

# Shipping Insurance Frequently Asked Questions

Dear [Customer Name],

Thank you for reaching out to us regarding shipping insurance. Below are some frequently asked questions that may help clarify your concerns:

## FAQs

### 1. What is shipping insurance?

Shipping insurance protects your package against loss or damage during transit.

### 2. How do I purchase shipping insurance?

You can purchase shipping insurance at the time of checkout or by contacting our customer service.

### 3. How much does shipping insurance cost?

The cost of shipping insurance varies depending on the value of the items being shipped.

### 4. What does shipping insurance cover?

Shipping insurance typically covers loss, theft, and damage during transportation.

### 5. How do I file a claim for damaged or lost items?

If your item is damaged or lost, please contact our customer service within 30 days of delivery for assistance with filing a claim.

### 6. Are there any exclusions to the shipping insurance policy?

Yes, certain items may not be covered. Please refer to our shipping insurance policy for specific exclusions.

If you have any further questions or need assistance, please feel free to reach out to us at [Customer Service Email or Phone Number].

Best regards,  
[Your Company Name]