

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

SHIPPING YOUR ONLINE PURCHASED **GIFT PARCELS** TO CUBA



For many consumers online shopping is an easy option, currently an increase of more than a third of adults in the United States make their purchases online, a trend that will inevitably increase. Retail stores based in the US can not send their purchases to Cuba, only to the address you provide within the national territory, either your home or an authorized warehouse.

What should a consumer do to send online purchases to Cuba?

With Crowley you can make your purchases online and request a FREE quote to ship your Gift Parcels to Cuba.

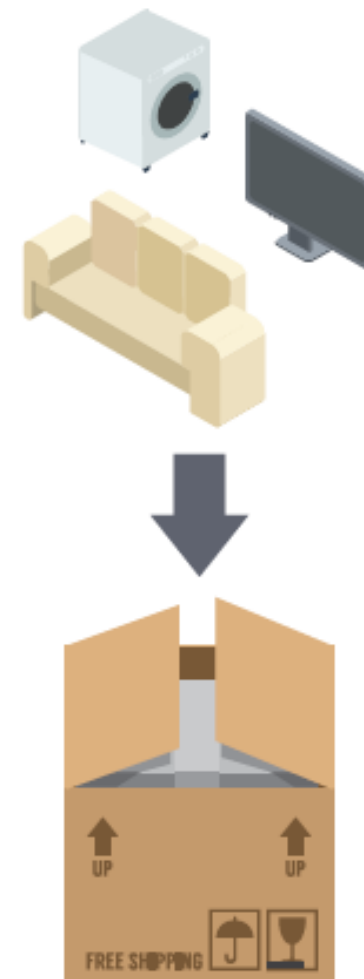
SIMPLE STEPS TO FOLLOW:

- Before making your purchase online, review our *List of Allowed Durable Products* available on our website: www.Crowley.com/CubaExpress.
- 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" - Depth: 21"
- Width: 29" - Weight: 119 lbs.

*The allowed non-commercial products should weigh between 10 and 510 lbs.





- For a FREE estimate, contact our Cuba shipping experts by completing the form available on our web: www.Crowley.com/CubaExpress or call TOLL FREE for additional information:

(888) 246-9844

*Remember to have your product's specifications at hand.



- To begin the shipping process to Cuba, complete your online purchase putting your name and billing address in one field, and using our Medley, Florida, warehouse information for your shipping address:

Crowley - Cuba
10205 NW 108th Ave., Suite A,
Medley, FL 33178

- Once you have received confirmation of your purchase from your online retailer, send an email to our shipping specialist at cubalcl@crowley.com and include your shipment's tracking number (typically from UPS, FedEx, etc.) with a copy of the purchase receipt. You must also provide the recipient's information (which will be needed for Customs clearance)*.

When your shipment arrives at our Medley, Florida, warehouse, Crowley will verify the dimensions and weight(s) of your item(s); provide you with an updated quote, if necessary.



*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 booking, or reference number, that you can use when making future shipments.

Once the information has been confirmed, you will receive a receipt to be paid. Once paid, your gift parcel will be consolidated with other purchases and shipped on the next available vessel.

We accept major credit/debit cards.

*Shipping rates will depend on the item's dimensions and weight. You may request delivery service to any province on the island for an additional cost.

**Your shipment is in excellent hands with CROWLEY.
Thank you for your business!**

Since 2001, Crowley has been the only U.S. ocean carrier with continuous service to the Republic of Cuba, providing at least three regular sailings each month to the Port of Mariel, and featuring transit times of only 16 hours from Port Everglades, Fla. Crowley's full-service offerings provide customers with parcel pick-up, warehousing and consolidation services, and ocean transport. Upon reaching Mariel, Crowley's partners assist with Customs clearance and offer door delivery to destinations throughout Cuba.