

Effective Date: July 18, 2025

Welcome to KEY SHIP LIMITED. By using our shipping and courier services, you agree to the following terms and conditions:

1. Services Offered

KEY SHIP LIMITED provides international and local shipping, package forwarding, customs clearance, and delivery services. All services are subject to availability and operational conditions.

2. Shipping Eligibility

We ship packages on behalf of individuals and businesses. Customers must ensure all items are legal, non-hazardous, and compliant with customs and import regulations of the destination country.

3. Prohibited Items

Customers must not ship any of the following:

- Flammable or explosive materials
- Firearms or ammunition
- Perishable goods
- Drugs or controlled substances
- Counterfeit or illegal items

A full list of prohibited items can be provided upon request.

4. Rates and Charges

All rates are based on weight, dimensions, and declared value of the package. Additional charges may apply for customs, duties, or special handling. Rates are subject to change without prior notice.

5. Package Value Declaration

All items must be accurately declared. Packages valued over \$100 may require additional documentation and are subject to additional customs duties or insurance.

6. Insurance and Liability

Basic insurance is provided for packages valued under \$100. Additional coverage is available upon request. KEY SHIP LIMITED is not liable for delays, loss, or damage caused by third-party carriers, customs, or force majeure events.

7. Delivery Times

Delivery times are estimates and not guaranteed. Delays may occur due to customs processing, weather, or other unforeseen factors.

8. Tracking and Notifications

Tracking numbers are provided for all shipments. Customers are responsible for monitoring their package status and contacting us with any concerns.

9. Address Accuracy

It is the customer's responsibility to provide accurate and complete shipping information. KEY SHIP LIMITED is not responsible for delays or losses caused by incorrect addresses.

10. Claims and Refunds

Claims for lost or damaged packages must be submitted within 7 days of delivery or expected delivery. Refunds will be processed in accordance with our claims policy.

11. Changes to Terms

KEY SHIP LIMITED reserves the right to update these Terms of Service at any time. Changes will be posted on our website and become effective immediately.

12. Contact Us

For questions or concerns, contact us at:

info@keyshipltd.com

keyshipltd.com