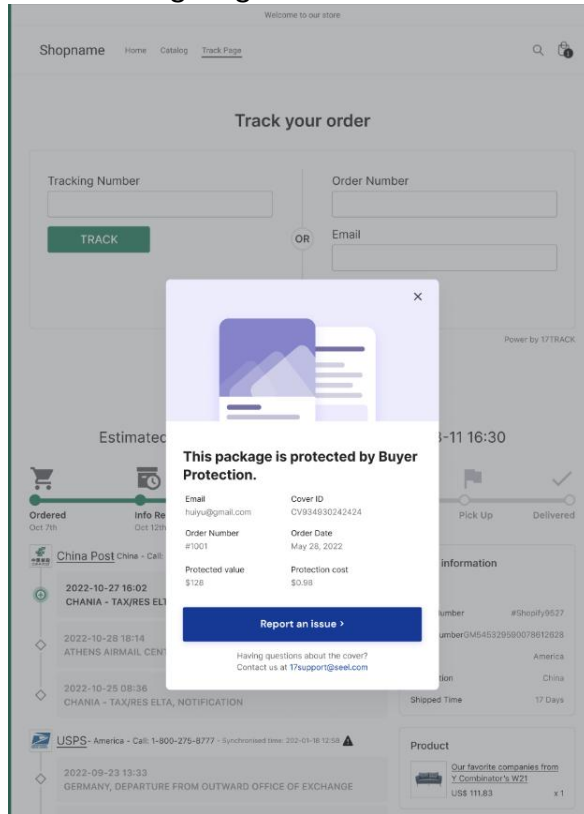


1. Where to submit a claim request with Green Shipping Protection:

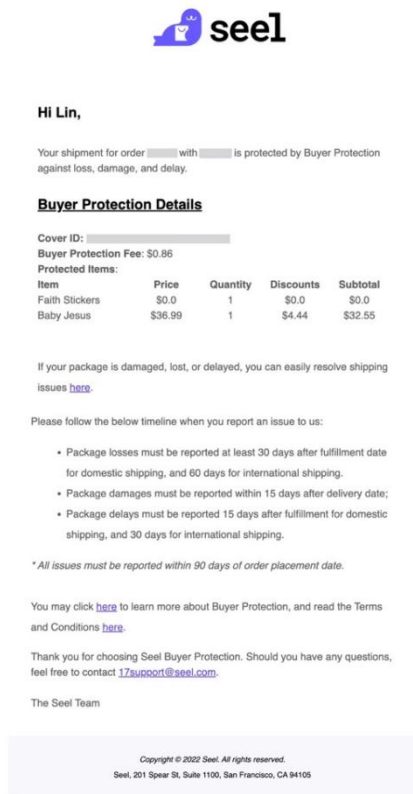
Customers can access Seel Resolution Center to submit a claim request from either the tracking page in store, or the policy confirmation email:

✓ Tracking Page



Find the protected order → Click on the section → Click “Report an issue”, and customers will be redirected to Seel Resolution Center

- ✓ Policy confirmation email sent by Seel:

