



MAIL BOXES ETC.®

FAQs

What is the Shipping to Receiving Time?

Determine the number of days for your package or mail to arrive at our Doral/Miami facility. MBE Langosta receives two shipments a week. If all the necessary documentation (i.e. SJO# on the shipping label and an itemized list with declared value) is included with your package it will be shipped on either Tuesday or Friday depending when it arrived in Miami. If your package does not have all the necessary information, it will be held in Miami until MBE Langosta traces it. All packages are cleared through Costa Rica customs which can take one to five days.

How will I know when my package gets to Miami?

If your package was shipped via courier (UPS, FedEx or DHL) be sure to obtain your tracking number for that package. For items shipped via the United States Postal Service request a return receipt which will provide you with a tracking number. You can then track it all the way to Miami. Once it reaches Miami you can also track it by visiting our web site <http://www.mbelangosta.com>, click "Tracking" on the navigation bar. Just type the courier's tracking number in the box and click on non-manifested (if nothing shows repeat but click on manifested), a display will appear showing what date the package entered into Miami processing center's system.

How much will it cost me to receive my package?

You will be charged per kilo of the physical weight of your package or documents. Please refer to your rate sheet attached to your MBE service contract.

Will customs open my box?

Yes, customs has the right to inspect all merchandise entering the country. United States customs does the same thing.

Can someone steal my stuff?

Absolutely not! Our broker retrieves all the mail and packages from the cargo plane and must physically account for each item on the manifest that we have provided.

Will I be required to pay customs duty on my merchandise?

Depending on what you import, the Costa Rican customs authorities will charge duty, based on a percentage according to what the product is. For example, electronics have a different duty rate than clothing. Some things are not charged duty such as documents, blank CDs, DVDs and some books. You are required to pay your customs fees, in cash, when you retrieve your package.

Which forwarding address do I use?

You have two forwarding addresses in Miami, one for letter mail, which is a P.O. Box and one for packages delivered by couriers or the US postal system, which is a street address (physical address). Please refer to the addresses issued to you when you opened your account with us.

IMPORTANT TIPS:

- All packages must have your SJO # in the address label. All packages must have an itemized invoice or list on the outside or inside of the box stating the value for each item.
- If someone can intercept your package and remove the manufacturer's packaging listing the item as a "gift" or "used" on the itemized list placed on the outside/inside of the box could save customs fees.
- WARNING: Cash, fire arms, drugs and expensive jewelry cannot be shipped through MBE. Prescription medication requires a prescription by a Costa Rican doctor as well as your US doctor. Detailed information about the medication and why you require it is also needed and only small quantities can be imported. Medication is subject to very costly importation taxes. Any medication, vitamins, comestible items and items containing chemicals are subject to a \$50 charge by the Costa Rican Ministry of Health, customs importation taxes will be charged after the \$50 is applied.

Happy Ordering and Receiving, Enjoy!

Questions? Please contact: 506-2653-0502 or
info@mailboxesetclangosta.com