

PROMO MECHANICS/TERMS AND CONDITIONS – Citi's LoveToClick Sale with Jinio

1. Eligibility

The promo ("Promo") is open to all principal and supplementary Citi Cardholders ("Cardholder") whose credit cards have been issued by Citibank, N.A. Philippines Branch and are active and in good credit standing.
2. Promotion Mechanics and Conditions
 - 2.1 The promo is from February 1 – December 31, 2018. ("Promo Period"). All transactions must be made within the Promo Period to avail of the Promo.
 - 2.2 The offer is valid at Jinio website.
 - 2.3 The promo entitles the Cardholder to a 15% discount at the Jinio website, free minification that removes excess packaging at no cost with no minimum shipping weight, free consolidation and item track-and-trace and free US mailing address and waived signed up fees.
 - 2.4 The promo is valid on shipping fees with Jinio.
 - 2.5 All purchases are subject to terms and conditions of the Citi Card Agreement.
 - 2.6 The Promo offer is not exchangeable for cash, credit or other goods and services.
 - 2.7 Any issue on the actual purchase should be directed and will be resolved by Jinio Philippines.
 - 2.8 Citibank is not an agent of any Jinio and makes no representation as to the quality of the goods and services provided. All feedback regarding quality of the goods and services provided should be directed to the any outlet of Jinio.
 - 2.9 In case of dispute with respect to the Cardholder's eligibility, coverage of dates, and fulfillment, Citibank's decision shall prevail. All questions or disputes regarding the Cardholder's eligibility for the Promo shall be resolved by Citibank with the concurrence of DTI.
 - 2.10 Fraud, abuse or any unauthorized action relating to the credit card transaction, the availment of the Free Gift, the participation in the Promo, or the redemption of the Free Gift may result in the disqualification of the Customer from the Promo, or suspension or cancellation of the Card privileges at Citibank's discretion. This shall be without prejudice to any legal action that may be taken by Citibank.
 - 2.11 In the purchase of goods and services which are on promotional discount, the senior citizen can avail of the promotional discount or the discount provided under the Expanded Senior Citizens Act of 2010, whichever is higher.
3. How to avail the discount
 - 3.1 Visit Jinio's website at <http://jinio.com>
 - 3.2 Create an account or login. A complete US address with a unique Personal Mailbox (PMB) will be assigned to your account.
 - 3.3 To verify your account, upload (2) valid IDs and the completed USPS Form 1583 document in the Settings Page of your account.
 - 3.4 Click Address Book and enter your shipping address here in the Philippines.
 - 3.5 Start shopping in U.S. online stores (e.g. www.amazon.com, www.etsy.com, www.ebay.com etc.)
 - 3.6 Pay with your Citibank Card and have your items delivered to Jinio's U.S. warehouse identified in Item 2 above.
 - 3.7 Once your items arrive at Jinio's designated U.S. warehouse, you will receive an email notification that items you sent are ready for shipment.
 - 3.8 Upon checking your item/s for delivery to the Philippines, select Credit Card as your payment option and enter the details of your Citibank Card.
 - 3.9 The discount will be deducted from the total amount due.
 - 3.10 Your items will be delivered to the Philippines in 6 to 12 business days from the date the purchased items are shipped from the US warehouse to the Philippines.
 - 3.11 Free pick up at the Xend Mandaluyong warehouse, Jinio's Philippine warehouse. You also have the option of choosing door-to-door delivery in Manila and provincial destinations for a fee of USD .75\$/pound.
4. FAQ
 - 4.1 **What is Jinio?** Jinio is a Philippine-based company that provides forwarding services that allows customers from the Philippines to shop from over 100,000 U.S. online stores using a personal mailbox (PMB) and have those shopped items shipped right to their doorsteps.
 - 4.2 **What are Jinio's rates? Non Electronics:** USD \$5.99/lb shipping fee from the Jinio US warehouse to the Xend Mandaluyong Warehouse
Electronics/Valuable/Oversized Cargo*: USD \$8.49/lb.
 - * All pluggable or battery operated electrical devices are considered electronics.
 - ** Free pick at the Xend Mandaluyong warehouse. You also have the option of choosing door-to-door delivery in Manila and provincial destinations for a fee of USD \$0.75/lb.
 - *** An additional flat rate covering Customs Duties apply to all Electronic items, i.e. Mobile phones, laptops, iPad
 - **** For more information on the tax rates, please email hello@jinio.com.ph to get a quote.
 - 4.3 **What if the store requires a phone number?** Jinio will provide a US phone number upon completion of enrollment.
 - 4.4 **Why is the USPS Form 1583 necessary?** In the United States, the U.S. Postal Service (USPS) regulates how mail can be received and handled. USPS also dictates required procedures to follow for forwarding companies such as Jinio. USPS Form 1583 authorizes Jinio to receive mail on your behalf and is aimed to ensure safe and proper delivery of packages that Jinio is shipping or receiving. Form can be downloaded [https://jinio.com.ph/JINIO%20\(Xend%20USA\)%20FILLABLE%20FORM%201583.pdf](https://jinio.com.ph/JINIO%20(Xend%20USA)%20FILLABLE%20FORM%201583.pdf)
 - 4.5 **What is Chargeable Weight?**
 - Actual weight** is the weight of the package when put on a weighing scale.
 - Volume weight** is based on the size of the package.
 - Volume weight is calculated by multiplying the dimensions of the item: Length x Width x Height (in inches) then divided by the DIM factor rounded up to the nearest whole number. The industry standard DIM factor for international cargo is 139.
 - Sample computation:**
12" L x 10" W x 8" H / 139 = 6.90 lbs (rounded up) = **7 lbs Volume Weight.**
 - Chargeable weight** is Actual weight vs. Volume weight whichever is higher. The higher weight is used to calculate the shipment cost.