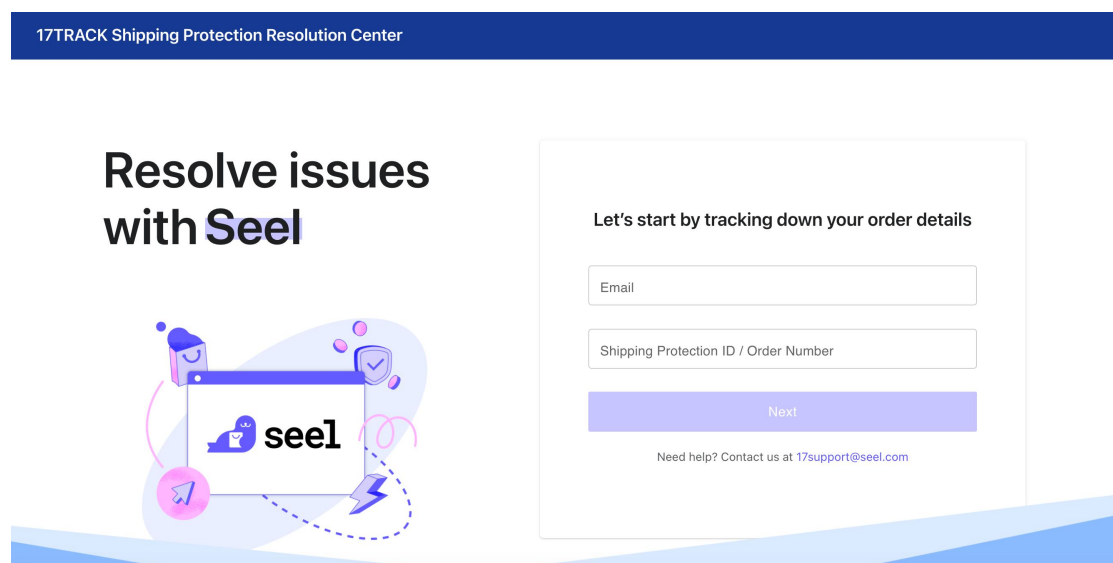


The link toward Seel Resolution Center is embedded in the confirmation email.

- ✓ Customers can also directly visit <https://resolve.seel.com/17track/> to access the Resolution Center. In that case, they'll need to manually fill in their email address and Green Shipping Protection policy ID (or order ID) to log in the Resolution Center before they can file a claim.

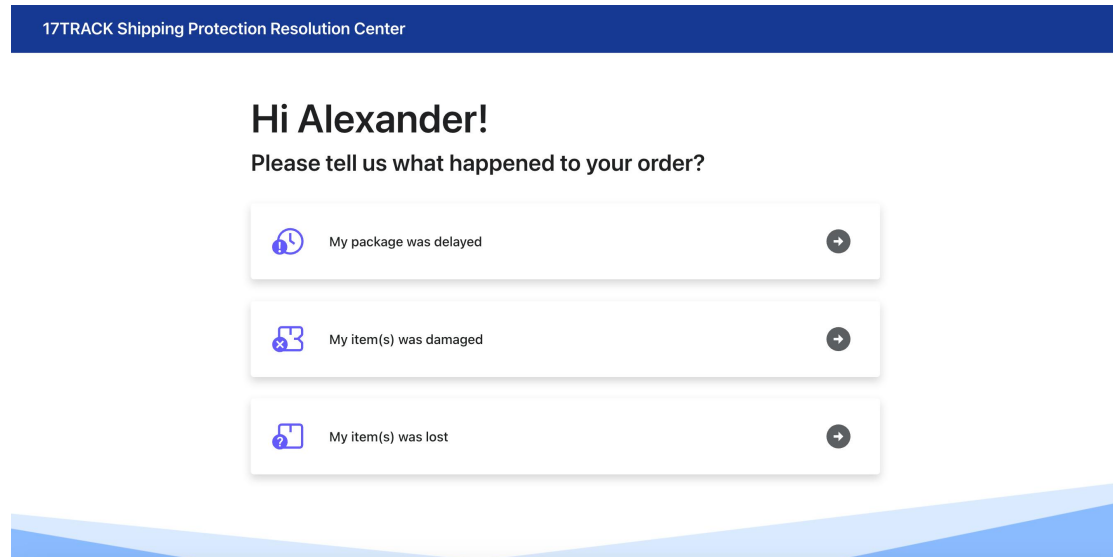
2. How to submit a claim request with Green Shipping Protection:

