

IMPORTANT NOTICE TO OUR CUSTOMERS

Subject: New Pallet Preparation and Packaging Policy

Dear Customers:

At **iGamer / Sunrise International Group Corp.**, we value the trust you place in us and continuously work to improve our processes and provide safe and efficient service.

Due to recent incidents involving damage and loss during the transportation of merchandise, we have decided to implement an additional measure to improve the preparation and protection of palletized shipments prior to their delivery to the carrier.

Effective today, any order that the customer requests to be delivered on pallets will be subject to a USD **\$35.00 charge per prepared pallet**. This charge includes materials and labor for:

- Corrugated cardboard pallet container or pallet box.
- Stretch wrap for packaging.
- Pallet strapping.
- Pallet preparation and reinforcement.

The USD \$35.00 charge does not represent the full actual cost of the materials and labor required. As part of our commitment to our customers, iGamer will continue to absorb a significant portion of these costs. The purpose of this measure is to use appropriate packaging materials and improve the protection of the merchandise before it is delivered to the carrier or freight forwarder designated by the customer.

This policy applies exclusively to orders that customers request to be delivered on pallets. Orders delivered as individual boxes without palletization will not be subject to any additional charge for this service.

We remind our customers that our operations and pricing are conducted under the FCA (Free Carrier) Incoterm. Therefore, this additional preparation and packaging service does not modify the agreed terms of sale and does not imply that iGamer assumes responsibility for the subsequent transportation of the merchandise.

Once the merchandise has been delivered in accordance with the applicable FCA terms, subsequent transportation, handling, and related responsibilities will be governed by those terms and our commercial policies.

We recommend that customers request their freight forwarder or carrier to inspect the shipment before beginning domestic or international transportation and, when appropriate, reinforce the packaging according to the transportation method, destination, and applicable requirements.

The preparation and packaging performed by iGamer constitute an additional protective measure and do not constitute a guarantee against damage, loss, or incidents that may subsequently occur during transportation.

For complete details regarding our commercial terms and company policies, please consult and download them from our official website.

We appreciate your understanding and the continued trust you place in us. We will continue working to better protect your purchases and provide you with the best possible service.

Thank you for trusting iGamer.

Sincerely,

SUNRISE INTERNATIONAL GROUP CORP. / iGamer

Customer Service & Operations