



TERMS, CONDITIONS & COMPANY POLICIES

FROM CART TO CAMPUS — GET YOUR ITEMS IN 72 HOURS OR LESS.

Welcome to Campus Connect JA! We are a student-focused online shipping service designed to make shopping and shipping easier, faster, and more affordable for college and university students in Jamaica.

Campus Connect JA operates under **Harbor Jet Logistics**. By creating an account or using our services, you agree to the following terms and conditions.

1. STUDENT ELIGIBILITY

Campus Connect JA is exclusively for students currently attending a recognized college, university, or tertiary institution.

To use our services, you must:

- Be actively enrolled in a tertiary institution
- Provide accurate personal information
- Provide valid student identification when requested
- Maintain an active and legitimate student status

Campus Connect JA reserves the right to verify student enrollment at any time.

Providing false information, fraudulent identification, or misrepresenting your student status may result in the immediate suspension or deletion of your account and termination of services.

Campus Connect JA reserves the right to refuse service to anyone who does not meet our eligibility requirements.

2. ACCOUNT INFORMATION

Customers are responsible for ensuring that all information provided to Campus Connect JA is accurate and up to date.

This includes:

- Full legal name
- Telephone number
- Email address
- Student ID
- Institution name
- Shipping information

Campus Connect JA will not be responsible for delays, additional charges, or missing packages caused by incorrect information provided by the customer.

Customers must not share their account or customer identification details with unauthorized individuals.

3. SHIPPING ADDRESS & CUSTOMER ID

Customers must ensure that their packages are correctly addressed to our designated overseas warehouse.

Your full name and assigned customer ID must be entered correctly when making online purchases.

Packages received with incorrect, missing, or unclear customer information may be classified as **UNKNOWN PACKAGES**.

Campus Connect JA will make reasonable efforts to identify unknown packages; however, customers may be required to provide proof of ownership.

An administrative fee may apply for locating and processing unidentified packages.

Campus Connect JA is not responsible for delays caused by incorrect shipping information.

4. SHIPPING TIMELINE

Our goal is simple: **From Cart to Campus — Get Your Items in 72 Hours or Less.**

Campus Connect JA offers frequent air freight services; however, shipping timelines are estimates and are not guaranteed.

Delays may occur due to:

- Retailer shipping delays
- Warehouse processing

- Airline delays
- Weather conditions
- Customs inspections
- Public holidays
- Missing documentation
- Incorrect package information
- Other circumstances outside of our control

Campus Connect JA will not be held responsible for delays caused by third parties or circumstances beyond our reasonable control.

5. INVOICES & PROOF OF PURCHASE

Customers must provide a valid invoice, receipt, order confirmation, or proof of payment when requested.

Invoices must accurately show the item purchased and its correct value.

Customers must not submit:

- Fake invoices
- Altered invoices
- Incorrect values
- Fraudulent proof of payment

Campus Connect JA reserves the right to request additional documentation before clearing or releasing a package.

Any delays, penalties, duties, or additional charges resulting from false or inaccurate information provided by the customer will be the customer's responsibility.

No invoice, no clearance where an invoice is required.

6. CUSTOMS & DUTIES

All packages entering Jamaica may be subject to inspection and clearance requirements.

Customs duties, taxes, reassessments, penalties, permits, or additional charges may apply depending on the item being imported.

Campus Connect JA cannot control customs decisions, inspections, or processing times.

Customers are responsible for providing any documents required to clear their packages.

Any additional costs resulting from customs requirements, incorrect declarations, or missing documentation are the responsibility of the customer.

7. PROHIBITED & RESTRICTED ITEMS

Customers must not ship illegal, prohibited, dangerous, or restricted items without the necessary approvals.

This includes but is not limited to:

- Illegal drugs or narcotics
- Firearms and ammunition
- Explosives
- Dangerous chemicals
- Counterfeit goods

- Illegal or prohibited products
- Stolen goods
- Any item prohibited by law

Customers are responsible for ensuring that items purchased can legally be imported into Jamaica.

Campus Connect JA reserves the right to refuse, isolate, report, surrender, or dispose of prohibited items where required by law.

Any legal consequences resulting from prohibited shipments remain the responsibility of the customer who arranged the shipment.

8. PACKAGE INSPECTION

For security, identification, customs, and operational purposes, packages may be inspected where necessary.

Campus Connect JA reserves the right to inspect or request inspection of suspicious, unidentified, incorrectly declared, or restricted shipments.

Packages may also be inspected by customs authorities, carriers, or other authorized agencies.

9. SHIPPING RATES

All shipping rates and service charges are subject to change without prior notice.

Charges may vary based on:

- Package weight
- Package size
- Package type
- Special handling requirements
- Customs requirements
- Additional services requested

Promotional rates are available only for the stated promotional period and may be changed or withdrawn at any time.

Customers will be responsible for all applicable charges associated with their shipment.

10. PAYMENT POLICY

Campus Connect JA operates under its parent company, **Harbor Jet Logistics**. Therefore, payments for Campus Connect JA services may be directed to officially authorized Harbor Jet Logistics accounts.

When making a payment, customers **MUST enter “CAMP” in the payment reference, description, or notes section** so we can correctly identify and process the payment.

Customers must:

- Make payments only to authorized Harbor Jet Logistics accounts
- Enter **CAMP** in the payment reference, description, or notes
- Include the correct customer information where required
- Submit proof of payment when requested

Failure to include “CAMP” may result in delays in identifying and processing your payment.

