

Courier Services Terms & Conditions

Effective October 14, 2026 | Customer-facing international shipping services | Draft for legal and operations review

1. Parties, scope and acceptance

These Terms and Conditions ("Terms") govern package receiving, sorting, consolidation, storage, dispatch coordination, international forwarding and related services ("Services") furnished by GENXCEL LLC ("GENXCEL," "we," "us") to individuals and business customers ("Customer," "you"). GENXCEL operates from Doral, Florida and facilitates shipments, including to destinations in the Caribbean and Latin America. Services may be performed using independent airlines, ocean carriers, customs brokers, destination agents and final-mile couriers. These Terms apply when you register, tender a package, request a service or otherwise use the Services, subject to applicable law and any specific written service agreement.

2. Customer account and accurate information

Customers must provide accurate names, identification where lawfully required, delivery contact details, addresses, package descriptions, invoice values and shipping instructions. You are responsible for maintaining account credentials, timely updating contact information and securing any required authorization to ship goods on behalf of another person. GENXCEL may request verification to prevent fraud and meet carrier or customs requirements.

3. Receiving and identifying packages

Packages must display the designated customer or account identifier and correct facility delivery information supplied by GENXCEL. Customers should retain retailer tracking numbers, proof of purchase and invoices. A merchant or upstream carrier showing "delivered" does not by itself establish physical receipt, item count or condition by GENXCEL. Receipt is confirmed only when recorded by GENXCEL. We may refuse packages with missing identification, unsafe contents, damaged packaging or inadequate documentation.

4. Consolidation, inspection and repackaging

At your instruction, GENXCEL may combine packages, remove unnecessary external packaging, repackage or separate contents for safe and economical shipment. Such handling may change dimensional weight and may void manufacturer packaging or retailer return eligibility. We may open and inspect parcels only as reasonably needed for identification, security, customs compliance, carrier acceptance, suspected damage or requested services, subject to applicable law. We do not authenticate merchandise or guarantee retailer order accuracy.

5. Prohibited and restricted goods

Customers must not tender illegal, counterfeit, stolen, hazardous or otherwise prohibited goods. Restrictions may apply to firearms and ammunition, explosives, flammables, chemicals, lithium batteries, aerosols, perfumes, medicines, foods, cash, live animals, perishables and high-value items. The list is not exhaustive; rules vary by airline, carrier and destination. Obtain GENXCEL written approval before tendering any potentially restricted item. GENXCEL may refuse, hold, return or surrender prohibited goods to authorities as legally required. Lawful handling, return, disposal and storage costs may be charged to the responsible customer.

6. Customs, export rules and duties

You are responsible for truthful commodity descriptions, quantities, declared values, invoices and any required permits. Customs authorities, carriers or destination partners may inspect, hold, assess duties or taxes, or deny entry. Unless your confirmed quote expressly states otherwise, shipping charges exclude import duties, sales taxes, customs assessments, brokerage fees, inspections, permits and destination delivery costs. GENXCEL does not guarantee clearance or any duty/tax estimate. GENXCEL will not knowingly process transactions prohibited by applicable sanctions or export controls.

7. Rates, weight, payments and additional charges

Charges are based on the published or individually confirmed rate in effect when a shipment is accepted for dispatch, including actual or dimensional weight when applicable. Promotional rates, service days and transit estimates may change with proper notice or as described in the promotion. Additional fees may apply for repackaging, storage, insurance/declared-value options, special handling, return shipping, government charges, re-delivery or address correction if disclosed before the service or reasonably incurred due to customer instructions. GENXCEL may hold dispatch or release for unpaid lawful charges. Any disputed charge should be raised promptly using the contact information below.

8. Shipping schedules and delivery estimates

Advertised dispatch frequency or delivery windows are estimates, not guarantees, unless GENXCEL expressly agrees in writing to a guaranteed service. Weather, customs review, airline or vessel capacity, labor issues, inspections, security restrictions, carrier performance and events outside reasonable control may cause delay. Tracking updates may lag physical movement. GENXCEL will provide reasonably available updates when a material delay becomes known.

9. Delivery, unclaimed goods and storage

Delivery may require recipient identification, proof of authorization, signature and payment of outstanding charges. Customers must collect packages within the storage period and under the storage rates separately disclosed by GENXCEL. GENXCEL will provide legally required notices before any sale, disposal or other action concerning unclaimed goods. No fixed abandonment period is established by these Terms; the applicable storage policy, written notifications and law govern.

10. Claims for loss, damage or shortages

Inspect packages as soon as reasonably possible upon delivery and preserve the packaging, receipts, product photographs and shipping labels if a claim arises. Contact GENXCEL at the email below with the account number, tracking/reference number, item description, invoice, evidence of value and photographs. We will investigate with our handling records and downstream carriers. Carrier-specific claim deadlines and mandatory legal time limits may apply; GENXCEL will communicate any applicable deadline as part of the shipping confirmation or claim process. Do not discard damaged goods until instructed or a reasonable inspection opportunity has passed.

11. Liability and optional protection

GENXCEL is responsible for its own acts or omissions to the extent imposed by applicable law. The responsibility of any independent carrier may be governed by its lawful transportation agreement and mandatory domestic or international conventions. Any declared-value coverage, insurance or enhanced protection is available only when separately offered, accepted and confirmed in writing, with its price and exclusions clearly disclosed. No arbitrary dollar liability cap is imposed in these general Terms; any proposed shipment-level cap must appear in the applicable transportation agreement and comply with law, including any opportunity to declare higher value when required. Nothing in these Terms excludes liability that cannot lawfully be excluded.

12. Customer responsibilities and third-party purchases

The retailer or seller remains responsible for its product quality, product warranties, omissions and fulfillment errors. GENXCEL is not the merchant of record for goods purchased from third parties unless expressly stated. You agree to use the Services lawfully and to reimburse GENXCEL for reasonable documented losses, penalties or third-party claims resulting from your knowing misdeclaration, unlawful shipment or material breach, except to the extent caused by GENXCEL negligence, misconduct or violation of law.

13. Refunds and cancellations

Before dispatch, cancellation or refund requests will be evaluated based on services already performed and nonrecoverable third-party charges, with any applicable refund rights preserved. After dispatch, unused service elements may be refundable where permitted by the applicable booking terms or law. GENXCEL will explain the calculation of any denial or partial refund upon request. Published promotions do not override mandatory consumer rights.

14. Communications and privacy

We may send transactional emails or messages about receipts, invoices, shipping status, customs or customer support. Promotional email and text messages are subject to applicable consent and opt-out requirements; providing a phone number for delivery does not by itself authorize marketing texts. Our separate Courier Services Privacy Policy explains personal-data practices.

15. Changes, governing law and disputes

GENXCEL may update these Terms prospectively by posting or supplying an updated version with an effective date. Material changes will not retroactively alter a shipment already accepted unless lawfully agreed. Florida law governs to the extent not displaced by applicable federal law, international conventions or mandatory consumer protection rules. Customers and GENXCEL should first attempt good-faith resolution via customer support. Courts having lawful jurisdiction may hear unresolved disputes. No mandatory arbitration or class-action waiver is imposed by these Terms.

16. Contact and effectiveness

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