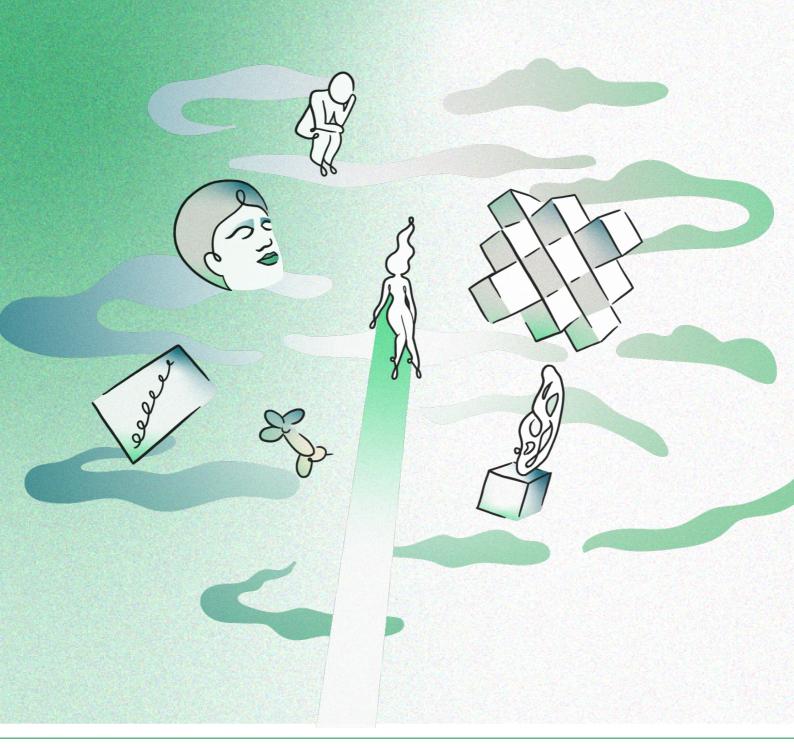
Shipping Training



Arta offers fulfillment options across <u>multiple service levels</u> to enable shipping of a variety of goods with a single integration.



Premium

Specialized climate controlled transportation and museum-quality packing, handled by trained technicians from wall to wall.

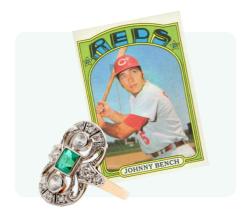
Ideal for: High value, fragile fine art, antiques and design objects.



Select

Consolidated transportation with packing and white-glove handling at collection and delivery.

Ideal for: Oversized design objects and furniture, and lower value art and antiques.



Parcel

Collection and custom packaging for smaller objects with expedited shipping via preferred parcel networks.

Ideal for: Design objects, small artworks, collectibles and jewelry.



Arta's <u>Self Ship</u> service enables sellers to pack objects in-house and receive a prepaid shipping label via email, leveraging low cost shipping for high value collectables.

How Self Ship Works

Arta coordinates packing & shipping with a seller by providing a prepaid shipping label(s), and packing instructions for each object. Our guidance includes suggested packing materials and dimensions, as well as information regarding whether multiple objects can be packed together safely.

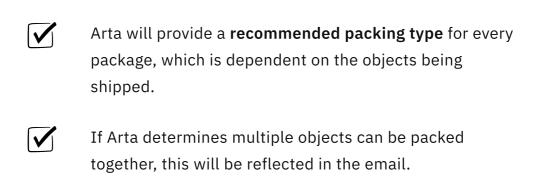
Global Coverage

Enable sellers to unlock low shipping costs for high-value goods for inbound or post-sale shipments, connecting buyers & sellers globally.

Expedited Shipping with Multi-speed Options

Next Day Air, Second Day Air, Ground - for both domestic and international shipment. Drop off or use one of your already scheduled collections to release on your timeline.

Self Ship Expectations



- You can request additional labels from Arta.
- Alert Arta of notable discrepancies to object or packaging.
- **Drop off or schedule pick up** within agreed upon timeline.
- Reply with changes to release schedule.
- Respond in a timely manner to inquiries from Arta if a shipment is not released as expected.

Make sure your valuables stay valuable with Arta Transit Insurance.

Dedicated Claims Team

In the rare instance that a claim needs to be filed, arta aims to make the process as easy as possible. We have a dedicated insurance contact who will assist you with the entirety of the claim resolution.



