

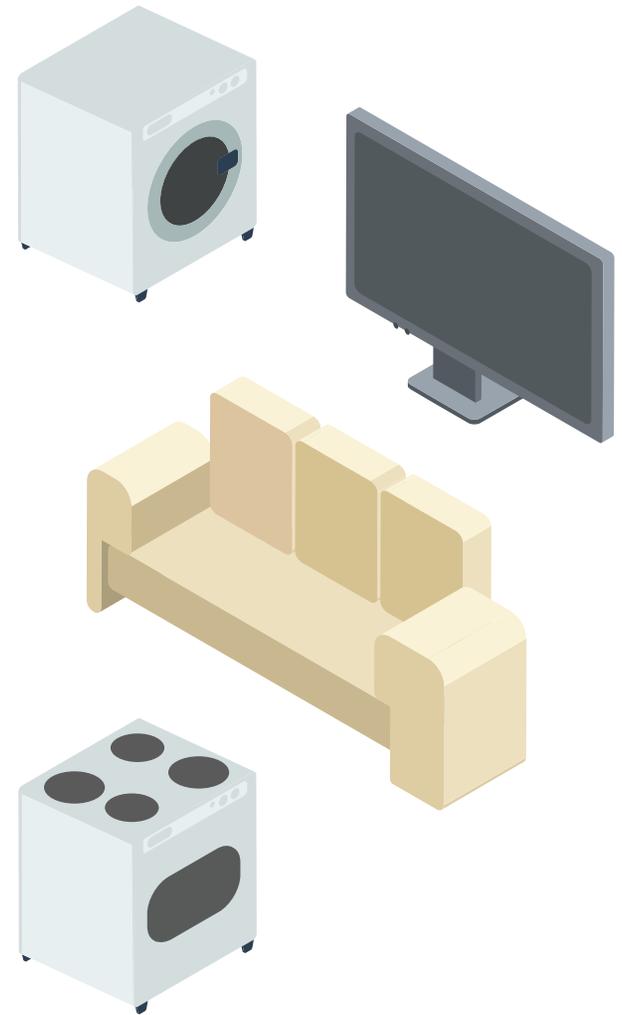
## CARIBBEAN AND CENTRAL AMERICA SHIPPING INSTRUCTIONS FOR

# IN-STORE PURCHASES

For many Caribbean and Central American residents an occasional shopping trip to the U.S. mainland or Puerto Rico is an essential part of life. But now that you've purchased that bedroom set, washer and dryer, television, new wardrobe, or whatever was on your shopping list, how do you get it home?

Crowley is taking the guesswork out of shipping. Just follow these simple steps and you will be enjoying your purchases in no time.

From which gateway are you shipping? (Click one)



## CHECKLIST FOR

# Shipping via Crowley's Miami Gateway

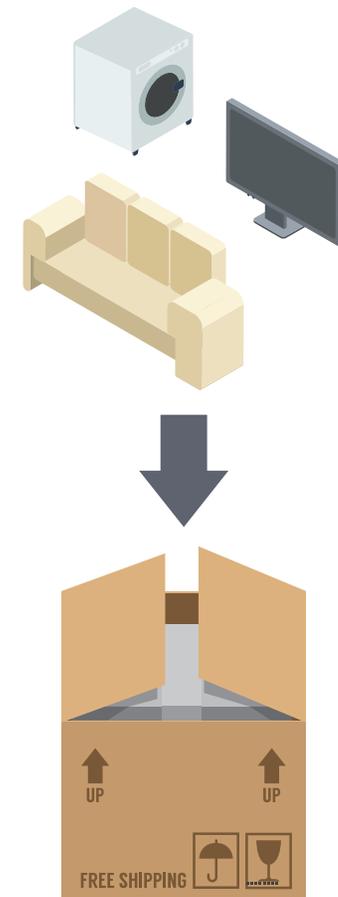
Step one – go shopping, have fun and don't worry about the shipping.

Before, during, or after your purchase, look for the product dimensions and shipment weight of your item(s). For example, a sofa might be 32.5 x 73 x 35 inches and 78.3 pounds with a shipping weight of 113.3 pounds.

Call Crowley's shipping experts at +1-305-974-1844. Tell the operator that you would like to ship less than a full container load (LCL) of cargo to your respective destination, and they will connect you with the appropriate specialist, who can quote you a shipping rate and provide more information. If you are not in a hurry and email is more convenient, [click here](#).

Once you have your rate and you are ready to go, either bring your purchase to Crowley's Miami warehouse (at the address below), or have your retailer make delivery there. Label the packaging as follows:

**Crowley Logistics Inc. c/o recipient's name and destination**  
**10205 NW 108 Ave. (Suite 1)**  
**Miami, FL 33178**



If you are having your retailer deliver your goods, you will want to call (+1-305-974-1844), or [click here](#) and let your shipping specialist know the shipment tracking information provided by your retailer (typically from UPS, FedEx, etc., or local retailer-provided delivery). You will also want to send your Crowley specialist a copy of your receipt (which will be needed for Customs clearance).

If you are a new Crowley customer, you will be asked to complete a short form to set up your Crowley account. In doing so, you may receive a time-saving blanket booking, or reference number, that you can use when making future shipments.

