



GUARDIA ONE

Shipping Warranty

What is a Shipping Warranty?

Guardia One software creates a custom-branded Shipping Warranty option for customers. If selected, this option gives customer's orders instant protection in the event their package is lost, damaged, or stolen in transit.

Easy 1-click Protection From



Loss



Damage



Theft

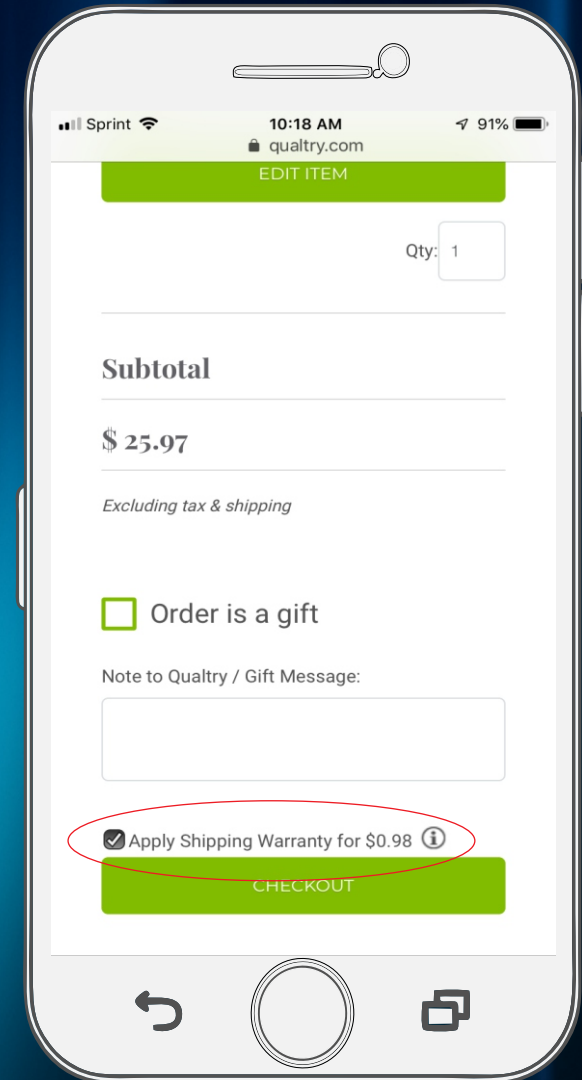


How Does it Work?

1) An option will be automatically added at checkout prompting customers to add a shipping warranty for only \$0.98, or 1.2% of order total over \$100.

2) After their order is placed, the customer will receive an email from Guardia One with instructions on how to file a case with us in the event their package was lost, damaged or stolen.

3) If one of these events occurs, a Guardia One agent will then coordinate with the customer and will place a replacement order on their behalf, all within a guaranteed 24-hour timeframe.



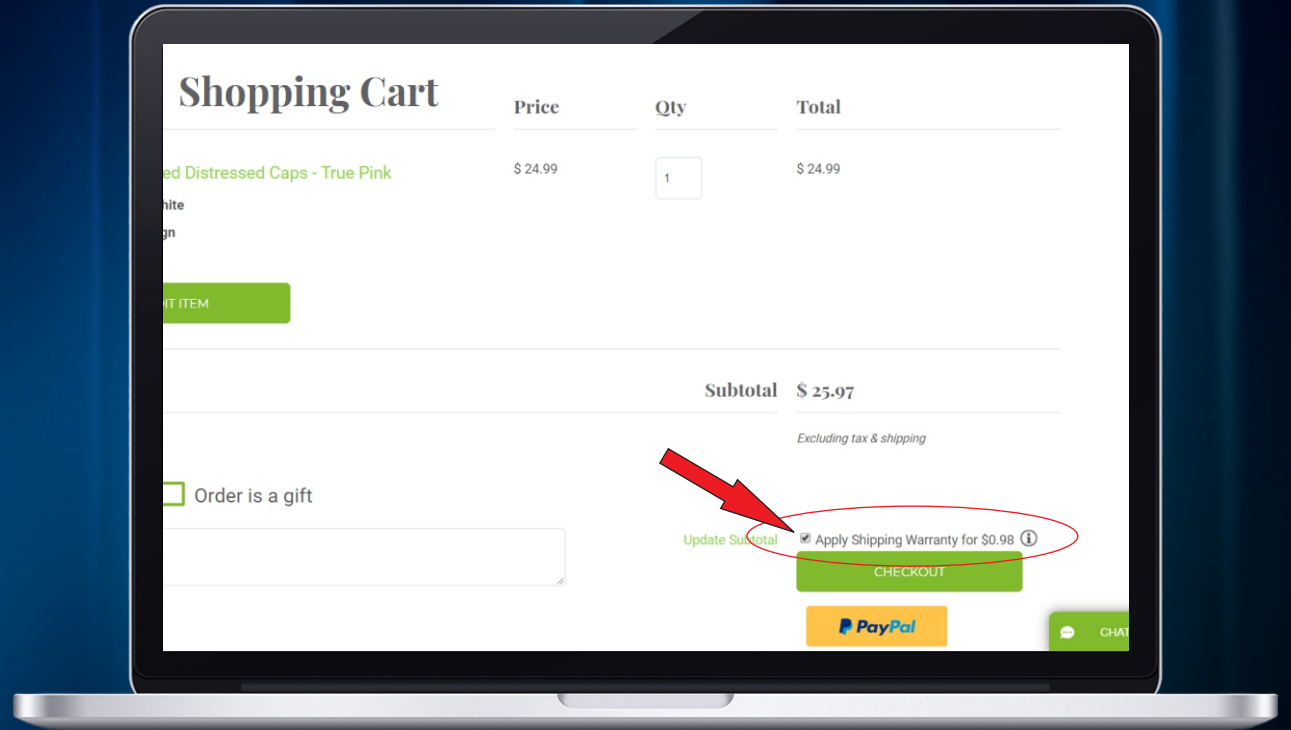
If a Covered Customer Reaches Out to You