Industry-leading Insurance Coverage

Get instant insurance quotes for objects valued up to \$1M. Shipments are protected from the moment Arta takes possession.



One of a kind coverage

Tailored premiums and claim practices for varied, unique and high-value shipments.

Arta determines the safest and economical packaging and transport options based on <u>specific data</u>:

- Type of object
- Dimensions
- Materials
- Value

Arta will return all available options, unless filtered by the client via API or Dashboard, we have 4 quote types:

- Premium
- Select
- Parcel
- Self Ship

Parcel and Self Ship come in various speeds based on value and geography, these are carrier agnostic and may be booked with any common carrier.

Domestic

- Ground
- · Second Day Air
- · Next Day Air

International

- Economy
- Standard
- Priority

Actions taken by buyer

1-2 business days Arta confirms collection schedule Client books a shipment The shipment is now Confirmed with The shipment will be Pending. Collection Date(s) Arta can alert you of upcoming Arta will send the shipment collections information to the carrier 2-5 business days Our clients are expected to pull the The carrier is expected to call ahead of object(s) and have them ready for arrival release Arta's carrier will arrive to collect Client will release object(s) to carrier Carriers will have materials to You will release all object(s) and transport object(s) locally. Carriers provide documentation as required may take condition images on site 3-7 business days Carrier will pack locally Carrier will load directly on to a truck Arta will update the shipment status to Collected Arta will update the shipment status to In Transit Carrier will release for delivery Arta will update the shipment status to In Transit

Actions taken by Arta

Actions taken by Carrier

Arta has exceptions that will be visible on the Dashboard and Tracking when a shipment is stalled.

Clients can add a **Hold to Collect** exception with an intended release date. Client will be responsible for removing this exception when the shipment is ready for release.

Arta will add a **Customs Information Required** exception for all international shipments until the ECD form is complete or a Commercial Invoice is provided.

Arta will also update shipments with common logistics exceptions such as **Change of Address**, **Held at Customs** or **Not Ready for Delivery**.

Customers will be able to contact Arta directly with questions regarding these exceptions.

Client can sign up for notifications on exceptions, or filter for shipments with exceptions in the Dashboard.

Export requirements

- Exporter of Record is the person with the primary financial benefit from the sale
- The EoR Tax ID is required for export filing
- A power of attorney is required for Arta to file US exports

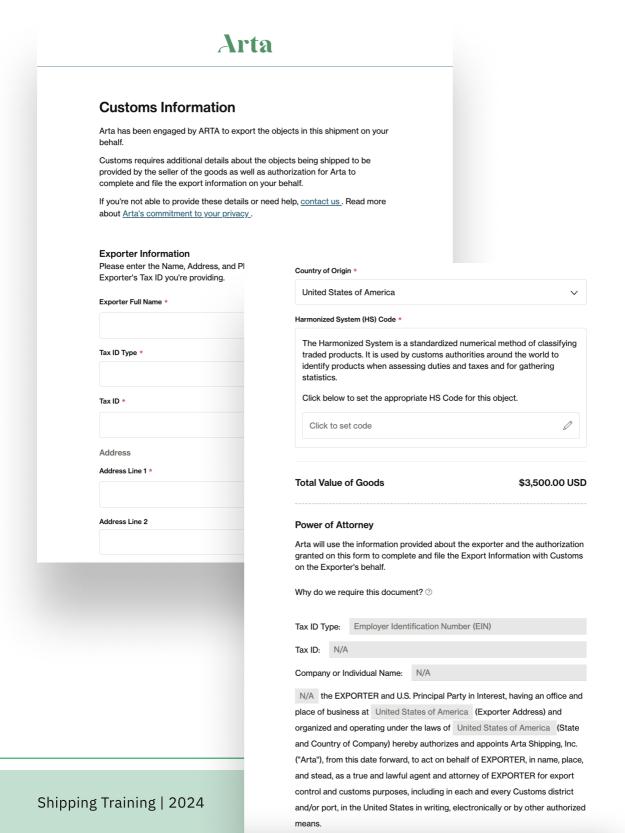
Arta's Electronic Customs Documentation

- Online form to confirm accuracy of shipment information for customs
- Authorizes Arta to use information in customs filing

Arta's Exporter Profile

- Save your information for every export
- Reduces information required per shipment

Arta's <u>Electronic Customs Documentation</u> collects information to confirm accuracy of shipment details for customs. Upon completion, Arta receives authorization to use information in customs filing.



Contact us

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