



User Manual

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WWW.SHIPSAVING.COM

Thank you for choosing ShipSaving

Here are a few tips before you dive into our system:

1. Shipping Rates

- The estimated shipping rates displayed in ShipSaving are real-time prices based on shipping distance, package size and weight, and other surcharges obtained directly from the carrier's API.
- ShipSaving is not responsible for extra charges due to sizing, address, and any input errors. Please make sure that you enter the most accurate information to avoid extra charges.
- There might be additional fees including fuel surcharge, peak season surcharge, etc. We'll provide common additional fees below for all carriers, and the final price for a package is determined by the bill from carriers. We will return credit to your account or charge additional fee depending on the bill.
- If you have a question about a specific bill, please contact customer support and we'll look into it for you.

2. Cancelling Shipping Labels

- If you no longer need a shipping label that you bought, please cancel within 23 days for USPS, refund will issued within 3-4 weeks. For FedEx, UPS, and DHL, please cancel within 30 days, and refund will be issued to your account within 1-3 business days.

3. Scheduling Pick Up

- While free pick up comes with most of our services (free pick up for all DHL shipments), ShipSaving does not schedule pick ups on your behalf. Please schedule directly on carrier's websites if needed.

4. Printer Plugin Download

- Before using ShipSaving, please download our printer plugin, which you will find on ShipSaving dashboard after logging in.
- Our printer plugin is Windows and Mac supported. We recommend using Google Chrome, and for Mac, please avoid using Safari.
- The plugin is local, so if you change your device, a re-download is needed.

5. Printer

- ShipSaving is compatible with any 4×6 postage thermal shipping label printer, 8.5×11 laser and inkjet printer.
- Please make sure your labels are clear and readable. ShipSaving is not responsible for package returns due to unclear shipping labels.

6. Recalling Packages and Changing Addresses

- If you need to recall a UPS or FedEx package, please contact customer support.
- Once dropped off or picked up, packages for UPS Surepost, and FedEx Smartpost cannot be recalled. Addresses for these services cannot be changed either.
- Recalling packages might trigger additional fees including fuel surcharge, address changing fee (\$18) etc.
- No change can be made if a package hasn't been scanned initially or is out for delivery.

7. Package Loss or Damage

- If a package is reported lost or damaged, unfortunately, please [file a claim](#) with customer support with invoice and photos for the damaged and original packaging. (only if you're using carrier accounts provided by ShipSaving) Please send the form back to claims@shipsaving.com, and write the tracking number with your company name on the SUBJECT line.
- It usually takes one month for carriers to screen claims. If approved, we will refund to your account within 1-3 business days after receiving refund from carriers.

8. Returned Package

- If a package is refused by recipient or deemed undeliverable, it will be returned to the account address (i.e. ShipSaving's address) instead of the warehouse address. This policy applies to all UPS packages and packages shipped from a designated location instead of the actual warehouse.
- ShipSaving will notify customers to pick up returned packages and provide free storage for 1 month. Parcels will be treated as discarded after 1 month.
- ShipSaving can help you resend packages with valid shipping labels provided and charge a \$3 processing fee per package.

9. Dangerous Goods

- ShipSaving carrier accounts do not support the delivery of dangerous goods, including but not limited to: hand sanitizers with 70%+ alcohol, electronic cigarettes, perfume, battery, etc. For specific lists, please visit carrier websites: [USPS](#), [FedEx](#), [UPS](#), and [DHL](#)
- ShipSaving may block your access if packages with dangerous goods are reported.

10. Payment Methods

- ShipSaving system provides credit card and Alipay payment methods, if you need to use Zelle transfer, please contact our customer support team.



THANK YOU

FOR CHOOSING SHIPSAVING

Shipping & Money Saving Expert

For inquiries, please contact us

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