the basic terms and conditions. Silidan is here to help our fellow online sellers and e-commerce aspirants to scale fast and reach the dreams they've hoped for to get in this industry. Be mindful that this proposal is not final and subject to any agreeable business for both parties. Our Fulfillment Service package includes Storing and Warehousing, Inventory Management, Packaging and Repacking, Forwarding to Designated courier.

## I. RATES

SILIDAN SERVICES & RATES				
Services	Category	Price		Remarks
		5 kg & below/item**	5-10 kg/item**	
Fulfillment package (All-in-one pricing)	Single order/parcel; Normal accounts (<10k item quantity order /month)	25 php/item*	50 php/item*	*Includes Warehouse operations (safekeeping, picking, packaging), standard packaging material, storage & customer returns management
	Multiple orders/parcel; Premium Accounts (<10k item quantity order /month)	20 php/item***	45 php/item***	*Applicable to more than 100 php profit margin; if below 100 php, 20% / item is applicable ***1st item 25 php and others are 20 php/item
	Fragile item (including but not limited to eyeglasses, smartwatches, etc)	35 php/item	70 php/item	*Warehousing fee applies for items not disposed within 60 days from the day of storage under first in, first out policy.
	High Ticket item (Value: >10k php/item)	100 php/item	200php/item	*Per item quantity can be agreed upon by both parties (ex items with acceptable size of freebies)
Warehousing Only	30 days & below	5 php/item	10 php/item	*With/without assistance for shipping
	30-90 days	10 php/item	15 php/item	*Additional 20 php/ item for over 90 days from the day of in put
Packaging & Repacking	Packaging	20 php/item	30 php/item	*Prices applicable less than 3 days clearance and will apply daily rate if more than 3 days of non-pick up and dispense
	Repacking	5 php/item*	10 php/item*	
Product Sourcing & Importation				
Seafreight	15-30 days	starts from 12000 php /cbm****		*FREE Product Sourcing- Price Quotations may vary depending on the item, weight & mode of shipping
Airfreight	3-14 days	1000 php /kg (discount for more)		

\*\*DOMESTIC: Chargeable weight for Own Packaging shipments is the actual weight (weighed in a scale) vs. volume weight (dimensions of package), whichever is higher rounded up to the next whole number. To compute for the volume weight, use the following formula: Length (cm) x Width (cm) x Height (cm)/3500. INTERNATIONAL: Length (cm) x Width (cm) x Height (cm)/5000

\*\*\*\* Rate depends on the category of the item for shipment

## II. GENERAL TERMS AND CONDITIONS

### A. FULFILLMENT SERVICE

#### 1. SERVICE SCOPE

Fulfillment service is bounded from the receipt of client's stocks up to forwarding to courier which includes booking of any delivery up to tracking of its status. In the event the client utilizes the 3<sup>rd</sup> party courier service of Silidan, COD collections and remittance to the client will also be Silidan's responsibility as per stated in their signed agreement. Silidan's terms and condition are not extended to utilized couriers' terms.

#### 2. STORAGE, DAMAGES & LOSSES

With or without any external control required, Silidan provides proper storage of items under fulfillment service. Any damages and losses caused within the premise of Silidan shall be paid equal to the declared value of the item. Any damage happened within the courier's scope will be dealt as per their terms and conditions.

### 3. ORDER FULFILLMENT & REPORTING

Google sheets will be the primary order sheet and reporting tool to be used by Silidan to update the client for any changes in the inventory and status of one order. Unless otherwise specified to check other order viewing site or marketplace. This tool also will be updated on a daily basis and will be shared to the client using his/her e-mail. Any changes in the form of tool will be communicated to the client. Other means of reporting will be thru e-mail, calls or online messenger as per client's request.

### 4. PROPER PACKAGING

Silidan will be making sure that the proper packaging fit to every courier's minimum requirement for delivery. Any improper packaging fee incurred will be charged to them.

### 5. PROPER DESCRIPTION/DECLARATION OF PRODUCT/s

The client is responsible for declaring the value of the product for proper computation to be used for but not limited to accrued fees and shipping cost.

### 6. FAILURE OF DELIVERY, RETURN TO SENDER (RTS) AND CANCELLATION

In the event of Failure of Deliver, RTS and Cancellation as per the definition of the selected courier will be dealt accordingly by Silidan as per client's request to the item. As such will be reported and be stored within Silidan's care.

### 7. INVENTORY & SUPPLY

The system and management of inventory to be used will be in the discretion of the contractor. Other system requested by the client will be arranged accordingly. Replenishment of supplies will be notified to the client and could be arranged by Silidan with the client's suppliers.

### 8. PAYMENT TERMS

#### a) Fulfillment Service fee

Service fee of Silidan will be deducted from the COD collections after the invoice has been issued which will be issued the day before the remittance. Remittance of the total revenue will be deposited by the contractor to the client thru bank transfer on a weekly or a monthly basis.

#### b) Purchase payment (COD collections)

The payment for the order of the buyer will be deposited to the contractor's account either thru bank transfer or COD which will be remitted by the courier.

## B. PRODUCT SOURCING & IMPORTATION

### 1. PAYMENT & FEES

Quotation to be provided are all inclusive of any taxes and charges given for any importation and processing. Local transportation may or not be included depending on the location of the destination.

100% of the product cost to be paid before ordering to the supplier (product sourcing and importation) or accepting to our warehouse abroad and all airfreight. For importation handling only by sea shipping 50% downpayment is required and the balance to be completed once it has arrived in the local customs. All charges are applicable up to our warehouse only and door to door service can be requested. Charges are subject to change without prior notice.

### 2. SHIPPING TIME & RATES

Shipping duration may vary depending on the nature of the product such as needed to be manufacture first, held in customs for any questionable items, force majeure etc. Rates may also depend on the type of products for importation.

### 3. RESTRICTION

Silidan has the right to decline any product for sourcing or importation if the item is restricted and prohibited under the law.

### 4. DAMAGES/LOSSES

Silidan will not be responsible for any damages or losses happened before the arrival in our warehouse abroad. Proper declaration will be provided to the client and to confirm before shipment. Hereafter will be sole responsibility of Silidan.

### 5. UNCLAIMED ITEMS

Any unclaimed or unpaid items after seven (7) days of arrival confirmation to the client will be subjected to ownership of Silidan.

We hope you find the above in order. For any questions and concerns please have it communicated to us.