- 4.6 **What do Electronics/Valuable/Oversized Cargo shipments mean?** **Electronics/Valuable/Oversized** Cargo shipments mean a consignment which contains one or more of the following articles:
Electronics Such as but not limited to TVs, laptops, tablets, mobile phones, computer drives, computer peripherals, microwave, toaster ovens, etc. All pluggable items are considered electronics.
Valuable items Such as but not limited to fine jewelry, articles with precious gems, watches, fragile items, designer handbags, items valued in excess of USD 500.00, articles made of gold and/or platinum, other than gold and/or platinum plated.
Oversized Cargo Any article whose length, width or height exceeds 18 inches.
Shipping rate for Electronics/Valuable/Oversized Cargo is US\$8.49/lb. Duties and taxes for the commodity, if applicable, is additional and shall be for the account of the customer.
- 4.7 **How long does it take to receive the items purchased?** It generally takes 6-12 business days for cargo to arrive in the Philippines. Door to Door delivery will approximately take 2 to 3 business days for Metro Manila addresses or approximately 5 to 7 business days for provincial addresses. These time frames are counted from the date of cargo arrival at the Philippines.
- 4.8 **Can I pickup my shipment in Jinio's warehouse?** Yes. You can pick up your shipment at Jinio's Philippine warehouse located at:
Xend
340 Dr. Jose Fernandez Street
Barangay Mauway, Mandaluyong City
- 4.9 **Does Jinio ship to provincial destinations?** Yes. Jinio ships to provincial destinations for a fee.
- 4.10 **How do I track my shipments?** You will have your own Activity Dashboard in your Jinio account where you can view all your transactions.
- 4.11 **What does MINIFY mean?** MINIFY means that Jinio will discard excess non protective packaging from your purchases before weighing and measuring to help you save up to 80% in shipping costs. To get additional information about MINIFICATION click <https://jinio.com.ph/minify>
- 4.12 **Does Jinio MINIFY and discard protective packaging for fragile items such as cosmetics and designer bags?** To avoid damage to fragile items such as cosmetics, the outer box is discarded and the protective packaging such protective foam and/or original custom protective box is retained. Due to the fragile nature of products such as cosmetics the individual packaging is retained to prevent damages.
- 4.13 **How does consolidation work?** For example, if you receive three different shipments and the final Chargeable weight (Actual vs. Volume, whichever is higher) for each shipment is .33 lbs. If you opt to consolidate these three different shipments, you would be charged 1 pound (Chargeable Weight) not 3 pounds. This is assuming that you pay for all three items at the same time.
- 4.14 **How long can I store my items for consolidation?** There is no cost to store your items for thirty (30) days from receipt of your first item at the Jinio's U.S. warehouse. After 30 days, a fee of US \$0.20 per pound per day applies. Storage fees will be added to your cart upon payment.
- 4.15 **What if I want to return my item to the store/seller or forward to another U.S. address?** Most US stores allow returns up to 30 days after purchase. Please check your retailer for updated policies. Please email your Return Request to hello@jinio.com.ph. All returns processed by Jinio must be supplied with a pre-paid return label. For non-time critical returns, a US \$5.00 Return Order Processing Fee applies. A minimum processing surcharge of US \$10 per item applies for forwarding to another U.S. address. For time critical returns, please email us at hello@jinio.com.ph for a quote. Time critical returns usually incur additional postage and other handling fees. Please note that as the buyer, you are liable for any shipping fees, pickup fees, duties, taxes and any other charges incurred during the shipment of items in addition to the surcharges. You may email hello@jinio.com.ph to get a quotation.
- 4.16 **What are prohibited items?** Please click <https://jinio.com.ph/prohibited> for a list of prohibited items.
- 4.17 **Is my shipment insured?** Insurance is based on the Declared Value (DV) of the items. Insurance coverage for the first US \$100 in DV is free. Additional coverage is available at 4% over US \$100 DV. Maximum insurable value is at US \$500. Items valued over US \$500 may be accepted; however Jinio's maximum liability is US \$500. Insurance covers loss because of theft and pilferage. Damage is not covered.
- 4.18 **What does commercial quantity mean?** According to the Bureau of Customs, more than six (6) pieces of the **same item** is considered commercial quantity and will be subject to customs duties. If you plan to ship more than the acceptable personal' quantity, you can split your shipments to stay within the allowable quantity.
- 4.19 **Is it necessary for me to advise Jinio to expect a package?** It is not necessary to notify Jinio to expect a package. Your dashboard will be updated within 24 hours from receipt of package.
- 4.20 **Does Jinio open my shipments?** Yes, Jinio reserves the right to open the packages received for the following reasons:
- ensure that the items are delivered in good condition.
- **MINIFY** and consolidate your shipments so you can save on shipping.
- 4.21 **Will Customs charge my shipment duties and taxes?** Generally, customs duties and taxes apply to all items imported into the Philippines. Please view the <https://jinio.com.ph/rates> for the most commonly taxed goods. The corresponding duties and taxes are in addition to the shipping fees.
- 4.22 **Customer support** For any further concerns and questions, please feel free to email hello@jinio.com.ph

Citibank, N.A. Philippine Branch is regulated by the Bangko Sentral ng Pilipinas. For any concerns, the Cardholder may send a message via www.citibank.com.ph or call the BSP Financial Consumer Protection Department at 708-7087.