- 1) Check to make sure the Guardia One Shipping Warranty option was added to their order.
- 2) Verify that their package was lost, damaged, or stolen.
- 3) Have customer check their email inbox for an email from cases@guardia1.com. This email includes a link where the customer can submit a case with Guardia One. Inform them that a Guardia One agent will review the case after submission and will coordinate a replacement order within 24 hours.

If the customer is unable to locate the email, or has any issues submitting a case, etc., have them email support@guardia1.com.

Removing Warranty From Cart

If a customer wishes to remove the warranty from their cart, they can simply navigate **back** to the 'Shopping Cart' page and **uncheck** the box next to 'Apply Shipping Warranty'



Is Guardia One an Insurance Provider?

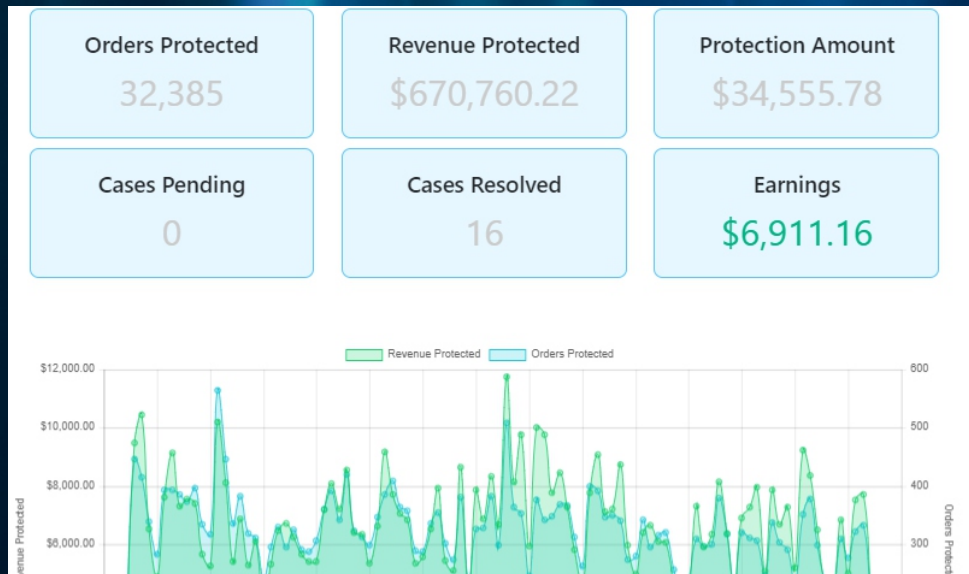
NO

Guardia One's goal is to provide merchants with a simple, easy, and efficient solution to handle customers who have dealt with a shipping loss, without going through the outdated hassle of an insurance provider. We are simply facilitating the warranty that you as a merchant are offering your customers.

If it is brought up by a customer, it is crucial to clarify that this is not an insurance product and we are not an insurance broker or provider.

Accessing Your Merchant Dashboard

- 1) Login to your store's shopify page
- 2) Under 'Apps', locate and click on 'Shipping Warranty Automation by Guardia One'



Here you will have access to view how many orders were protected, the total revenue protected and protection amount, can view how many cases have been submitted and resolved, and can view the commissions your store has earned. You are able to change the date threshold to view the data from any timeframe as well.

Support Contact Information

For Customers: support@guardia1.com

For Merchants: client.success@guardia1.com