



TERMS & CONDITIONS OF SERVICE

Effective date: October 22, 2026 | **Service:** USA to Jamaica Express Shipping

1. Acceptance of Terms

By registering with Logistics Guru, submitting a package for shipment, or using our services, customers agree to comply with these Terms and Conditions. Customers should review these terms before shipping.

2. Customer Registration

Customers must register at www.lgxhq.com and provide accurate contact and account information. Customers must correctly use their assigned shipping details and warehouse address, keep their information updated, and must not provide false or misleading information.

3. Express Shipping Services

Logistics Guru provides express package forwarding from the United States to Jamaica. The advertised 24-72 hour timeframe is an estimate, not a guaranteed delivery deadline, and is subject to flight schedules, customs clearance, holidays, and operational conditions. Customers should confirm when the timeframe begins for their particular shipment.

4. Shipping Address and Package Identification

Customers must correctly address all shipments using their assigned shipping details. Incorrect, incomplete, or unidentified packages may be delayed and may incur a disclosed identification or processing fee. Logistics Guru is not responsible for delays caused by customer-supplied address errors, except where the company itself is at fault.

5. Rates, Weight, and Additional Fees

Shipping charges are determined by the applicable published rate schedule and relevant package weight or dimensions. Customs duties and taxes, processing or handling charges, oversized or bulky fees, unidentified-package fees, and special delivery charges may apply. Applicable charges will be disclosed through the current rate schedule or before payment is required. Rate changes will not be applied retroactively to an already accepted shipment unless agreed terms clearly permit an adjustment.

6. Customs and Required Documentation

All shipments are subject to applicable Jamaican customs laws and other relevant regulations. Customers must provide accurate invoices, descriptions, values, and other required documents. Customs authorities determine applicable assessments and inspections. Customers are responsible for lawful customs charges on their shipments.



7. Prohibited and Restricted Items

Customers must not ship items prohibited by Jamaican law, United States export requirements, airline rules, or carrier restrictions. Restricted goods may require permits or prior approval. Logistics Guru may refuse unlawful, dangerous, undeclared, or improperly documented goods. Customers may be responsible for resulting lawful costs and penalties to the extent permitted by law.

8. Payments and Package Collection

All applicable charges must be paid before a package is released. Customers may be asked to show identification or provide authorization for a representative collecting on their behalf. Customers should inspect packages on collection and promptly report visible damage or discrepancies. Any storage charges, collection deadlines, and unclaimed-package rules must be communicated separately before enforcement.

9. Lost, Damaged, or Missing Shipments

Logistics Guru will handle shipments with reasonable care. Suspected loss, damage, or missing items should be reported promptly with relevant invoices, tracking details, and photographs. Claims will be investigated based on available records and circumstances. Compensation, if due, will be determined under applicable law and any valid, clearly disclosed liability terms. Nothing here excludes liability that cannot legally be excluded.

10. Customer Responsibilities

Customers must supply accurate information and documentation, comply with shipping laws, pay applicable charges, monitor notifications, collect packages within communicated periods, and treat staff and other customers respectfully.

11. Loyalty Points and Referrals

Where the applicable published rewards program states that 1 point equals JMD \$1, eligible points may be redeemed subject to that program's rules. Referral bonuses and points require verification and satisfaction of the stated eligibility criteria. Duplicate or fraudulent registrations and manipulated referrals may be disqualified. Changes to reward rules will be communicated to affected participants.

12. Refunds and Billing Disputes

Customers should report suspected billing errors with the relevant receipt or invoice. Disputes will be reviewed and appropriate adjustments made in accordance with applicable law. Charges for services already performed are generally non-refundable unless otherwise required by law or agreed by Logistics Guru.

13. Delays and Service Interruptions

Severe weather, airline cancellations, customs inspections, government restrictions, warehouse disruptions, and other circumstances outside reasonable operational control may affect services. Logistics Guru will make reasonable efforts to communicate material delays and provide updates.



14. Suspension or Refusal of Service

Logistics Guru may suspend or refuse service in cases of fraud, abusive conduct, unlawful shipments, or serious breaches of these Terms. Such action will comply with applicable law and will not eliminate lawful responsibilities for packages already in the company's possession.

15. Updates to These Terms

Logistics Guru may update these Terms to reflect changes in operations or legal requirements. Revised terms will be published on the website with an updated effective date and will apply prospectively, subject to applicable law.

16. Governing Law and Disputes

These Terms are governed by the laws of Jamaica. Customers are encouraged to contact Logistics Guru to resolve complaints informally first. Customers retain their rights to pursue available legal remedies under Jamaican law.

17. Contact Information

Logistics Guru | Linstead, St. Catherine, Jamaica
Telephone: 876-317-8439 | Website: www.lgxhq.com

Customer acknowledgment: By selecting "I Agree" during registration, customers confirm that they have read and accepted these Terms and Conditions.