

Claims Addendum

The terms of this Claims Addendum ("**Claims Addendum**") form part of the terms between Simpler Postage, Inc. (d/b/a EasyPost) (the "**EasyPost**") and Customer. The Claims Addendum does not automatically apply to Customer. Customer must affirmatively elect to participate in the claims process by either: (a) signing an agreement; or (b) enrolling via your dashboard for access.

- 1. USPS Claims:** Customer agrees to allow and authorize EasyPost to file insurance claims on Customer's behalf with the USPS directly for USPS packages where insurance coverage was included with the purchase of postage. For all approved claims, EasyPost will remit the funds paid by the USPS directly to Customer's EasyPost Wallet, minus a processing fee equal to 40%. To comply with USPS rules, Customer will provide EasyPost with product value data through a line_items object when making a Shipment API Call, outlined in EasyPost's docs available at <https://docs.easypost.com/docs/shipments#shipment-object> for all applicable packages. Should claims filed on behalf of Customer be subject to audit by the USPS, both EasyPost and Customer will provide commercially reasonable efforts to respond to the USPS promptly with any necessary information, including, but not limited to, invoices showing product values and confirmation of purchase. Failure to by Customer to comply with any such USPS requirements shall constitute a breach, and EasyPost may immediately suspend or terminate Customer's participation in the program. EasyPost further reserves the right to recover or clawback from Customer any amounts previously paid or credited to Customer that are later denied, reversed, or disallowed by the USPS as a result of the Customer's noncompliance. For the avoidance of doubt, EasyPost is not liable for inaccurate data provided by Partner and will cooperate fully with the USPS in the event of fraud.
- 2. FedEx Claims:** Customer agrees to allow and authorize EasyPost to file claims on Customer's behalf with FedEx, directly for FedEx packages where insurance coverage was included with the purchase of postage. To comply with FedEx rules, Customer will provide EasyPost with product value data through a line_items object when making a Shipment API Call, outlined in EasyPost's docs available at <https://docs.easypost.com/docs/shipments#shipment-object> for all applicable packages. Customer will provide EasyPost with access to Customer's FedEx account through a secure method in order to provide this service. Should claims filed on behalf of Customer be subject to audit by FedEx, both EasyPost and Customer will provide commercially reasonable efforts to respond to FedEx promptly with any necessary information, including, but not limited to, invoices showing product values and confirmation of purchase. Failure to by Customer to comply with any such FedEx requirements shall constitute a breach, and EasyPost may immediately suspend or terminate Customer's participation in the program. EasyPost further reserves the right to recover or clawback from Customer any amounts previously paid or credited to Customer that are later denied, reversed, or disallowed by FedEx as a result of the Customer's noncompliance. For the avoidance of doubt, EasyPost is not liable for inaccurate data provided by Customer and will cooperate fully with FedEx in the event of fraud or other disputes by FedEx. For all approved claims, EasyPost will charge directly to Customer's EasyPost Wallet a processing fee equal to 60% of what FedEx has paid out directly to the Customer.