

## **Frequently Asked Questions Visa/Skybox**

### **1. What is SkyBOX?**

The majority of stores in the U.S. only ship to addresses within the continental United States. By having a personal address in the U.S. you'll have the ability not only to buy the best available products but to subscribe to magazines and catalogs as well as access to special offers and promotions valid only in the U.S.

SkyBOX will assign you a personal address in Miami, Florida to use as your U.S. shipping address in which to receive your packages and documents with delivery to your home or office, free of complications.

Once you have registered, your address will be as follows:

(Your Name)  
1900 N.W 97th Avenue  
Suite # (your SkyBOX number)  
Doral, Florida 33172

Upon receipt of packages at your SkyBOX address, SkyBOX will take care of its reception, international transportation, customs clearance and delivery to your home or office.

### **2. How does SkyBOX work?**

To benefit from all SkyBOX that has to offer, you must first complete a brief registration form.

After you've registered, you'll immediately receive your own personal suite number for use when shopping online, via catalog or telephone at your favorite U.S. stores, or when receiving documents. All packages and documents that arrive at your SkyBOX address in Miami will then be delivered directly to your home or office.

In order to receive all your packages quickly and safely at your SkyBOX address in Miami, we suggest that you always use a reliable delivery service such as DHL, UPS, FEDEX, Airborne Express, etc. and USPS (US Postal Service) all which utilize online tracking mechanisms and require Proof of Delivery (P.O.D.).

When a package or document arrives for you in Miami, SkyBOX will proceed to dispatch, clear customs and deliver the package or document directly to your home or office. For this service, SkyBOX will charge the credit card account on file for shipping & handling and once your package arrives in your country, you will be billed the corresponding customs-related charges. For information on rates and customs, please use our calculator.

### **3. Are there any item restrictions?**

Yes. Depending on the country, certain items are either prohibited or restricted from entering, such as; drugs, used products, medicine, colognes, perfumes and other items for personal use; food and their derivatives, beverages, guns, explosives, flammables, chemicals in general, animal/vegetable products, gems, pornographic materials.

See our Calculator for more information regarding restricted items and exceptions pertaining to your country.

### **4. How long will it take to deliver my packages?**

Lead time from the arrival of your package at your SkyBOX address to the final customer delivery (including receipt in Miami, shipment to your country, customs clearance and delivery to final destination). The shipping lead times are:

- Reception & assignment to the suite: 1-2 working days
- Revision, handling & shipping: 1-2 working days
- Distribution: 1-2 working days (major cities & no customs clearance)
- Customs clearance: number of working days depends on the country and product type

In 90% of the shipments, the total transit time is within 4-7 working days (customs clearance not included).

In 93% of the shipments, the total transit time falls within the expected lead time provided that:

- The suite number and customer name are correct.
- The package has a corresponding commercial invoice.
- The shipment is not restricted (depending on the country) or does not require additional customs clearance procedures.
- There is no problem billing the credit card.

### **5. Can I track my packages?**

Yes, you can do this by entering your airway bill number in the corresponding field located on our home page. Please note you will only be able to track a package that has already arrived at your SkyBOX address in Miami. If you think a shipment is delayed, please contact the merchant directly to find out the exact location of the package.

### **6. How will I know when a package has arrived at my SkyBOX address?**

As soon as a package arrives in Miami, you'll receive an email notification from SkyBOX.

### **7. Can others use my SkyBOX address in Miami?**

You can register a maximum of 3 persons to receive packages and publications at your personal SkyBOX address.

### **8. Who do I contact if I have questions or concerns?**

Questions concerning the SkyBOX service should be directed the Customer Service Department via: <http://www.skybox.net/visa/eng> (for Visa Classic / Gold & Business cards) or [www.skybox.net/visavip/eng](http://www.skybox.net/visavip/eng) for Visa Platinum cards.

Please be assured that a SkyBOX representative will handle inquiries in a professional and timely manner.

### **9. What will be my SkyBOX address in the U.S.?**

Once you've registered with SkyBOX, your address in Miami will be as follows:

United State Address (Example)  
JUAN PEREZ  
1900 N.W. 97th Avenue  
Suite # 123-45678  
Doral, Florida 33172