- ✓ Log in Seel Resolution Center

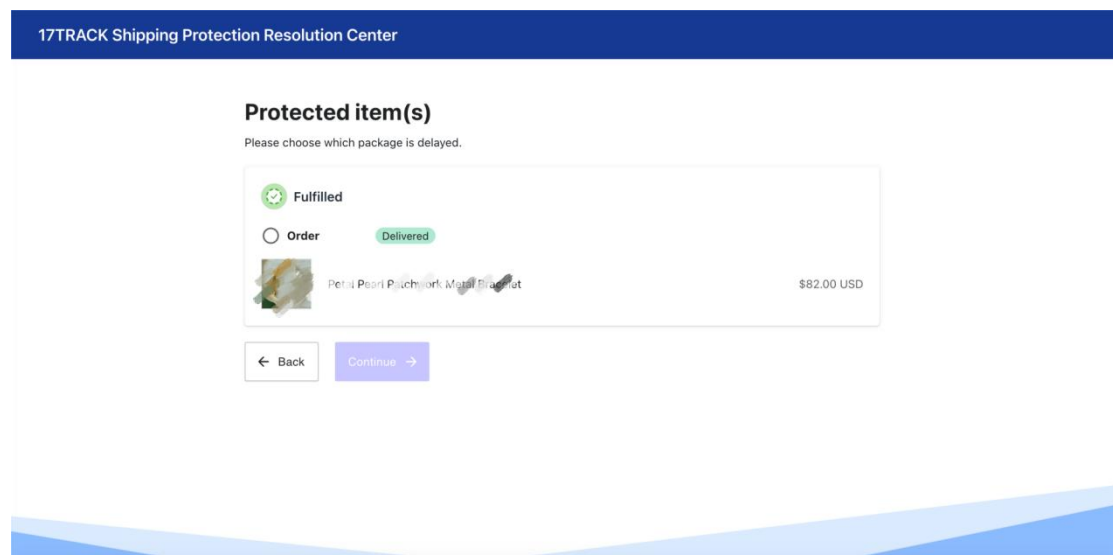


If customers access Seel Resolution Center from the tracking page in-store, or the confirmation email, the log in info will be automatically populated. If they visit <https://resolve.seel.com/17track/> directly, they'll need to manually fill in the info.





After logging in, choose the issue type:



✓ **Flow of submitting a claim for delay:**



Select how you get paid

-  **Virtual Visa card** ⓘ
Processing time: within 1 hour >
-  **PayPal**
Processing time: within 1 hour >
-  **Venmo**
Processing time: within 1 hour >
-  **Direct Deposit**
Processing time: 1-3 business days >

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Please review and finish

Estimated refund: \$5.00 USD
Transfer method: Virtual Visa card ⓘ Processing time: within 1 hour

Issue reported: My package was delayed
Order 2500-F2
 Pet Patchwork Metal Bracelet \$82.00 USD

I certify that any information I submit is truthful and accurate

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[Submit](#)




Reported Issues

2306310120467260416 In Progress

2306310114207118008 In Progress

[Report an issue](#)

