



## Onvio Standard Shipping Options

Please note that all Onvio standard product ships from our manufacturing facility in Puebla Mexico. See the bottom of this document for full address.

## Small Package (Not LTL), Shipping Options

Preferred Carriers: UPS, FedEx

Option #1: Ship on customer account

Incoterm FCA.SP.BA = Free Carrier, Seller's Premises, Bill Customer Account

Load product at Onvio facility, Puebla MX	Carriage to boarder	Customs export	Customs import	Carriage to destination	Delivery/unload at destination
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*Orange shows Shipment Stages Managed by Onvio*

1. The seller (Onvio LLC) will deliver product to the carrier indicated by the buyer, at the seller's premises (Onvio manufacturing facility in Puebla Mexico).
2. The seller will provide required documentation for export and pay Mexican export fee(s).

**Insurance:** The seller will insure the shipment for the full sales value of the product, through the carrier, unless otherwise instructed by the buyer.

**Lost or Damaged Product:** If items(s) are lost or damaged after the point that the shipment is delivered to the carrier, it is the buyer's responsibility to file a claim with the carrier. The seller will not repair product damaged in shipping. Product that requires replacement must be reordered at full value and in keeping with originally quoted price and quantity.

Option #2: Prepay and Add, with Insurance

Incoterm FCA.SP.PPA = Free Carrier, Named Place, Prepay and Add

Load product at Onvio facility, Puebla MX	Carriage to boarder	Customs export	Customs import	Carriage to destination	Delivery/unload at destination
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*Orange shows Shipment Stages Managed by Onvio*

1. The seller (Onvio LLC) will deliver product to the carrier indicated by the buyer, at the seller's premises (Onvio manufacturing facility in Puebla Mexico).
2. The seller will provide required documentation for export and pay Mexican export fee(s), as well as provide any additional support needed while in transit.

**Insurance:** The seller will insure the shipment for the full sales value of the product, through the carrier, unless otherwise instructed by the buyer.

**Lost or Damaged Product:** If item(s) are lost or damaged after the point that the shipment is delivered to the carrier, the buyer must notify Onvio as soon as the situation is known. In the case of damage, the buyer must provide evidence in the form of pictures, including damage to the product and packaging. Once provided, Onvio will notify the carrier to file a claim. The buyer may be required to communicate with the carrier directly, and carriers may request to inspect damaged items. Only once/if the carrier claim is paid, Onvio will pass this payment along to the customer in it's full value. The seller will not repair product damaged in shipping. Product that requires replacement must be reordered at full value and in keeping with originally quoted price and quantity.

## Freight/LTL, Shipping Options

Option #1: Customer/Carrier Pickup

EXW / FCA.SP = Ex Works / Free Carrier, Seller's Premises

Load product at Onvio facility, Puebla MX	Carriage to boarder	Customs export	Customs import	Carriage to destination	Delivery/unload at destination
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*Orange shows Shipment Stages Managed by Onvio*

1. The seller (Onvio LLC) will make product available for pick up on the confirmed ship date, communicated via order confirmation or from follow up communications.
  - a. **Product is invoiced on the date that product is made available for pickup and is the point that payment terms begin.**
  - b. **Product that is not picked up within 10 business days from being made available, will be subject to a 2% storage fee for every additional week the product is in the seller's possession.**
2. Product will be packaged for LTL transportation by the seller.
3. The seller will provide required documentation for export.
4. Prior to order confirmation, the buyer must provide the following:
  - a. Carrier to be used, and contact information
  - b. Export broker to be used, and contact information
  - c. Import broker to be used, and contact information

**Insurance:** Shipments will **not** be insured with the carrier or by other means by the seller.

**Lost or Damaged Product:** If product is lost or damaged after the point that the shipment is picked up by the carrier, it is the buyer's responsibility to file any claims with the carrier. The seller will not repair product damaged in shipping. Product that requires replacement must be reordered at full value and in keeping with originally quoted price and quantity.

Option #2: Ship Prepay and Add, with insurance – delivery destination USA

FCA.PPA = Free Carrier, Prepay and Add

Load product at Onvio facility, Puebla MX	Carriage to boarder	Customs export	Customs import	Carriage to destination	Delivery/unload at destination
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*Orange shows Shipment Stages Managed by Onvio*

1. The seller (Onvio LLC) will ship product freight LTL, utilizing the carrier that provides the best value to the customer.
2. The seller will provide full support for the shipment up to product being delivered to the destination.

**Insurance:** The seller will insure the shipment for the full sales value of the product, through the carrier, unless otherwise instructed by the buyer.

**Lost or Damaged Product:** If item(s) are lost or damaged after the point that the shipment is delivered to the carrier, the buyer must notify Onvio as soon as the situation is known. In the case of damage, the buyer must provide evidence in the form of pictures, including damage to the product and packaging. Once provided, Onvio will notify the carrier to file a claim. The buyer may be required to communicate with the carrier directly, and carriers may request to inspect damaged items. Only once/if the carrier claim is paid, Onvio will pass this payment along to the customer in it's full value. The seller will not repair product damaged in shipping. Product that requires replacement must be reordered at full value and in keeping with originally quoted price and quantity.

**Sales, technical support, customer service, engineering, accounts receivable**

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**Manufacturing, shipping and logistics, quality assurance**

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