



TERMS AND CONDITIONS

1. Role of Kargo Kourier

Kargo Kourier provides pickup, delivery, and coordination services. Fulfillment, storage, and inventory handling are performed by third-party warehouse operators. By using our service, you acknowledge that certain functions are dependent on those third parties.

2. Service Scope & Estimates

We collect, transport, and deliver packages as instructed by the customer. Pickup and delivery times are estimates only. Delays caused by the warehouse operator, customs, carriers, weather, or force majeure are outside our control. We are not liable for delays arising from warehouse processing, inventory errors, or stock unavailability.

3. Customer Responsibilities

Accurate Data: Provide correct consignee details, SKUs, quantities, and special instructions. Errors caused by incorrect info are not our responsibility. **Packaging:** Items must be properly packed for transit. We and our warehouse partners are not liable for damage due to insufficient packaging. **Prohibited Items:** No illegal goods, hazardous materials, perishables, cash, firearms, or items restricted under Jamaican law. We may refuse or return such items at your cost.

4. Third-Party Warehouse Terms

Your goods will be received, stored, and picked/packed by an independent contractor. Warehouse operating hours, cutoff times, and handling procedures apply to all orders. We will communicate these, but we do not control them. Any loss, damage, or delay occurring while goods are in the warehouse operator's possession is subject to the warehouse operator's liability limits. Kargo Kourier's liability is limited as set out in Section 6.

5. Fees, Duties & Payment

Quotes exclude duties, taxes, customs fees, brokerage, and warehouse storage/handling fees unless stated. Payment is due before dispatch unless credit terms are approved in writing. Overdue amounts incur 1.5% interest per month. Customer is responsible for all third-party charges, including demurrage, storage, and redelivery fees caused by failed delivery attempts.

6. Liability Limits

Kargo Kourier's total liability for loss, damage, or delay is limited to the lesser of JMD \$500 per kg or the declared value, up to JMD \$50,000 per shipment. We are not liable for indirect losses, loss of profit, loss of market, or consequential damages. Claims must be made in writing within 3 calendar days of delivery, with photos and original packaging. Concealed damage must be reported within 24 hours. Where loss/damage occurs at the warehouse, claims will be passed to the operator and subject to their terms. Our role is limited to facilitation.

7. Insurance

Basic liability coverage above is included. For higher value, purchase additional transit insurance prior to shipment. Uninsured goods travel at your risk.

8. Delivery & Failed Attempts

Delivery is complete upon signature or as per delivery instructions, including "authority to leave." Risk transfers at that point. If delivery fails due to wrong address, no access, or consignee refusal, redelivery and storage fees apply.

9. Lien & Right to Withhold

We and/or the warehouse operator hold a general lien on goods for any unpaid charges. Goods may be sold or disposed of after 30 days' written notice to recover amounts owed.

10. Force Majeure

Neither Kargo Kourier nor our warehouse partners are liable for delays or failure due to events beyond reasonable control, including strikes, port closures, natural disasters, system outages, or government action.

11. Privacy & Data

We share only necessary order and contact info with warehouse and carrier partners to fulfill your shipment. We don't sell personal data.

12. Governing Law & Disputes

These terms are governed by the laws of Jamaica. Disputes will be handled in the courts of Saint James Parish, Jamaica.

13. Changes to Terms

We may update these terms. The version posted on our website at the time you book applies. By booking with Kargo Kourier, you accept these Terms & Conditions and acknowledge our reliance on third-party warehouse operators to complete fulfillment.