

CARIB COURIERS & LOGISTICS

TERMS & CONDITIONS

Effective Date: August 23, 2026

Contact Information

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These Terms & Conditions set out the terms under which Carib Couriers & Logistics (“Carib Couriers,” “we,” “us,” or “our”) provides shipping and logistics services to its customers (“customer,” “you,” or “your”). By booking a shipment, submitting goods for transportation, or using our services, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

1. SERVICES PROVIDED

Carib Couriers & Logistics provides shipping and logistics services that may include:

- Air Freight
- Sea Freight
- E-Container Shipping
- Shipping from China
- Barrel Shipments

The availability, routing, transit time, destination, and cost of a particular service may vary depending on the shipment, carrier, origin, destination, customs requirements, and other circumstances. Carib Couriers reserves the right to determine the appropriate shipping method based on the service selected and the requirements of the shipment.

2. SHIPPING RATES AND PAYMENT

Shipping charges may be calculated using one or more of the following factors:

- Actual weight or volumetric weight of the shipment
- Volume or dimensions of the shipment
- Declared value of the goods
- Warehouse, handling, or storage costs
- Freight and transportation costs
- Applicable carrier or service charges

Payment is due once the customer has been notified that the shipment has arrived in Jamaica and is available for collection or delivery. No deposit is required unless otherwise communicated for a particular service.

Accepted payment methods may include:

- Local bank transfers or deposits: Scotia, JN, and JMMB
- International transfers: Zelle, Cash App, and PayPal

- Cash, where accepted by Carib Couriers

A shipment will not be released for collection or delivery until all applicable charges have been paid in full. If payment is not received, the shipment will remain on hold until the outstanding balance is settled. Additional storage or handling charges may apply.

Shipping prices may change due to circumstances beyond Carib Couriers' control, including:

- Fuel surcharges
- Carrier or shipping-line fees
- Customs charges
- Warehouse or handling fees
- Changes in freight costs
- Exchange-rate fluctuations
- Other applicable transportation or government charges

3. CUSTOMS DUTIES AND TAXES

Customs duties and taxes are government-imposed charges that may apply when goods enter a country. These charges are separate from Carib Couriers' shipping and freight charges and may be assessed by the relevant customs authority based on factors such as the type, quantity, declared value, origin, and intended use of the goods.

Unless expressly stated otherwise in writing, the customer is responsible for all customs duties, taxes, levies, assessments, brokerage charges, inspection fees, and other government or customs-related charges associated with the shipment.

Carib Couriers does not determine the amount of customs duty or tax imposed by a government authority and cannot guarantee the amount that may be assessed.

Customers are responsible for providing accurate information and documentation required for customs clearance. Customs authorities may inspect, delay, reassess, hold, seize, or refuse goods in accordance with applicable law. Any resulting charges, delays, or consequences may be the customer's responsibility.

4. PROHIBITED AND RESTRICTED ITEMS

For safety, security, legal, and regulatory reasons, Carib Couriers will not knowingly accept shipments containing prohibited or restricted goods. These include, but are not limited to:

- Illegal drugs or controlled substances
- Weapons or weapon components
- Explosives
- Stolen goods
- Counterfeit goods
- Hazardous materials
- Certain batteries, chemicals, or other regulated substances

- Perishable items where the selected shipping service does not permit them
- Cash, currency, or negotiable monetary instruments
- Any item prohibited or restricted by an airline, shipping line, carrier, customs authority, government agency, or applicable law

Customers must accurately declare the contents of every shipment. Carib Couriers reserves the right to refuse, hold, return, surrender to the appropriate authorities, or otherwise dispose of a shipment where the contents are prohibited, restricted, improperly declared, or reasonably suspected to violate applicable rules or laws.

5. CUSTOMER RESPONSIBILITIES

Customers are responsible for ensuring that all information provided to Carib Couriers is complete, accurate, and truthful. This includes information about the customer, recipient, shipment, and goods.

Customers are responsible for:

- Providing accurate names, telephone numbers, email addresses, and delivery information.
- Truthfully declaring the contents, quantity, and value of the shipment.
- Providing all documents reasonably required for shipping or customs clearance.
- Ensuring that the goods are legally permitted to be shipped and imported into the destination country.
- Informing Carib Couriers of any fragile, delicate, valuable, unusual, hazardous, temperature-sensitive, or otherwise special characteristics of the shipment.
- Ensuring that goods are properly packaged for transportation, unless Carib Couriers has expressly agreed to provide packaging services.

If inaccurate, incomplete, or misleading information provided by the customer causes additional charges, delays, customs issues, loss, damage, or other expenses, the customer may be responsible for those costs and consequences.

6. PACKAGING AND FRAGILE ITEMS

Customers are responsible for ensuring that goods are appropriately packaged for transportation. Fragile items, including glass, electronics, ceramics, artwork, appliances, and other breakable or delicate goods, must be clearly identified and communicated to Carib Couriers before the shipment is accepted.

