

## C&K Logistics – Terms & Conditions

### 1. Agreement to Terms

By registering with C&K Logistics and using our services, you agree to the following Terms & Conditions. These terms apply to all shipments handled by our company.

### 2. Customer Identification

Customers must:

- Provide accurate full name and contact information.
- Use their assigned Customer ID / Suite Number when ordering items.
- Provide a valid delivery address in Jamaica.

C&K Logistics is not responsible for packages shipped without the correct Suite ID.

### 3. Shipping Charges

Shipping charges are calculated based on:

- Weight (in pounds)

- Applicable rate structure
- Customs duties (if applicable)
- Any special handling requirements

All charges must be paid before delivery unless otherwise agreed.

#### 4. Delivery Policy

- Deliveries are made to the address provided by the customer.
- Someone must be available to receive the package.
- If delivery fails due to customer unavailability, redelivery fees may apply.

#### 5. Customs & Duties

Customers are responsible for:

- Any customs duties
- Import taxes
- Restricted item penalties

C&K Logistics does not control customs inspections or delays.

## 6. Prohibited Items

The following items are strictly prohibited:

- Firearms & ammunition
- Illegal drugs
- Explosives
- Flammable liquids
- Hazardous chemicals
- Counterfeit goods
- Any item restricted by Jamaican or U.S. law

If a prohibited item is discovered:

- Shipment may be confiscated
- Authorities may be notified
- Customer account may be suspended

## 7. Liability & Insurance

- C&K Logistics is not responsible for supplier errors (wrong item, damaged before arrival, missing items inside package).

- We are not responsible for delays caused by customs, airlines, or natural disasters.

- Basic liability coverage applies only after the package is received at our US warehouse.
- Customers are encouraged to insure high-value items.

Maximum liability is limited to the declared value of the shipment.

## 8. Damaged or Missing Items

Claims must be made within 48 hours of delivery.

Customer must provide:

- Photos
- Invoice
- Tracking number

Failure to report within 48 hours voids claim eligibility.

## 9. Storage Fees

Packages left unpaid for more than 14 days may attract storage fees.

Packages unpaid after 30 days may be considered abandoned.

## 10. Abandoned Packages

Packages not claimed or paid for within 30 days may be:

- Sold to recover costs
- Disposed of
- Returned at customer's expense

## 11. Refund Policy

Shipping charges are non-refundable once shipment leaves our warehouse.

Refunds do not apply to:

- Customs delays
- Airline delays
- Weather disruptions

## 12. Right to Refuse Service

C&K Logistics reserves the right to:

- Refuse service
- Suspend accounts
- Cancel shipments

If terms are violated.

### 13. Privacy Policy

Customer information is kept confidential and used only for shipping and business communication purposes.

\*