

## Shipping Policy

Poshmark will provide the Seller with one (1) prepaid shipping label (“Label”) or QR code per order that supports shipments up to five pounds (5 lbs), to send the Item (or Items in the case of a Bundle order) to the Buyer. Poshmark reserves the right to discontinue providing Labels to any or all Users at any time and for any reason.

Title to the Item transfers to Buyer upon shipment.

### User Responsibilities

Buyers must pay for any shipping fees as described in our Fee Policy, Buyer Policy, or as otherwise described in this Shipping Policy.

Seller will be fully responsible for contents of shipment and must comply with the Poshmark Terms of Service, including Prohibited Items Policy and terms and conditions of the shipping carrier.

Seller must ship the Item(s) to the Buyer within seven (7) days from the date the order was purchased (as verified by an active shipping carrier scan). If Seller does not ship the Item(s) within this timeframe, Buyer can cancel the order, and Poshmark will notify the Seller not to proceed with shipment.

Buyers and Sellers must maintain an accurate and up to date ship to / ship from address with Poshmark. Poshmark reserves the right to charge a User additional fees if a User does not meet any of these obligations.

Users are prohibited from using Label for any purpose other than shipping the purchased item(s) to the buyer. This includes, without limitation, altering Label from its original form or duplicate use of the same Label.

### Shipping Issues

All Labels are prepaid through Poshmark’s account with its shipping provider. Users are encouraged to report any pre-shipment (defined as Label has been created but no acceptance scan is present as determined by the carrier tracking information) or in-transit (defined as acceptance scan is present but there is no delivery scan as determined by the carrier tracking information) issues encountered to Poshmark for review.

Buyer must report any post-delivery (defined as delivery scan is present as determined by the carrier tracking information) issues (including, but not limited to Unable to locate shipment, Undisclosed damage, Incorrect or missing item, Item not as described, Item is not authentic) to Poshmark within three (3) days after the date of delivery scan. Once Buyer confirms receipt and acceptance of Item(s) (acceptance can occur either by Buyer affirmatively notifying Poshmark or by taking no action within three (3) days of the date of delivery), Poshmark

will credit Seller's account with an amount equal to purchase price, excluding taxes, and any applicable fees (the "Funds") set forth in our Fee Policy.

Poshmark is not liable for damages due to improper or inadequate packaging by Seller.

Please note, we cannot guarantee shipping times or choice of carriers. While most Poshmark carriers offer shipping with an estimated transit time of 3 days, Poshmark is not responsible for carrier delays, which may be caused by a number of factors, such as weather.

### **Overweight Items**

The Standard prepaid shipping label supports a total shipment weight of up to 5 lbs (2.5kg in Canada), which includes the weight of the box and any packaging materials. Upgraded or additional label fees for shipments over 5 lbs (or 2.5kg in Canada), up to 10lbs (5kg in Canada) must be purchased by the Seller (which may be accessed through the Accounts Tab in the Poshmark platform). Ten pounds (10 lbs) is the maximum shipment weight for any one (1) order. For exceptions, Sellers must contact [support@poshmark.com](mailto:support@poshmark.com). Poshmark reserves the right to charge Sellers for not upgrading labels or for any shipments over 10 lbs plus any applicable fees and fines.

Poshmark reserves the right to refuse packages over 5 lbs (2.5kg in Canada) without an upgraded label and any packages over 10 lbs (5kg in Canada) and will not reimburse additional postage paid for packages that exceed 10 lbs (5kg in Canada).

### **Oversize Items**

As part of shipping carrier policy, the maximum combined length and girth of any box used must be no greater than 108," (2 meters for Canada) Poshmark reserves the right to charge Sellers for not complying.

### **Additional Requirements**

For any avoidance of a doubt, User is responsible to ship in compliance with [USPS Publication 52 - Hazardous, Restricted, and Perishable Mail](#).