

 OrderShield

PROTECTION CONTRACT

OrderShield Protection Terms

Version 1.0 · Effective April 30, 2026

OrderShield Protection covers your order against loss, non-delivery, and damage during shipping. Coverage is activated at checkout and applies to the specific order placed.

This OrderShield Protection contract (the "Agreement") is entered into between you (the "Customer") and AlpineCosm L.L.C. d/b/a OrderShield ("OrderShield," "we," "us," or "our") at the time you elect to add OrderShield Protection to a qualifying order placed through a participating vendor on the OrderShield platform.

1 What OrderShield Covers

OrderShield Protection covers the following qualifying shipping events for orders placed through participating vendors on the OrderShield platform:

- **Package lost in transit** — the carrier confirms the package is lost, or tracking shows no movement for more than 10 consecutive days after the last scan.
- **Package not delivered** — tracking shows no delivery confirmation within 30 days of the order date.
- **Package damaged in transit** — the order arrives visibly damaged due to mishandling during shipping.

2 How to File a Claim

To file a claim, visit <https://ordershieldpro.com/claims> and provide:

- Your Protection ID from your confirmation email
- Your carrier name and tracking number
- A description of the issue
- For damaged orders, a photo of the damage

Claims must be filed within thirty (30) days of non-receipt or, for damaged orders, within thirty (30) days of delivery. Claims submitted after the 30-day window will not be eligible for coverage.

3 Claim Review Process

OrderShield will review all claims within 24 hours of submission. We may request additional information or documentation to complete our review. Once approved, OrderShield will process your coverage in the form of a replacement order authorization at no additional charge to you.

4 What Is Not Covered

- Delays that do not result in non-delivery.
- Items returned by the customer voluntarily.
- Orders with incorrect addresses provided by the customer.

5 Coverage Terms

Coverage is activated at the time of purchase and applies to the specific order placed through the OrderShield checkout. Coverage is non-transferable and applies to a single order only. Coverage is a service contract and not an insurance product.

6 Contact

For questions about your coverage or to check your claim status, contact hello@ordershieldpro.com.

7 Governing Law

This Agreement is governed by the laws of the State of Nevada, without regard to its conflict of law principles. Any dispute arising under or related to this Agreement shall be resolved in Clark County, Nevada.

8 All Sales Final

The protection fee is non-refundable upon issuance. The exclusive remedy for any qualifying shipping event is a replacement order authorization as described in Section 3.

OrderShield Protection is a service contract issued by AlpineCosm L.L.C. d/b/a OrderShield. Coverage applies to loss, non-delivery, and damage in transit. Not an insurance product. All sales final upon issuance.

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