Issue progress

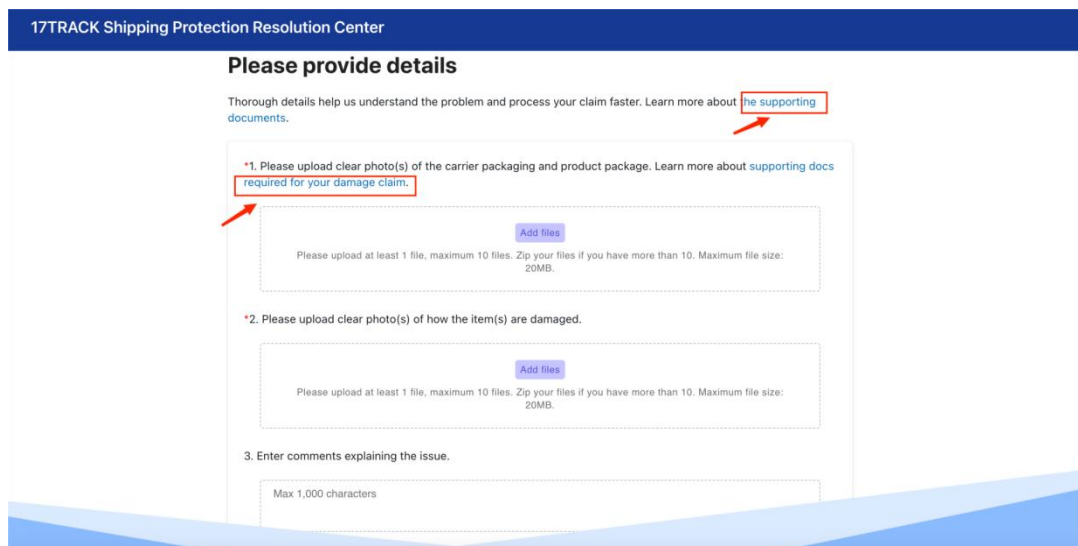
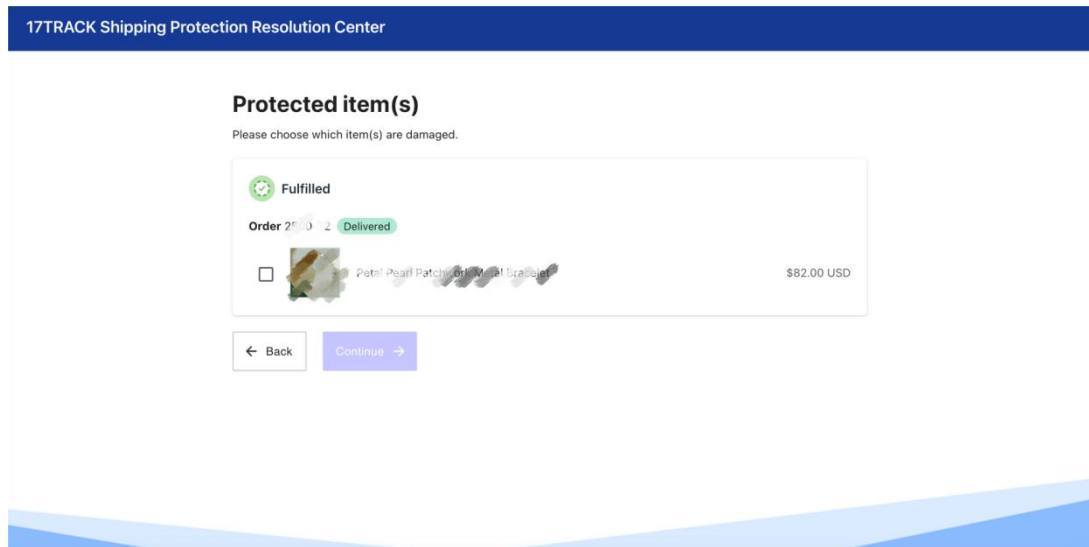
-  **Submitted** Aug 31, 2023 05:41 AM UTC
Your reported issue has been submitted successfully.
-  **Under Review** Aug 31, 2023 05:41 AM UTC
Your reported issue is under review and the result will be emailed to you within 2 business days. Please check the progress here or your email for updates.
-  **Resolved**

Estimated refund: \$5.00 USD
Transfer method: Virtual Visa card ⓘ Processing time: within 1 hour

Issue reported: My package was delayed
Order 2500-F2







✓ **Flow of submitting a claim for damage:**



To file a claim for damage, customers need to upload photos as proof of damage. They can read the help article via the link if they have questions about what to upload. They can also leave comments or notes if necessary.

Select how you get paid

 Virtual Visa card ⓘ Processing time: within 1 hour	>
 PayPal Processing time: within 1 hour	>
 Venmo Processing time: within 1 hour	>
 Direct Deposit Processing time: 1-3 business days	>

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✓ Flow of submitting a claim for loss:

Protected item(s)

Please choose which item(s) are lost.

 **Fulfilled**

Order 100002 **Delivered**

<input checked="" type="checkbox"/>		Classic Drop Hoop Earrings Gold SKU: EB-C-Classic-Drop-Hoop-Earrings-Gold	\$19.95 USD
<input checked="" type="checkbox"/>		Mini Geometric Hoop Earrings Gold SKU: EB-M-Mini-Geometric-Hoop-Earrings-Gold	\$0.00 USD \$19.95 USD
<input checked="" type="checkbox"/>		New Cross Earrings Silver SKU: EB-N-New-Cross-Earrings-Silver	\$19.99 USD

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Continue →

Please provide details

Thorough details help us understand the problem and process your claim faster. Learn more about [the supporting documents](#).

