



WARRANTY & CARGO HANDLING COMMITMENT

At EZ TRANS, we understand that every shipment represents not only goods but also trust, responsibility, and our customers' expectations. Therefore, we have established a clear, transparent policy focused on customer rights for handling and warranty services.

1. Commitment from Operations

- All cargo is handled with strict quality control during packaging, sealing, and loading according to international air freight standards.
 - We closely coordinate with airlines, ground handling partners, and cargo terminals to minimize damage, loss, or delays throughout the shipping process.
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2. Cases Eligible for Warranty Handling

We commit to promptly receiving, verifying, and assisting with the following issues:

- Damage caused during transportation (breakage, dents, tears, etc.)
- Missing or lost items compared to original documentation
- Incorrect delivery to wrong recipient, wrong address, or wrong cargo content
- Unjustified delays beyond the agreed transit time

Initial response time: Within 24–48 hours after receiving the request.

3. How to Submit a Warranty/Handling Request

To ensure quick and accurate processing, please send your request to:

✉ info@eztrans.vn

Subject line: **[Cargo Handling Request] – Tracking Number #xxxxx**

Please include the following information in your email:

- Tracking number
- Detailed description of the issue

- Photos of the cargo (if any)
 - Relevant documents such as shipping order, invoice, delivery receipt (if available)
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4. Compensation & Resolution Timeline

After receipt and verification, we will propose a specific resolution within **3–5 business days**:

- Full or partial refund of transportation fees
 - Compensation for cargo damage based on declared value and policy
 - Support for reshipment of replacement goods (if pre-agreed)
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5. Liability Limitations

EZ TRANS is not responsible for damages caused by:

- Improper packaging or inadequate protection provided by the customer
 - Delays or detentions caused by customs or regulatory authorities
 - Cargo that falls under prohibited or restricted categories without prior declaration
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We don't just transport goods — we accompany and protect the value our customers entrust to every shipment.

For any inquiries, please contact us at **info@eztrans.vn**