



STEP-BY-STEP GUIDE TO SHIPPING
ONLINE **PURCHASES TO CUBA**
FROM THE UNITED STATES

CROWLEY CUBA EXPRESS



1. Before making your purchase online, review our **List of Allowed Durable Products available and Miscellaneous requirements** in our website:

www.Crowley.com/CubaExpress

**The allowed non-commercial products should weigh between 10 and 500 lbs.

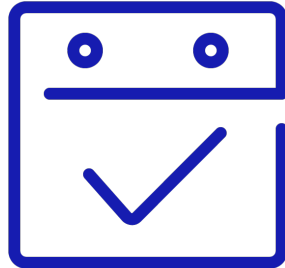


2. Visit the virtual store of your choice, Once you have found what you would like to buy, look for the product dimensions in inches and shipment weight in pounds

For example, a washing machine:

- Height: 37" - Length: 21"
- Width: 29" - Weight: 119 lbs.

(Dimensions in inches and weight in pounds.)



3. For a FREE estimate, contact our Cuba shipping experts by completing the form available in our web:

www.Crowley.com/CubaExpress or call TOLL FREE for additional information:

888-246-9844

* Remember to have your product's specifications handy.

CROWLEY CUBA EXPRESS



To begin the shipping process to Cuba, complete your online purchase by entering your name and billing address in the required fields.

Then use our Medley, Florida, warehouse information as your shipping address :

Crowley – Cuba
[Your name - here]
10205 NW 108th Ave., Suite A,
Medley, FL 33178

CROWLEY CUBA EXPRESS

Once you have received confirmation of your purchase from your online retailer, **send an email to our shipping specialist** to : cubalcl@crowley.com.

Provide the following:

- Your Full name, and telephone
- Shipment tracking number (typically from UPS, FedEx, etc.)
- Copy of the purchase receipt. (Required for Customs clearance in Cuba)
- Recipient's information Full Name
- Complete address in Cuba and contact phone number
- Cuban Identity Card or "Carnet" of the recipient



CROWLEY CUBA EXPRESS



When your shipment arrives at our Medley, Florida, warehouse, Crowley's experts will verify the kind of product, the dimensions and weight(s) of your item(s); and contact you, providing you with an updated quote.



We accept major credit cards .

Once the information is confirmed, you will receive a receipt to be paid. Once paid, your durable or miscellaneous item will be consolidated with other purchases and will depart for Cuba in the next available shipment.

The amount to pay will depend on the measurements of the packaging and the weight of the item. For Durables, home delivery service is available to any province of the island for an additional cost. Home deliveries only apply for packages up to 100 lbs. For Miscellaneous Home delivery service is included in the rate .

Packages weighing more than 101 pounds must be picked up at the facilities of our business partners in Havana.

For more details, visit:
www.Crowley.com/CubaExpress

CROWLEY CUBA EXPRESS



Crowley is the only maritime carrier, with uninterrupted services to the Republic of Cuba since 2001. We offer:

- *Four departures per month to the Port of Mariel from the eastern United States.
- *Once the shipment arrives in Mariel, Crowley's business associates in the Island will assist you with customs formalities.
- *We have home delivery services throughout all of Cuba.