

10. Package Inspection

Legacy Connect Logistics reserves the right to inspect, open, scan, photograph, weigh, or verify any package where necessary for security, customs, regulatory, or operational purposes.

11. Prohibited and Restricted Items

Customers shall not ship any item prohibited by law or restricted by customs authorities, airlines, carriers, or other regulatory agencies.

Legacy Connect Logistics reserves the right to refuse, return, surrender, confiscate, or dispose of prohibited or restricted items.

12. Loss, Damage and Claims

Claims for lost, damaged, or misdelivered shipments must be submitted in writing within seven (7) calendar days of collection or delivery.

Compensation for uninsured shipments shall be limited to the lesser of the documented value of the shipment or USD \$50.00.

13. Insurance

Insurance may be available on selected shipments at an additional cost and is subject to the insurer's terms and conditions.

Customers seeking coverage above the standard liability limit should obtain approved insurance coverage prior to shipment arrival.

14. Unclaimed Packages and Storage Fees

Packages not collected within five (5) calendar days of being marked Ready for Pickup will attract a storage fee of JMD \$250.00 per package per day.

Packages remaining unclaimed for thirty (30) calendar days after being marked Ready for Pickup shall be deemed abandoned and ownership forfeited.

Legacy Connect Logistics reserves the right to sell, auction, donate, destroy, or otherwise dispose of abandoned packages without further notice.

15. Package Collection and Identification

Customers may be required to present valid government-issued identification before collecting a package.

Legacy Connect Logistics reserves the right to refuse release of any package where ownership cannot be satisfactorily verified.

16. Third-Party Collection

Packages may be collected by an authorized third party upon presentation of written authorization and valid identification, subject to approval by Legacy Connect Logistics.

17. Deliveries

Proof of delivery may include signatures, photographs, electronic confirmations, GPS records, or delivery logs.

Customers requesting delivery services must ensure that someone is available to receive the package at the delivery address.

Additional delivery charges may apply where delivery attempts are unsuccessful due to customer-related circumstances.

18. Payments and Chargebacks

All fees paid to Legacy Connect Logistics are non-refundable once services have commenced.

Customers agree not to initiate chargebacks or payment disputes without first providing Legacy Connect Logistics a reasonable opportunity to resolve the matter.

Returned or dishonoured payments may attract additional administrative fees.

19. Right to Refuse Service

Legacy Connect Logistics reserves the right to refuse, suspend, or terminate services where fraud is suspected, false information is provided, regulations are violated, outstanding balances remain unpaid, or the company is exposed to undue risk.

20. Limitation of Liability

Under no circumstances shall Legacy Connect Logistics be liable for any amount exceeding the compensation limits outlined in these Terms and Conditions.

21. Privacy and Confidentiality

Legacy Connect Logistics will take reasonable steps to safeguard customer information.

Customer information may be disclosed where required by law or for customs, regulatory, operational, or security purposes.

22. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of Jamaica.

Any dispute arising from the use of our services shall be subject to the exclusive jurisdiction of the Courts of Jamaica.

23. Contact Us

If you have questions, concerns, requests, or complaints regarding this Privacy Policy or the handling of your personal information, please contact:

Legacy Connect Logistics

Email: legacyconnectja@gmail.com

Telephone: (876) 419-9378

Location: Kingston, Jamaica

You may contact us to:

- Request access to your personal information
- Correct inaccurate or incomplete information
- Withdraw consent where applicable
- Opt out of marketing communications
- Raise a privacy-related concern or complaint
- Request information regarding how your data is processed

We will make reasonable efforts to respond to all privacy-related requests within the timeframes required by applicable law.

Data Breach Notification

In the event of a personal data breach that is likely to result in a risk to the rights and freedoms of affected individuals, Legacy Connect Logistics will take appropriate steps to investigate the incident, mitigate any potential