

This document outlines the **General Terms and Conditions** for **OneShip Logistics**. These terms govern the relationship between OneShip Logistics ("the Company") and the Customer ("the Shipper") for the transportation, handling, and storage of goods.

1. Scope of Service

OneShip Logistics provides comprehensive freight forwarding and e-commerce shipping solutions.

- **Services Provided:** Including but not limited to domestic and international courier services, air/sea/land freight, order consolidation, warehousing, and real-time parcel tracking.
- **Role of the Company:** OneShip Logistics acts as a freight forwarder and may engage third-party carriers (e.g., DHL, FedEx, regional partners) to fulfill the contract. The Company reserves the right to select the route and method of transport unless otherwise agreed in writing.
- **Customer Responsibility:** The Shipper is responsible for ensuring all goods are accurately described, legally permitted for transport, and packaged sufficiently to withstand the rigors of transit.

2. Delivery Times

- **Estimates Only:** All delivery dates provided are **estimates** and are not guaranteed. Time is not "of the essence" for the performance of the services.
- **Delays:** OneShip Logistics is not liable for delays caused by circumstances beyond its control, including but not limited to:
 - Customs clearance procedures or inspections.
 - Acts of God (extreme weather, natural disasters).
 - Labor strikes or civil unrest.
 - Inaccurate or incomplete documentation provided by the Shipper.

3. Payment Terms

- **Fees:** Rates are based on the greater of actual or volumetric weight ($L \times W \times H / \text{Factor}$). OneShip Logistics reserves the right to re-weigh and re-measure any shipment.
- **Invoicing:** Payment is due upon receipt of the invoice or as per the specific credit terms agreed upon in the service contract.
- **Late Payment:** Interest may be charged on overdue accounts at a rate of **1.5% per month** (or the maximum allowed by law).
- **Lien:** OneShip Logistics shall have a general lien on all goods in its possession for any sums due at any time from the Shipper.

4. Liability and Insurance

- **Carrier Liability:** In the absence of a declared value for carriage, liability for loss or damage is limited to international standards (e.g., Montreal Convention for air, Hague-Visby for sea).
- **Limited Liability:** OneShip's total liability is capped at a set amount (e.g., **\$100 USD** per shipment or **\$20 USD per kg**, whichever is lower) unless a higher value is declared and additional fees are paid.

- **Insurance:** Standard service does **not** include "All-Risk" insurance. Shippers are strongly encouraged to purchase independent cargo insurance. OneShip can facilitate such insurance upon written request and payment of premiums.

5. Claims and Disputes

- **Notification Window:** Claims for damage or partial loss must be submitted in writing within **14 days** of delivery. Claims for total loss or non-delivery must be filed within **30 days** of the expected delivery date.
- **Evidence:** All packaging and damaged items must be retained for inspection. Photo evidence and a formal "Notice of Intent to Claim" are required to initiate a review.
- **Dispute Resolution:** Any disputes arising from these terms shall be resolved through good-faith negotiation, followed by binding arbitration in the jurisdiction where OneShip Logistics is registered.

6. Cancellation Policy

- **Pre-Pickup:** Shipments may be cancelled without penalty if the request is received before the courier is dispatched or the label is processed.
- **Post-Processing:** If a shipment is cancelled after processing or pickup, the Shipper may be liable for a cancellation fee plus any costs already incurred (e.g., return-to-sender fees).

7. Data Protection

- **Privacy:** OneShip Logistics collects and processes personal data (names, addresses, phone numbers) solely for the purpose of fulfilling shipping services.
- **Compliance:** We adhere to relevant data protection laws (e.g., GDPR or local equivalents). Data may be shared with third-party carriers and customs authorities as required to complete delivery.

8. Limitations of Liability

OneShip Logistics shall **not** be liable for:

- **Indirect Loss:** Any loss of profit, income, interest, or "consequential" damages, even if the Company was aware of the risk.
- **Prohibited Items:** Loss or damage to items listed as "Prohibited" or "Restricted" in our shipping guide (e.g., hazardous materials, currency, perishables).
- **Packing Errors:** Damage resulting from insufficient or improper packaging by the Shipper.