When your shipment is received at the Crowley Miami warehouse, Crowley will verify the dimensions and weight(s) of your item(s); provide you with an updated quote (if necessary); offer to hold your item(s) and consolidate with other purchases into one shipment; and/or ship your merchandise on the next available vessel.

If you are pre-paying the shipping, payment would be made once the cargo has been loaded into a container and the ship is ready to sail. For your convenience payment may be made with most major credit cards.



When your shipment arrives at your destination, you may clear Customs and pick the cargo up yourself, or arrange with Crowley personnel or Crowley agency representatives to handle the Customs clearance and delivery to your specified location. If your shipment was sent collect, payment would be made at the time of pick up.



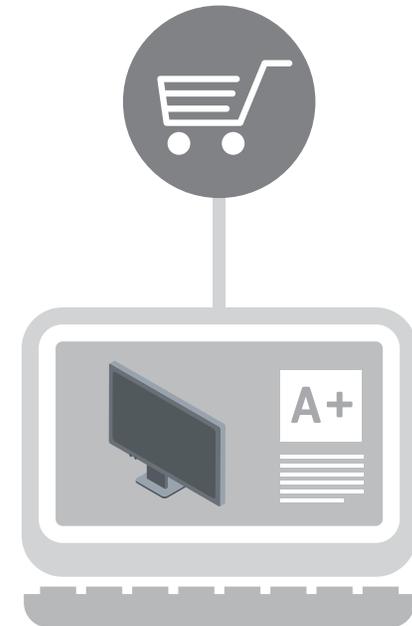
## CHECKLIST FOR

# Shipping via Crowley's Puerto Rico Gateway

Step one – go shopping, have fun and don't worry about the shipping.

Before, during, or after your purchase, look for the product dimensions and shipment weight of your item(s). For example, a sofa might be 32.5 x 73 x 35 inches and 78.3 pounds with a shipping weight of 113.3 pounds.

Call Crowley's shipping experts at +1-787-488-0220. Tell the operator that you would like to ship less than a full container load (LCL) of cargo to your respective Caribbean destination, and they will connect you with the appropriate specialist who can quote you a shipping rate and provide more information. If you are not in a hurry and email is more convenient, [click here](#).



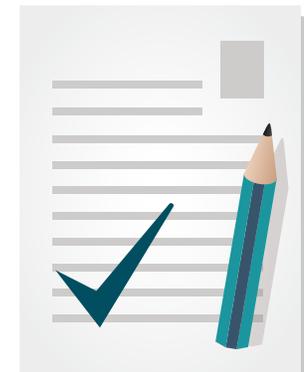
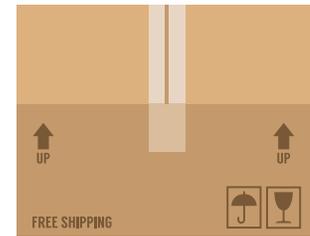
Once you have your rate and are ready to go, you can arrange to have Crowley pick up your purchases at their point of origin; you can bring your goods to Crowley's Guaynabo, Puerto Rico warehouse yourself (at the address below), or you can have your retailer or taxi cab driver make delivery there. (When using taxi service, please note that while most cab drivers on the island are familiar with Crowley's easy in – easy out cargo drop-off area, it is important to specify Crowley as your transportation provider should you decide not to accompany your goods.) Label or write on the packaging as follows:

**Crowley Caribbean Logistics LLC c/o recipient's name and destination**  
**Free Trade Zone #61 Rd 165, K.M 2.4, Building # 11**  
**Guaynabo, PR 00965**

If you are having your retailer deliver your goods, you will want to call +1-787-488-0220, or [click here](#) and let your shipping specialist know the shipment tracking information provided by your retailer (typically from UPS, FedEx, etc., or local retailer-provided delivery). You do not need to do this if Crowley is handling your pickup and delivery. You will also want to provide your Crowley specialist with a copy of your receipt (which will be needed for Customs clearance) and your shipping instructions.

If you are a new Crowley customer, you will be asked to complete a short form to set up your Crowley account. In doing so, you may receive a time-saving blanket booking, or reference number, that you can use when making future shipments.

When your shipment is received at the Crowley Guaynabo warehouse, Crowley will



verify the dimensions and weight(s) of your item(s); provide you with an updated quote (if necessary); offer to hold your item(s) and consolidate with other purchases into one shipment; and/or ship your merchandise on the next available vessel.

If you are pre-paying the shipping, payment would be made once the cargo has been loaded into a container and the ship is ready to sail. For your convenience payment may be made with most major credit cards.

When your shipment arrives at your island destination, you may clear Customs and pick the cargo up yourself, or arrange with Crowley personnel or Crowley agency representatives to handle the Customs clearance and delivery to your specified location. If your shipment was sent collect, payment would be made at the time of pick up.

Crowley is a transportation and logistics company specializing in the Caribbean Basin. While the company offers a diverse portfolio of transportation and shipping services, one of the most popular is its Caribbean and Central America less-than-container-load (LCL) services – perfect for both individual consumers and small or large businesses with products to ship in smaller quantities. As a full service provider, Crowley can provide expedited air shipping, warehousing, cargo consolidation and door deliveries. For your own rewarding experience contact Crowley today.