Campus Connect JA and Harbor Jet Logistics are not responsible for payments sent to unauthorized accounts or individuals. Customers should always verify payment details through our official communication channels.

11. PACKAGE RELEASE & COLLECTION

All outstanding charges must be paid before a package is released unless otherwise approved by management.

Valid identification may be required when collecting packages.

Campus Connect JA reserves the right to refuse package release where:

- Payment is outstanding
- Identification cannot be verified
- Ownership of the package is disputed
- Required documentation is missing

Once a package has been released to the customer or their authorized representative, responsibility for the package transfers accordingly.

12. DELIVERY POLICY

Where delivery services are offered, customers are responsible for providing an accurate delivery address and contact number.

Campus Connect JA will not be responsible for failed deliveries caused by:

- Incorrect addresses
- Incorrect contact information
- Customer unavailability
- Failure to answer calls or messages

Additional delivery charges may apply for redelivery attempts.

13. STORAGE POLICY

Customers are encouraged to collect packages promptly once notified that they are ready for collection.

Packages will be stored free of charge for the first 7 days after the customer has been notified.

A storage fee of \$200 JMD per day will apply to packages remaining uncollected after 7 days.

Storage fees must be paid before the package is released.

Campus Connect JA reserves the right to take further action regarding packages left uncollected for an extended period, including considering them abandoned in accordance with applicable company procedures and laws.

14. LOST, DAMAGED OR MISSING PACKAGES

Campus Connect JA will take reasonable care in handling customer packages.

However, Campus Connect JA is not responsible for issues caused by:

- Retailers or suppliers
- Incorrect retailer deliveries
- Incomplete orders
- Manufacturer defects
- Poor packaging by the retailer
- Customs inspections
- Airline or carrier handling
- Circumstances outside of our control

Customers must report damaged or missing items as soon as possible after collection.

A claim may require:

- Tracking number
- Invoice
- Proof of payment
- Photos
- Proof of package contents

All claims will be investigated based on the available evidence.

15. FRAGILE & HIGH-VALUE ITEMS

Customers shipping fragile or high-value items do so at their own risk unless additional protection has been specifically arranged.

Examples include:

- Electronics
- Glass items
- Jewelry
- Watches
- Designer products
- Collectibles
- Antiques
- Mirrors

Customers should ensure that fragile items are properly packaged by the retailer.

Campus Connect JA is not responsible for damage caused by inadequate packaging from the supplier or retailer.

16. UNKNOWN PACKAGES

Packages without a clear customer name or customer ID may be classified as unknown.

To claim an unknown package, customers may be required to provide:

- Tracking number
- Invoice
- Order confirmation
- Proof of payment
- Identification

Campus Connect JA reserves the right to charge an administrative fee for processing unknown packages.

17. CUSTOMER CONDUCT

We are committed to providing great service and expect respectful communication from our customers.

The following will not be tolerated:

- Threats
- Harassment

- Abusive language
- Intimidation
- Fraudulent activity
- Disrespect towards staff

Campus Connect JA reserves the right to suspend or terminate services for customers who engage in inappropriate behaviour.

18. FRAUD & FALSE INFORMATION

Customers must not use Campus Connect JA services for fraudulent, illegal, or dishonest activities.

This includes:

- Using fake invoices
- Providing false identification
- Misrepresenting package contents
- Attempting to avoid customs duties through false declarations
- Shipping prohibited items
- Providing false student information

Any customer found engaging in fraudulent activity may have their account immediately suspended or permanently terminated.

Campus Connect JA reserves the right to report suspicious or illegal activity to the relevant authorities where required.

19. PRIVACY

Customer information will only be collected and used for legitimate business purposes, including:

- Account management
- Student verification
- Package processing
- Shipping
- Customer communication
- Customs clearance
- Delivery coordination

Customer information may be shared with relevant service providers or authorities where necessary to complete our services or comply with legal requirements.

20. RIGHT TO REFUSE OR TERMINATE SERVICE

Campus Connect JA reserves the right to refuse, suspend, or terminate services at its discretion where there is reasonable cause.

This may include:

- Failure to meet student eligibility requirements
- False or fraudulent information
- Outstanding balances
- Prohibited shipments

- Abuse or harassment of staff
- Suspicious activity
- Repeated violation of company policies

Termination of an account does not remove the customer's responsibility for any outstanding fees, charges, or legal obligations.

21. POLICY CHANGES

Campus Connect JA reserves the right to update or modify these policies, shipping rates, and terms of service when necessary.

Customers are responsible for reviewing updated policies.

Continued use of Campus Connect JA services after updates are published means you accept the revised terms.

AGREEMENT

- ✓ You are currently enrolled in a recognized college, university, or tertiary institution.
- ✓ All information and identification provided is accurate and truthful.
- ✓ You understand that Campus Connect JA operates under Harbor Jet Logistics and payments may be directed to authorized Harbor Jet Logistics accounts.
- ✓ You understand that "CAMP" must be included in the payment reference, description, or notes when making payment.
- ✓ You agree to provide invoices and supporting documents when required.
- ✓ You agree not to ship prohibited or illegal items.
- ✓ You understand that shipping timelines may be affected by circumstances outside of Campus Connect JA's control.
- ✓ You agree to comply with all Campus Connect JA policies and applicable laws.

CAMPUS CONNECT JA

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Simple. Fast. Student-Focused.