



## Terms and conditions

### Damaged Shipments:

Shipments or packages may be damaged or have damaged items because of incorrect packaging by the sender or supplier. During the shipping process to our warehouse in Miami, items may suffer abuse that is beyond the company's control. In those cases, we will notify the customer about the possible damage as soon as it is discovered by our agents. The customer and the service provider agree to the following terms regarding damages:-

1. Once notified of the damage, we will facilitate the ***pick-up from our facility in Miami only***. We will not or do not do returns, we do not go to post offices or external shipping offices, to process returns.
2. If items are damaged but the external packaging remains intact, the company is not liable for compensation. In such cases, any inbound or freight charges, as well as delivery fees, are non-refundable. The merchant or supplier must be contacted to file a claim for compensation, a refund, or a replacement of the item(s).
3. The company will not honor any claims made outside the store due to the failure to inspect shipments for damage either in-store or upon delivery. This includes, but is not limited to, claims related to lost products shipped, incorrect quantities, or other discrepancies.

**Shipments delivered to our overseas address cannot be returned to your sender or supplier. We provide forwarding services only, please do not ship an item you do not expect to have undergone the total importation process in your account jurisdiction.**

### Storage Fees

Commencing after notification of "available for pickup" notifications or correspondences. After exactly fourteen (14) calendar days

Betta shipping JA will charge storage fees at a rate of \$300.00 per day up to a maximum amount of 14 Days' worth, on a per-package basis. For example, if a user has multiple shipments in the local warehouse storage is started 14 days after being marked "available for pickup. So more than one package may have different storage fees associated, based on their time of availability.

## **Bad address Fees**

Bad address fees are placed on packages or items shipped to our overseas address with incorrect or missing details pertaining to the user account code or WISH#. In order to process and assign packages this WISH number must match the name or the user's account and be legible on shipping labels. This fee compensates for the costs associated to store, move, obtain information to reassign and other back-end tasks in getting the package to the correct host country gateway.

It is understood and agreed that the user must use the overseas address exactly as it is seen in the app or on the web site, and to implore vendors to utilize this information correctly to avoid delays and extra fees for reassignment. The company cannot compensate or remedy any such fee in cases of user negligence and vendor internal system errors. The company reserves the right to this fee and from time to time will make adjustments to recover costs re incorrectly labelled packages. This fee can change without notice.

## **Reason of Damages**

We do not have a return policy. In such cases where the package was incorrectly packed for shipment by your supplier, we encourage submitting a return as per your supplier's guidelines. The company is aware that we should handle cargo or shipments with the required degree of care. However, if the fault is proven to be ours, in the case of damage only. The user or customer will be refunded as per policy.

## **Restricted Items**

Such items should not be shipped or delivered to our overseas warehouse and can be found at the following link: -

For Jamaica

[https://www.jacustoms.gov.jm/sites/default/files/docs/Restriction Items.pdf](https://www.jacustoms.gov.jm/sites/default/files/docs/Restriction%20Items.pdf)

Items requiring an import permit, must be obtained prior to shipping failure to do so will result in penalties or fines, in some cases detention of the items or packages. Please check with the relevant ministry or entities prior to shipping. The company is not liable for any loss or damages associated with the inability to obtain a permit. Notify or customer service or upload files or make originals available upon request if needed prior to clearance.

Items that cannot be lawfully shipped to their destination country will be disposed of, if it is an illegal item the relevant authorities will be notified and actions are taken. In addition, the company reserves the right to not forward or Ship any item or items that will conflict with or pose issues with state licensing and permits

### **List of restricted items**

1. Checks, money orders, or any other financial instrument
2. Credit, debit, or stored value cards regardless of ownership
3. Occult Material, as per restrictions in the destination country
4. Goods or items obtained under proceeds of a crime or fraudulent activity

### **Detained Goods**

There are cases where the shipment, upon border control or customs inspection, and by applicable law requires the respective agent or officer to "DETAIN" said shipments) because of the following; -

(This list is not exhaustive)

- Inadequate invoice provided
- Incorrect consignee information (user incorrectly inputted address information)
- The items) are restricted -  
The items) require a permit. Where none is provided or applied for this may constitute a breach and fines may be applicable) Item being prohibited