Customers must provide sufficient information about the fragile nature of an item so that appropriate handling instructions can be considered.

If a customer fails to disclose that an item is fragile, or fails to provide accurate information about the item, Carib Couriers will not be responsible for damage resulting from the undisclosed fragile nature of the item, inadequate packaging, or ordinary handling during transportation.

Customers should use suitable protective materials and packaging appropriate for the type of goods being shipped. Carib Couriers reserves the right to refuse goods that are inadequately packaged where the condition of the packaging presents a reasonable risk to the shipment, other goods, personnel, or equipment.

7. INSPECTION AND OPENING OF PACKAGES

Packages may be inspected or opened when reasonably necessary for:

- Customs requirements
- Airline, shipping-line, or carrier requirements
- Transportation and security procedures
- Suspected prohibited or restricted contents
- Safety concerns
- Damage or leakage
- Compliance with legal or regulatory requirements

Where an inspection is required by a customs authority, carrier, airline, shipping line, security provider, or other authorized party, Carib Couriers may not be able to prevent or control the inspection. Such inspections may cause delays or result in packaging being opened or resealed. Carib Couriers will take reasonable care when handling shipments during an inspection but cannot guarantee that an inspection will not affect packaging or delivery time.

8. LOSS, DAMAGE, AND LIABILITY

Carib Couriers will take reasonable care in handling and transporting customer shipments. If a shipment is lost as a direct result of Carib Couriers & Logistics' negligence while the shipment is in our custody or control, Carib Couriers will compensate the customer for the proven direct value of the lost shipment, subject to these Terms & Conditions and applicable law.

Carib Couriers will not be responsible for loss or damage caused by:

- Circumstances outside our reasonable control
- Incorrect or incomplete information supplied by the customer
- Prohibited or improperly declared goods
- Inadequate or unsuitable customer packaging
- Customs, government, or regulatory actions
- The customer's failure to disclose that an item is fragile
- Other circumstances for which Carib Couriers is not responsible under these Terms & Conditions

Liability and claim limits: Carib Couriers' liability will be limited to the customer's proven direct loss arising from our negligence. We will not be liable for indirect, incidental, special, consequential, or speculative losses, including lost profits or business opportunities, except where such limitation is not permitted by applicable law.

The customer must provide reasonable evidence of the item's value and the loss or damage. Evidence may include:

- Receipts or invoices
- Proof of purchase
- Photographs
- Tracking or shipment information

- Shipping documentation
- Other credible evidence requested during the investigation

Carib Couriers does not currently provide shipment insurance. Customers shipping high-value goods should understand that the absence of insurance may limit protection against risks not covered by these Terms & Conditions. Nothing in this section is intended to exclude or limit liability that cannot legally be excluded or limited.

9. SHIPPING DELAYS

Estimated delivery times are provided for guidance only and are not guaranteed delivery dates. Carib Couriers will make reasonable efforts to move shipments through the intended shipping process; however, delays may occur for reasons outside our control.

Possible causes of delay include:

- Customs inspections, clearance procedures, or government requirements
- Weather conditions, storms, hurricanes, flooding, or other natural events
- Port or airport congestion
- Vessel, aircraft, or carrier scheduling changes
- Airline, shipping-line, carrier, warehouse, or handling delays
- Mechanical problems, equipment failure, or transportation disruptions
- Strikes, labor disputes, industrial action, or labor shortages
- Security inspections or regulatory requirements
- Incorrect, incomplete, or late information or documentation supplied by the customer
- Government restrictions, public emergencies, or other events beyond Carib Couriers' reasonable control

A delay does not automatically constitute a failure by Carib Couriers to perform its services. Customers should allow reasonable additional time for customs clearance and transportation processing.

10. DELIVERY AND COLLECTION

Deliveries outside Harbour View, Kingston, are subject to a delivery fee of JMD \$500, unless a different fee is communicated to the customer before delivery.

Customers must provide accurate delivery information and must be available, or ensure that an authorized person is available, to receive the shipment. Carib Couriers may require identification or other reasonable confirmation before releasing a shipment.

If delivery cannot be completed because of an incorrect address, the recipient is unavailable, the customer refuses the shipment, or other circumstances attributable to the customer, additional delivery, storage, or handling charges may apply.

11. UNCLAIMED SHIPMENTS AND STORAGE

Customers are expected to collect their shipments promptly after receiving notification that the shipment has arrived in Jamaica and is available for collection.

If a shipment remains uncollected for seven (7) business days after the customer has been notified:

- A 5% charge will be applied on the seventh day.
- If the shipment remains uncollected after the seventh day, an additional 1% charge will be added for each subsequent day, up to a maximum period of thirty (30) days.

If a shipment remains unclaimed for thirty (30) days, or if the customer cannot be reached during that period, Carib Couriers & Logistics reserves the right to discard, dispose of, or otherwise deal with the shipment as reasonably necessary, subject to applicable law. Customers are responsible for keeping their contact information current and responding to collection notices.

