



Terms and Conditions for the Submission and Validation of Claims

Introduction

This document outlines the terms and conditions that govern the submission, evaluation and resolution of claims related to shipments handled by UPS. These guidelines aim to ensure a transparent, fair and regulatory-compliant process. By initiating a claim, the customer agrees to have read, understood and accepted the provisions described herein in full, as well as any updates or additions issued by UPS.

1. Valid Documentation

1.1. To have a claim admitted, the customer must submit official and valid invoices to the Tax Administration Service (hereinafter "SAT"). Only Digital Internet Tax Slips (hereinafter "CFDI") issued by suppliers registered with the SAT and with a verifiable fiscal number will be accepted.

1.2. All documentation provided will be verified by UPS before any claim request is processed.

1.3. Screenshots, edited files, altered documents, and receipts generated outside of the authorized tax mechanisms will not be accepted.

2. Eligibility of Claims for Shipments Delivered to Official UPS Shipping Centers

2.1. Claims regarding packages will only be accepted when they have been physically delivered to an **authorized UPS Shipping Center that is managed exclusively by UPS.**

2.2. During package delivery, a UPS employee will validate the contents declared by the customer.

2.3. This validation will be recorded in a document called a "Shipment Receipt," which must be signed by both the customer and a UPS employee to confirm the package's contents. Without this signed document, it will not be possible to initiate or process a claim.

2.4. UPS may verify serial numbers, models, features or any other information that confirms the identity, authenticity, and value of the goods.

2.5. This provision applies exclusively to shipments using the Personal Declared Value (hereinafter "PDV") service.



3. Requirements for Filing a Claim

3.1. For UPS to accept a claim, the customer must submit the following:

- A valid invoice, as outlined in the "Valid Documentation" section, and
- The signed "Receipt Submission" as indicated in the "Eligibility" section.

3.2. Failure to comply with these requirements will result in UPS's non-acceptance of the claim, without exception or liability.

4. Prohibition of False, Altered or Fraudulent Documentation

4.1. Submitting false, altered, manipulated or inconsistent documentation will immediately invalidate the claim.

4.2. UPS reserves the right to restrict future compensation requests and to take legal action if fraud is detected.

4.3. Additionally, UPS may require additional information or documentation to confirm that the claimed goods were part of the original shipment.

5. Photographic Evidence Requirements

5.1. The customer must provide clear, complete and sufficient photographic evidence to validate the damage, loss or the condition of the package.

5.2. Photographs must show:

- Direct physical damage to the product.
- External packaging (box, wrapping) showing visible evidence of damage.
- Internal packaging, showing the level of protection used.
- The product's serial number, when applicable, to verify the match with the invoice.
- The tracking number label must be included to confirm that the package matches the claim.

5.3. Lack of clear and complete evidence may result in the claim being rejected.

6. Statement of Truth

6.1. The customer must swear under oath that all information, documentation and evidence provided is authentic and corresponds to the shipment in question.

6.2. Any falsehood or inconsistency will invalidate the claim automatically and may result in legal action under applicable law.



7. Compensation Exclusions

7.1. Compensation shall not be granted in the following cases:

- Claims without sufficient evidence or the required documentation.
- Products or equipment whose commercial value cannot be verified.
- Invoices issued after the date of the alleged incident.
- Goods without proper packaging or shipped without complying with UPS packing guidelines.
- Situations in which the authenticity or origin of the claim cannot be verified.

7.2. UPS reserves the right to determine whether to justify or reject a claim based on the presented guidelines and evidence.

Customer Cooperation

8.1. The customer must cooperate fully with any review, audit or investigation process related to the claim.

8.2. This may include interviews, the provision of additional information, a physical inspection of the product or any other necessary action to verify the claim's validity.

8.3. Failure to cooperate may result in the rejection of the claim.