

# Golden Logistics JA – Terms and Conditions

Effective Date: October 13, 2025

Thank you for choosing Golden Logistics JA. By using our courier, air, and sea freight services, you agree to the Terms and Conditions outlined below. Please read carefully before shipping any items.

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## 1. Definitions

- “Company” refers to Golden Logistics Jamaica, its employees, agents, and representatives.
  - “Customer” refers to any individual or business sending or receiving shipments through the Company.
  - “Shipment” means any parcel, package, or freight accepted for transportation.
  - “Consignee” means the individual or entity to whom the shipment is addressed.
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## 2. Acceptance of Terms

By booking, paying for, or using our services, you agree to these Terms and Conditions.

Golden Logistics JA reserves the right to amend these terms at any time without prior notice. Updated terms will be posted on our official platforms.

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## 3. Services Offered

Golden Logistics JA provides:

- Local and regional courier services
- Air and sea freight forwarding
- Door-to-door delivery and pickup
- Express delivery services
- E-commerce and business delivery solutions

Service availability may vary based on location, destination, and customs regulations.

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## **4. Shipment Packaging and Declaration**

- All shipments must be securely packaged, labeled, and sealed by the sender.
  - Customers must declare accurate details including content, value, and weight.
  - The Company reserves the right to open and inspect any shipment for safety, customs, or legal purposes.
  - Prohibited items include: cash, firearms, explosives, drugs, perishable goods, live animals, hazardous chemicals, and counterfeit products.
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## **5. Rates, Charges, and Payment**

- Shipping rates are calculated based on weight, size, service type, and destination.
  - All charges must be paid in full before the package is released , unless otherwise approved by management.
  - Additional fees may apply for customs clearance, storage, re-delivery, or overweight items.
  - Rates and promotions are subject to change without prior notice.
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## 6. Delivery and Timeframes

- Estimated delivery times are approximate and not guaranteed.
  - The Company will make reasonable efforts to deliver shipments on time but is not liable for delays caused by weather, traffic, customs, strikes, or other events beyond its control.
  - If the consignee is unavailable at the delivery address, a re-delivery fee may apply.
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## 7. Liability and Insurance

- Golden Logistics JA's liability for loss, damage, or delay is limited to JMD \$15,000 or the declared value of the item, whichever is lower.
  - Customers are encouraged to purchase additional insurance for high-value shipments.
  - Golden Logistics JA is not responsible for indirect losses such as business interruption, loss of profit, or emotional distress.
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## 8. Claims and Refunds

- Claims for lost or damaged shipments must be made in writing within seven (14) days of the delivery date.
  - Proof of value (invoice, receipt, or photos) may be required.
  - Refunds, when approved, will be processed within a reasonable period.
  - No refunds apply for delays caused by factors outside the Company's control.
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## 9. Unclaimed or Undeliverable Shipments

If a shipment cannot be delivered due to incorrect address, refusal, or non-payment, Golden Logistics JA will contact the sender, if possible.

Unclaimed shipments held for more than 30 days may be disposed of or sold to recover costs, without liability to the Company.

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## **10. Customs and International Freight**

For international shipments:

- The Customer must provide all necessary customs forms and accurate declarations.
  - Golden Logistics JA is not responsible for customs duties, taxes, confiscation, or delays caused by incorrect information or government inspections.
  - Any customs or duty fees must be paid before delivery can be completed.
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## **11. Limitation of Liability**

Golden Logistics JA shall not be held liable for:

- Delays due to natural disasters, government actions, or public disturbances.
  - Loss or damage caused by inadequate packaging.
  - Perishable or fragile items sent without proper protection.
  - Any act or omission by the Customer that breaches these Terms.
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## **12. Privacy and Data Protection**

Golden Logistics JA respects your privacy.

Personal information collected for delivery purposes will be kept confidential and used only for service operations, legal compliance, or customer support.

We do not sell or share personal data with third parties, except as required by Jamaican law.

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## 13. Governing Law


These Terms and Conditions are governed by the laws of Jamaica.

Any disputes will be resolved under the jurisdiction of the Courts of Jamaica.

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## 14. Contact Information

Golden Logistics JA

 Address: Ferris District, Westmoreland, Jamaica

 Phone/WhatsApp: 1876-415-3697

 Email: [goldenlogisticsja@gmail.com](mailto:goldenlogisticsja@gmail.com)

 Website: [goldenlogisticsja.com](http://goldenlogisticsja.com)

 “Delivering Excellence with a Golden Touch.”