



415-152-8949 (SMA)
512-535-3614 (USA)
shipping@zoomalo.com
www.zoomalo.com

SHIPPING CUSTOMER INFORMATION

Please send all correspondence to: shipping@zoomalo.com

Shipping address:

Send to: **Zoomalo**
Your name: **c/o YOUR NAME**
Address : **2200 Constantinople Street**
City: **Laredo**
State: **TX**
Zip code: **78040-2366**
Office Hours **Monday-Friday 10:00 am - 4:00 pm**

Rates: \$1.50 per lb + \$3.00 per package (average size) + 19% service fee
\$2.00 usd Flat fee per book.

Oversized packages may be charged a pallet fee which varies depending on the size/weight of the item.

(Please note there is also tax duty on gift and discounted items)

New Items: Invoices - We need an e-copy of your invoices to present to the Aduana. Please forward us an open copy when you place your order with a company.

Personal Items: Previously Purchased - You may not have invoices for your items but you need to assign an overall value to your box of personal, used items. If you do not, then the custom officers may open your box and assign a value. If they open the box to inspect the contents and find that they are new items, not old and used, they will assign a higher value to them and you will be responsible for the adjusted IVA.

Amazon - These invoices must be opened *by you*, and then sent to us, so we can read them. We **cannot** open your Amazon invoices without your password and account number.

- We must have an open invoice to complete the paperwork for Mexican Customs.

Tracking number and the name of the shipping company - send them to us as soon as you receive them.

*We are ***not*** responsible for tracking your package before it has been delivered to our warehouse. We ***are responsible*** for it once it has been delivered to our warehouse in Laredo.

You should personally track your package until it is delivered to us.

You may want to read the following sights about restricted items:

<https://crossborder.fedex.com/us/assets/prohibited-restricted/mexico/index.shtml>

Once we have all this information

When our driver arrives at our warehouse in Laredo, he loads the items that are on his list, brings them through customs, and back to San Miguel. **However**, you should be aware that the return to San Miguel may not be immediate - it can take up to a week or more, from the time the driver does the pickup in Laredo, to the time he crosses back into Mexico. Since we do other larger pickups and moves for customers, this affects the arrival schedule, as does document preparation. This is not always the case but it can happen.

Once we have processed them here, you receive an invoice by email, indicating that your packages are ready for pick up.

Pick up is at: Calzada de la Estación #149, between the Glorieta at Bodega Aurrera and the bus station - opposite side of the street, coming down from Canal. There is a TELMEX switching station across the street and our building is yellow with a large sign on the front and **ZOOMALO** over the door.

Phone number: local (415)152-8949 USA (512)535-3614

Hours of Operation: Monday - Friday 9:00 am to 4:30 pm

*****Delivery within San Miguel, upon arrival, has a cost starting at \$200 pesos per stop.**

Payment: We accept cash & checks (US & pesos) and C/C or PayPal. If you would like a PayPal request sent, please let us know and we are happy to do that. **All C/C & PayPal transactions incur a 5% service charge.**

Overdue invoices: invoices are due immediately upon receipt of your invoice from us. After 30 days, and for each 30 days thereafter, there will be a 10% service charge.

IMPORTANT

Please Note:

1. We are **not** responsible for items not declared, or for items of which their real value has not been disclosed.
2. You should be aware that **Mexican Customs can open your package** and/or scan the barcodes to ensure that the price on our list for IVA (sales tax) is accurate and contents are legal. If they are **not**, then Customs will make an adjustment or **confiscate the contents**.
3. If we do not receive your invoice(s) before the truck arrives in Laredo, then your item will either: remain in our warehouse until we receive your invoice, or the driver will bring your package, generate paperwork for it and redo his list of invoices & IVA for Mexican Customs.
This will result in a **\$30.00 usd Processing Fee** to you.
4. We **do not** carry illegal items such as: firearms or **fabric** across the border. If you choose to have medications sent to our warehouse, we will not be responsible for refrigeration or prompt delivery. These are the few items that are jailable.
5. Prescription medicines, we can provide this service and we do this on a case by case basis. You must understand that I as an American (Mr Fultz) is the only driver who can do this. If one of our Mexican drivers transports prescription medicines, they run the risk of going to Jail! What that means is you always need inventory on hand, as he only goes to the border personally every 8 - 10 weeks.
6. There may also be limitations of items brought in by our driver, due to volume and capacity.
7. We make mistakes. We always try to rectify them as quickly as possible. If you become unduly unpleasant to our staff, we have the right to refuse you service in the future.
8. Schedule can change without notice. We apologize in advance but it is beyond the control of the Office Staff!

MAIL SERVICE

Zoomalo Membership Prices

- \$60.00 for 3 Months
- \$90.00 for 6 Months
- \$145.00 usd Per year
- Includes any paper mail up to 2Lb

Special Notes:

Although we are changing you I.V.A. on your goods, **WE CANNOT** give you individual facturas. Everything is consolidated into one crossing & we pay one Custom Broker's Fee.

If you wish an individual factura for each crossing service, it is considered a separate crossing and will cost between \$500.00 - \$900.00 usd per factura. (Individual Broker Fee)