1. Please upload a screenshot of the corresponding order page. If the shipment has shown "delivery" scan, but you didn't receive your package, you need to additionally provide one of the following: Police Report/ Security Footage/ Carrier Letter/ Written Documentation from an authority detailing the incident. Learn more about [supporting docs required for your loss claim](#).

[Add files](#)

Please upload at least 1 file, maximum 10 files. Zip your files if you have more than 10. Maximum file size: 20MB.

2. Enter comments explaining the issue.


Max 1,000 characters

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[Continue →](#)

Customers may upload the supporting docs based on what they have, and leave notes or comments if necessary.


Select how you get paid

 **Virtual Visa card** ⓘ
Processing time: within 1 hour




 **PayPal**
Processing time: within 1 hour



 **Venmo**
Processing time: within 1 hour






 **Direct Deposit**
Processing time: 1-3 business days



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Issue reported: My item(s) was lost

Order 122772

	Classic Drop Hoop Earrings Gold SKU: P558-Classic-Drop-Hoop-Earrings-Gold	\$19.95 USD
	Mini Geometric Hoop Earrings Gold SKU: P558-Mini-Geometric-Hoop-Earrings-Gold	\$0.00 USD \$19.95 USD
	New Cross Fish Tail Set Diamond Earrings Silver Needle Light Luxury Earrings GOLD SKU: P2229517-BUM-Luxury-Set-1	\$19.99 USD

I certify that any information I submit is truthful and accurate

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3. Supporting docs required to qualify for a claim

✓ Supporting docs required for a claim of damage:

- ✓ When the item(s) are damaged during transit, we need to evaluate the nature, cause, and impact of damage. To file and qualify for a claim of damage, the following supporting documents are required:
 - ✓ Clear photo(s) of the carrier packaging and product package (if applicable)
 - ✓ Clear photo(s) of how the item(s) are damaged
- ✓ Here are some examples:



(carrier package damaged)



(product package damaged, liquid leaked)

- ✓ The payout amount for damage is determined by the evaluation results, up to 100% of the purchased value, depending on how the damage affects the usability of item(s).
- ✓ Note that damage in packaging without affecting the item(s) inside, and clear pre-shipment item defects (e.g., loose threads) are not covered.
- ✓ The supporting documents you provide will directly affect our evaluation. Please make sure to provide detailed evidence to facilitate your resolution process.

✓ **Supporting docs required for a claim of loss:**

a. If the shipment is marked by the carrier as "lost", or domestic shipments that haven't shown a "delivery" scan 30 days after shipment (or international shipment that hasn't shown "delivery" scan 60 days after shipment), you don't need to provide any additional proof.

b. If the shipment has shown a "delivery" scan, but was not received, we encourage you to look around in your neighborhood or mail hub first. If, however, you still can't find your package, we might need one of the following as the supporting document to qualify for a claim of loss:

- Police report
- Security footage
- Carrier letter
- written documentation from an authority/leasing office detailing the incident

** For scenario b, if this is the first occurrence of such a situation with your package, Seel will provide compensation without requiring any supporting documents. However, if the same situation occurs again, supporting documents will be mandatory.

✓ **Supporting docs required for a claim of delay:**

- ✓ No supporting docs are required for a claim of delay. Such cases will be automatically judged based on the tracking info of your package's tracking

number.

4. Payout options

Seel supports payout in one of the following four options.

- ✓ PayPal: Supports multi-currency transfers. Funds arrive instantly once the claim is approved.
- ✓ Venmo: Supports USD transfers, funds arrive instantly once the claim is approved.
- ✓ Direct deposit: Supports USD transfers via US bank account ACH transfer, takes 1-3 business days to arrive. This option is only available for transactions in USD.
- ✓ Tremendous: customers will receive their payout in the form of a virtual visa card.

Customers can choose how they'd like to receive their payout the in last step of claim submission

