



# SSK INDUSTRIES, INC.

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*Technology for Parachutists*

Good News For Our Canadian Customers!

May 1, 2011

As of June 14, 2002, packages have been returned to you via United Parcel Service International Express Saver. Due to extended negotiations with our UPS International Account Representative, we have signed a contract that gives us substantial discount rates for exporting to Canada. The reduced rate is even more significant when shipping multiple items per package. This discount is being passed on to you! Note: shipping, insurance, and routine brokerage fees are included in this amount, you should only have to pay duty and taxes on the cost of the "repairs" (service and parts). GST, and PST, if applicable in your province, will be billed to you separately by UPS, usually after the delivery of your CYPRES.

UPS Express Saver (approx. \$45.US) is used because even though they may quote a lower rate for UPS "Standard" shipping costs, they do not mention that Entry Preparation Charges (brokerage fees) may be added separately, often \$40 to \$50 CND.

During recent years, we have been very disappointed by the service that the US / Canadian postal system provides. Although their rates are slightly lower for a single CYPRES unit, the time and trouble that it takes to track down delayed packages, and to file claims for damaged or lost ones (with some claims being denied), has led SSK to decide to discontinue the practice of using the postal service almost completely.

United Parcel Service allows for:

- o Faster delivery door to door
- o Better tracking of your package no matter which country has control of it
- o Responsibility to be held by one company - no more "once it crosses the border it's out of our hands" excuses
- o More reasonable time periods for lost / damaged claims to be paid
- o A REAL PERSON to talk to!

We have developed a method to import your shipments via UPS also. For information and instructions, please refer to "Freight Collect Shipping to SSK from Canada" on our web site ([www.CYPRES-USA.com](http://www.CYPRES-USA.com)). We hope that our expanded association with United Parcel Service will be beneficial for all.

If for some reason you want to continue using the postal system, we will honor your request, provided it is made in writing, specifically stating that you relieve us of any responsibility for filing an inquiry or claim for damaged, delayed, or lost packages; and how much insurance (if any) should be purchased.



CYPRES AAD Sales Service and Support

Member Parachute Industry Association

