

## **1. Acceptance of Terms**

By registering for an account, using a Legacy Connect Logistics warehouse address, shipping, receiving, forwarding, collecting, storing, delivering, or otherwise using any service provided by Legacy Connect Logistics, you agree to be bound by these Terms and Conditions.

Customers are responsible for complying with all applicable laws, regulations, customs requirements, and company policies.

Legacy Connect Logistics reserves the right to update or amend these Terms and Conditions at any time. Continued use of our services following any changes constitutes acceptance of the revised Terms and Conditions.

If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

## **2. Customer Information**

Customers are responsible for providing and maintaining accurate, complete, and up-to-date information at all times.

Legacy Connect Logistics may request identification, a Taxpayer Registration Number (TRN), proof of address, invoices, receipts, proof of payment, or other supporting documentation for verification, customs clearance, security, regulatory, or operational purposes.

Failure to provide accurate information or requested documentation may result in delays, additional charges, storage fees, customs issues, refusal of package release, suspension of services, or account restrictions.

Customers must promptly notify Legacy Connect Logistics of any changes to their contact information or account details.

Legacy Connect Logistics shall not be liable for any loss, delay, customs issue, additional charge, package hold, misdelivery, or other consequence arising from inaccurate, incomplete, false, or outdated information provided by the customer.

## **3. Shipping Information and Package Identification (Unknown Package) Fee**

Customers are responsible for ensuring that all shipments include the correct customer name, assigned account number, and any other required shipping information.

Packages received with missing, incorrect, incomplete, or inaccurate information may be delayed while ownership is verified.

**A Package Identification (Unknown Package) Fee of JMD \$500.00 per package** shall be charged where additional investigation, verification, customer contact, or administrative processing is required to identify the rightful owner of a shipment.

Legacy Connect Logistics reserves the right to request identification, invoices, receipts, proof of payment, shipping confirmations, or other supporting documentation to verify ownership of a package.

Legacy Connect Logistics shall not be liable for any delays, storage fees, customs charges, additional costs, or other consequences resulting from missing, incorrect, incomplete, or inaccurate shipping information.

Packages that cannot be matched to a customer account may be held until ownership is verified and all applicable charges have been paid.

### **3. Shipping Information and Package Identification Fee**

Customers are responsible for ensuring that all shipments include the correct customer name and assigned account number.

Packages received with missing, incorrect, or incomplete information may be delayed while ownership is verified.

**A Package Identification Fee (Unknown Package Fee) of JMD \$500.00 per package** shall be charged where additional investigation is required to identify the rightful owner of a shipment.

Legacy Connect Logistics reserves the right to request supporting documentation to verify ownership of any package.

Packages that cannot be matched to a customer account may be held until ownership is verified and all applicable charges have been paid.

### **4. Freight Charges, Processing Fees and Handling Fees**

All shipping rates, fees, and charges are subject to change without notice.

A processing fee shall be charged on every package received by Legacy Connect Logistics.

Packages weighing more than ten (10) pounds may attract an additional handling fee.

Additional charges may apply for customs processing, storage, delivery, repackaging, consolidation, special handling, oversized packages, or other services provided by Legacy Connect Logistics.

All applicable fees and charges must be paid in full before a package is released or delivered.

## **5. Customs Duties and Government Charges**

Customers are responsible for all customs duties, taxes, fees, penalties, and other charges imposed by customs authorities or government agencies.

Legacy Connect Logistics does not determine customs valuations, duties, taxes, or fees and shall not be responsible for any customs-related decisions or delays.

Customers may be required to provide invoices, receipts, proof of payment, TRN information, or other supporting documentation for customs clearance.

All customs-related charges must be paid in full before a package is released or delivered.

## **6. Package Consolidation and Repackaging**

Legacy Connect Logistics may consolidate or repackage shipments to improve handling, storage, shipping efficiency, or operational requirements.

Additional fees may apply for package consolidation, repackaging, or special handling services.

Legacy Connect Logistics shall not be liable for delays resulting from package consolidation, repackaging, or related processing requirements.

## **7. Merchant and Seller Responsibility**

Legacy Connect Logistics is not responsible for merchant or seller errors, including incorrect items, missing items, defective products, damaged goods, order cancellations, refunds, exchanges, or backorders.

Customers are responsible for resolving any disputes directly with the merchant or seller.

Legacy Connect Logistics acts solely as a logistics and delivery service provider and is not responsible for the quality, condition, authenticity, or performance of any item purchased by a customer.

## **8. Packaging and Fragile Items**

Legacy Connect Logistics is not responsible for damage resulting from poor, inadequate, defective, or insufficient packaging by the merchant, seller, sender, manufacturer, or any third party.

Fragile items are shipped at the customer's own risk.

Legacy Connect Logistics shall not be liable for damage to fragile, breakable, perishable, or improperly packaged items during transportation, storage, handling, or delivery.

## **9. Delivery Times**

All delivery and transit times provided by Legacy Connect Logistics are estimates only and are not guaranteed.

Legacy Connect Logistics shall not be liable for delays caused by customs inspections, airline delays, weather conditions, public holidays, government agencies, carrier delays, or circumstances beyond our control.

## **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 Information**

Legacy Connect Logistics

Customer Service: (876) 419-9378

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