

Effective Date: [07/07/2025]

1. Introduction

SimStar Asia Limited ("we," "us," or "our") ensures secure and efficient global shipping of diamonds and jewelry through trusted logistics partners. This policy outlines our Shipping and Memo (Consignment) Terms, including delivery procedures, insurance, liability, and return processes.

2. Shipping Partners & Regions

2.1 Approved Shipping Carriers

We partner with high-security logistics providers to ensure safe transit:

- Malka Amit (Specialized diamond courier)
- FedEx (Global express shipping)
- Brinks (High-value asset transport)
- BVC (Bullion Van Company – Secure logistics)
- AF Ferrari (Precious cargo specialists)
- Sequel Global (High-value asset transport)

Additional carriers as required (approved case-by-case)

2.2 Shipping Destinations

We ship to:

- USA, Hong Kong, Dubai, South Africa, Bangkok, India
- All Asia, America, and Africa regions
- Other countries subject to customs clearance feasibility

Restrictions may apply based on import regulations.

3. Shipping Process & Timeframes

3.1 Delivery Options

Service	Timeframe	Approvals Required
Express Secure	As per Process	Government/Customs/Company

Standard Secure	As per Process	Government/Customs/Company
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All shipments require:

- Process Certification (for diamonds)
- Customs declarations (invoice, HS codes, insurance proof)

Any other proof of document (Physical / Biometric / Digital) wherever required

3.2 Order Processing

- *Cut-off Time:* 1–2 business days after approval
- *Packaging:* Tamper-proof, customs-compliant boxes with RFID seals
- Non-descriptive labeling (for security)
- Tracking: Provided for all shipments (real-time updates via email or any other communication)

4. Shipping Costs & Payment Terms

4.1 Cost Structure

A) Calculated per shipment based on:

- Destination country (customs/duties vary)
- Parcel size/weight
- Insurance value (declared shipment value)

B) Quoted upfront before dispatch

4.2 Payment Responsibility

Memo (Consignment) Shipments:

- Customer bears 100% shipping
Insurance is beared by the company while sending and return insurance is beared by the customer
- Invoiced prior to dispatch

5. Insurance & Liability

5.1 Insurance Coverage

- All shipments insured for full declared value

Coverage includes:

- Theft, loss, or damage in transit
- Customs confiscation (if compliant with documentation)

5.2 Liability Terms

Scenario	Responsibility
Loss/damage in transit	Carrier + Insurance claim + Customer
Customs seizure (proper docs)	Insurance claim + Doc Verification
Consignee mishandling	Customer liability

Note: Claims require gemological verification for all items.

6. Memo (Consignment) Terms

6.1 Agreement Structure

- Duration: Max 60 days (varies by country)
- The same can be increased or decreased as per the advice of the company.

Documentation:

- Email: Proforma invoice, terms agreement
- Physical: Hard copies verified by customs

6.2 Consignee Responsibilities

Full liability for:

- Loss, damage, or theft post-delivery
- Customs delays due to incorrect paperwork
- Required: Secure storage (vault)

6.3 Unsold Inventory Returns

Consignee notifies us within 7 days of memo expiry.

Return shipping:

- Arranged by the Consignee
- Customs/duties paid by us and Insurance is paid by the consignee

Verification:

- Gemprint/UV marking to confirm authenticity
- Weight/dimension checks

Damaged goods: Customer's Liability.

7. Policy Compliance & Updates

- All disputes governed by the respective country jurisdiction from where the Memo was initiated or as per the company legal advice
- Revisions communicated via email/website (30-day notice)

9. Policy Updates and Version Control

We maintain a public changelog of policy revisions:

Version : 01

Date : 07-07-2025

Material changes will be notified via:

- WhatsApp business messages
- Email announcements
- Website banners (30 days prior)

10. Contact Information and Complaints

Support : Mr. Samkit Shah

☎ +852-9886-9693

✉ support@simstar.co

🌐 www.simstar.co

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SimStar Asia Limited – Comprehensive Shipping & Memo Policy

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This comprehensive policy ensures full transparency about our data practices while meeting the highest standards of global compliance. For any clarification, please contact at

[\[info@simstar.co\]](mailto:info@simstar.co)

VERSION	1
DATE	07-07-2025
CREATED BY	YASHWANTH RAVI
APPROVAL DATE	07-07-2025
APPROVED BY	AJAY PAUL,SAMKIT SHAH