

TERMS & CONDITIONS

Effective Date: May 26,2025

Company Name: Firstcall Express Shipping and Personal Shopping

Registered Address: Main Street Hopewell Hanover Jamaica

By using our services, you agree to the following terms and conditions:

1. General Terms

1.1. These terms govern the transportation, handling, and delivery of packages by Firstcall Express Shipping and Personal Shopping.

1.2. These terms apply to all services unless a separate agreement is signed.

2. Service Scope

2.1. We offer international courier and shipping services.

2.2. Services are provided based on standard operating procedures, subject to operational limitations and customs regulations.

3. Liability Disclaimer

3.1. Limited Liability: Firstcall Express Shipping and Personal Shopping shall not be liable for loss, damage, or delay arising from:

Acts of God (e.g., hurricanes, flooding)

Delays due to customs clearance

Incorrect or incomplete recipient information

Prohibited or restricted items

Acts or omissions of the shipper or recipient

Delays caused by third-party service providers

3.2. Maximum Compensation: Where liability is accepted, compensation shall not exceed the declared value, whichever is less, unless additional insurance is purchased.

4. Prohibited & Restricted Items

4.1. Customers must not ship items such as:

- Firearms or ammunition

- Illegal substances
- Perishable items
- Fragile goods without adequate packaging

4.2. The Jamaica Customs reserves the right to open and inspect packages suspected of containing prohibited goods.

5. Customs, Duties & Taxes

5.1. Customers are responsible for all customs duties, fees, taxes, and documentation.

5.2. Firstcall Express Shipping and Personal Shopping is not responsible for customs delays or seizures.

5.3. Packages unclaimed due to unpaid fees may be disposed of after 14 days without notice.

6. Package Delivery & Pickup

6.1. Delivery times are estimates and not guaranteed.

6.2. Pickup at our location.

6.3. After 7 days of non-collection, a storage fee will apply.

7. Lost Packages

7.1. All claims must be submitted in writing within 24 hours expected delivery date.

7.2. Supporting documentation must be provided (receipt, invoice, photos).

7.3. Claims will be processed within 2-3 Weeks.

7.4. No claim will be honoured for untracked or uninsured shipments.

8. Customer Responsibilities

8.1. Ensure all information provided is accurate.

8.2. Ensure packaging is secure and appropriate.

8.3. Pay all fees on time.

8.4. Refrain from abusive or threatening behaviour toward staff.

9. Right to Refuse Service

Firstcall Express Shipping and Personal Shopping reserves the right to refuse any package or service at its discretion, especially if it endangers operations, breaches legal regulations, or risks damage to reputation.

10. Indemnity

The customer agrees to indemnify and hold harmless Firstcall Express Shipping and Personal Shopping from any claim, loss, or legal demand arising from non-compliance with these terms or any illegal activity related to their shipment.

11. Governing Law

These terms shall be governed by the laws of Jamaica. Any disputes shall be resolved through mediation or in the courts of Jamaica

12. Changes to Terms

Firstcall Express Shipping and Personal Shopping may update these terms without prior notice. The most current version will be available on our website or upon request.

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