The customer remains responsible for applicable shipping charges, storage-related charges, and other amounts due, regardless of whether the shipment is ultimately collected.

12. CLAIM PROCEDURE

Customers must notify Carib Couriers as soon as reasonably possible if they believe a shipment has been lost, damaged, or received with missing contents. Claims should be submitted within seven (7) calendar days of the date the shipment was delivered or made available for collection. For a shipment believed to be lost, the customer should submit a claim as soon as the loss becomes reasonably apparent.

A claim should include:

- Customer's full name and contact information
- Shipment or tracking/reference number
- Date of shipment and destination
- Clear description of the goods claimed to be lost or damaged
- Photographs of the package, packaging materials, labels, and damaged goods, where applicable
- Proof of the item's value, such as an invoice, receipt, or other credible documentation
- Relevant customs, purchase, or shipping documentation
- A clear explanation of what occurred and the amount being claimed

Carib Couriers may request additional information reasonably necessary to investigate a claim. Customers should preserve the damaged goods and packaging until the claim has been reviewed, unless instructed otherwise.

Claims will be assessed based on the available evidence, the circumstances of the shipment, the customer's compliance with these Terms & Conditions, and applicable law. Submission of a claim does not guarantee compensation.

Claims may be denied where the loss or damage resulted from inadequate packaging, undisclosed fragile goods, prohibited or improperly declared goods, customs action, circumstances outside our reasonable control, or other circumstances for which Carib Couriers is not responsible.

13. PRIVACY AND CUSTOMER INFORMATION

Carib Couriers & Logistics may collect and use information necessary to provide shipping and logistics services. This may include names, telephone numbers, email addresses, delivery addresses,

shipment descriptions, declared values, identification or customs information, payment information, and other information reasonably required to process a shipment.

Customer information may be used to:

- Process bookings and shipments
- Contact customers regarding shipment status, arrival, payment, delivery, or collection
- Prepare and process customs and shipping documentation
- Respond to customer service requests and claims
- Process payments and maintain business records
- Comply with legal, customs, regulatory, security, and transportation requirements

Where necessary to provide the service or comply with legal requirements, information may be shared with customs authorities, airlines, shipping lines, carriers, warehouses, delivery partners, customs brokers, payment processors, government agencies, or other service providers involved in the shipment.

Carib Couriers will take reasonable steps to protect customer information and will not intentionally use customer information for purposes unrelated to legitimate business operations, service delivery, or legal obligations. Customers should not submit sensitive personal information unless it is necessary for the shipment or specifically requested for a legitimate business purpose.

14. FORCE MAJEURE

Carib Couriers & Logistics will not be considered responsible for a delay, interruption, loss, or inability to perform a service to the extent caused by circumstances beyond our reasonable control. Such circumstances may include:

- Natural disasters, hurricanes, floods, earthquakes, fires, or severe weather
- War, terrorism, civil unrest, or public disorder
- Government actions, restrictions, or orders
- Customs actions or regulatory intervention
- Strikes, labor disputes, or transportation shutdowns
- Port or airport closures
- Major airline, shipping-line, or carrier disruptions
- Epidemics, pandemics, or public emergencies
- Power, communication, or infrastructure failures
- Other events that could not reasonably have been prevented or controlled by Carib Couriers

When a force majeure event occurs, Carib Couriers will make reasonable efforts to continue or resume services when practical. Customers acknowledge that such circumstances may affect shipping schedules, delivery dates, availability, and costs.

15. CHANGES TO THESE TERMS & CONDITIONS

Carib Couriers & Logistics reserves the right to update, amend, or revise these Terms & Conditions from time to time. Changes may be made to reflect updates to our services, business practices, carrier

requirements, customs requirements, applicable laws, or other operational circumstances.

The most current version of these Terms & Conditions will apply to services booked or shipments accepted after the effective date of the updated terms. Where reasonably practicable, Carib Couriers may notify customers of material changes through our usual communication channels.

Customers are encouraged to review the Terms & Conditions before using our services. Continued use of Carib Couriers' services after updated Terms & Conditions become effective constitutes acceptance of the revised terms, to the extent permitted by applicable law.

16. CUSTOMER ACKNOWLEDGMENT

By booking a shipment, submitting goods to Carib Couriers & Logistics, making payment for our services, or otherwise using our shipping and logistics services, the customer acknowledges that they have had an opportunity to read and understand these Terms & Conditions and agree to be bound by them.

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by applicable law.

17. CONTACT INFORMATION

For questions regarding these Terms & Conditions, shipments, payments, claims, or other services, customers may contact:

Carib Couriers & Logistics

Email: caribcourierslogistics@gmail.com

Telephone: 876-572-1972

Legal Review Notice: This document is a professionally structured business draft. Before using it as the company's final legal Terms & Conditions, Carib Couriers & Logistics should have it reviewed by a qualified attorney, particularly the provisions concerning liability, customer claims, customs, payment-related charges, and the disposal of unclaimed shipments.