

Parcel JA - Terms and Conditions

Effective Date: January 2, 2025

1. Introduction Welcome to Parcel JA! By using our services, you agree to these Terms and Conditions. Please read them carefully.

2. Service Overview Parcel JA provides international shipping and freight forwarding services from the U.S. to Jamaica. We offer standard and VIP shipping options with loyalty benefits.

3. Customer Responsibilities

- Ensure all packages comply with Jamaican import regulations.
- Provide accurate shipping information.
- Collect shipments within the stated time to avoid storage fees.

4. Shipping & Delivery

- Delivery timelines are estimated and subject to customs clearance.
- Parcel JA is not liable for delays caused by customs, natural disasters, or carrier issues.

5. Fees & Payments

- All fees, including shipping, customs handling, and processing fees, must be paid before package release.
- VIP membership fees are billed monthly and are non-refundable.

6. Restricted & Prohibited Items

- Customers must not ship hazardous materials, firearms, counterfeit goods, or other restricted items as per Jamaican law.
- Failure to comply may result in package seizure and legal action.

7. Refunds & Disputes

- Refunds are considered on a case-by-case basis.
- Claims for damaged or missing items must be reported within 48 hours of receipt.

8. Liability & Insurance

- Parcel JA is not responsible for damage or loss unless insurance is purchased.
- Insurance claims must be filed within 7 days of package receipt.

9. Termination of Service

- We reserve the right to terminate service for fraudulent activities, abuse, or failure to comply with these terms.

10. Changes to Terms

- We may update these Terms periodically. Continued use of the service constitutes acceptance of the revised Terms.

Contact Information For inquiries, contact us at [Insert Contact Information].

Parcel JA - Privacy Policy (In Compliance with the Jamaican Data Protection Act)

Effective Date: January 2, 2025

1. Introduction Parcel JA is committed to protecting your privacy. This policy explains how we collect, use, and safeguard your data in accordance with the Data Protection Act of Jamaica.

2. Information We Collect

- **Personal Information:** Name, phone number, email, and address for shipping purposes.
- **Transaction Information:** Shipping history, payment details (processed securely).
- **Technical Information:** IP addresses and browsing behavior for security and service improvements.

3. How We Use Your Data

- To process and deliver shipments.
- To communicate updates and promotional offers (opt-out available).
- To improve our services and prevent fraud.

4. Data Storage & Security

- Data is securely stored and protected from unauthorized access.
- Payment details are processed through encrypted third-party gateways.
- We retain data only as long as required by law or business necessity.

5. Sharing of Information

- We do not sell personal data.
- Information is shared only with logistics partners and legal authorities when required.
- Data may be transferred outside Jamaica with appropriate protections in place.

6. User Rights Under the Jamaican Data Protection Act, you have the right to:

- Access your personal data.
- Request correction of inaccurate data.
- Request deletion of data (subject to legal retention requirements).
- Withdraw consent for marketing communications.

7. Cookies & Tracking

- Our website uses cookies to enhance user experience and track site performance.
- Users can manage cookie preferences via browser settings.

8. Changes to Privacy Policy

- We may update this policy from time to time. Continued use of our services constitutes acceptance of the updated policy.