

PIN POINTE LOGISTICS LIMITED

TERMS & CONDITIONS

Please Read Carefully Before Using This Website or Our Services

1. Acceptance of Terms

Welcome to Pin Pointe Logistics Limited (“the Company”).

By accessing or using our website (www.pinpointeja.com) and services (“Service”), you agree to be bound by these Terms and Conditions (“Terms”).

These Terms may be updated at any time without prior notice. Continued use of the Service constitutes acceptance of any updates.

2. Privacy Policy

Your personal information is governed by our Privacy Policy, which forms part of these Terms.

3. User Accounts & Security

- You are responsible for maintaining the confidentiality of your account
 - You are responsible for all activities under your account
 - You must notify us immediately of any unauthorized access
 - The Company is not liable for losses due to compromised accounts
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4. Registration

By registering:

- You confirm all information provided is accurate
 - You agree to receive service-related and promotional communications
 - You may opt out of marketing communications at any time
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5. Prohibited Conduct

You agree NOT to:

- Use the Service for illegal or fraudulent purposes
- Upload or transmit harmful, abusive, or misleading content
- Introduce viruses or interfere with systems
- Impersonate any person or entity

The Company reserves the right to investigate and take legal action where necessary.

6. Intellectual Property

All website content is the property of Pin Pointe Logistics Limited and may not be copied, reproduced, or used without prior written permission.

7. SERVICE TERMS

7.1 Use of Service

You may use our assigned warehouse address to ship packages, provided all shipments comply with applicable laws and regulations.

7.2 Authorization

By using our Service, you authorize the Company to:

- Act as your agent for shipping and customs clearance
- Declare shipment values when necessary

7.3 Shipping Address Responsibility

You are responsible for:

- Using the correct shipping address and mailbox number
- Any errors that result in delays, additional charges, or loss

7.4 Prohibited Items

You may NOT ship:

- Hazardous materials
- Illegal goods
- Perishable items
- Cash or high-value jewelry

Violation may result in refusal, seizure, or disposal of items without compensation.

7.5 Customs & Duties

You are responsible for:

- All customs duties, taxes, and applicable fees
- Compliance with Jamaican import laws

The Company is not responsible for customs charges or delays imposed by authorities.

7.6 Package Handling

- Packages may be externally inspected for identification and processing
 - The Company does not verify the internal contents of shipments
 - Customers are responsible for proper packaging by the sender
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8. CHARGES & PAYMENT POLICY

8.1 Payment Responsibility

Customers are responsible for:


- Shipping fees
 - Customs duties
 - Any additional service charges
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8.2 Invoice & Payment

- Invoices are accessible via your account
 - Full payment is required before release or delivery of packages
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8.3 Accepted Payment Methods

- Cash
- Bank Transfer
- Wire Transfer
- Debit/Credit Card

 Card payments incur a non-refundable \$125 JMD processing fee

8.4 Pricing Adjustments

The Company reserves the right to:

- Adjust invoices based on actual weight, dimensions, or handling requirements
 - Apply additional charges where shipment details were inaccurate or incomplete
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8.5 Additional Fees

- Palletizing fees may apply for items exceeding 10 lbs
 - Customs-related charges may be applied separately
 - Additional charges may be applied after processing if required
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9. LATE PAYMENT POLICY

- A \$200 JMD daily storage fee applies after 7 days of non-payment

If payment remains outstanding after 30 days, the Company reserves the right to:

1. Sell or dispose of the package to recover costs (in accordance with Jamaican law)
 2. Charge all outstanding balances
 3. Suspend the customer's account
 4. Terminate the customer's account
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10. DELIVERY & PICKUP

10.1 Pickup

Packages may be collected after notification has been issued.

10.2 Delivery

Delivery services are scheduled only after full payment has been received.

11. CLAIMS & COMPENSATION POLICY

11.1 Claims Process

- All claims must be submitted within 30 days of package receipt
 - Damage must be reported immediately upon delivery or pickup
 - Supporting documentation (invoice, photos, etc.) is required
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11.2 Case-by-Case Review

All claims are assessed on a case-by-case basis.

Any consideration for compensation will be subject to:

- A thorough internal investigation
 - Verification of the issue while the package was under the Company's control
 - Submission of valid supporting documentation
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11.3 Important Notice

Compensation is not guaranteed and is granted solely at the discretion of the Company following review.

12. LIABILITY DISCLAIMER

The Company is not responsible for:

- Shipping delays or carrier-related issues
 - Customs inspections, charges, or seizures
 - Natural disasters
 - Third-party handling or transportation errors
 - Incorrect or incomplete shipment information provided by customers
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13. Fragile & High-Value Items Policy

Pin Pointe Logistics Limited does not guarantee the safe handling of fragile items, including but not limited to:

- Glass, electronics without original packaging, ceramics, or any easily breakable goods.

Customers are strongly advised to ensure that all fragile items are properly packaged and secured by the sender. Pin Pointe Logistics will not be held liable for any damage to fragile items during transit.

Items classified as high-value (over USD \$100) may be subject to additional customs duties, processing fees, and handling charges.

Pin Pointe Logistics Limited shall not be liable for loss or damage to high-value items beyond the declared value or any optional coverage selected by the customer.

All shipments are handled at the customer's own risk

14. DISPUTE RESOLUTION

- These Terms are governed by the laws of Jamaica
 - Any disputes shall be resolved through binding arbitration in Kingston, Jamaica
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15. MODIFICATIONS

The Company reserves the right to update or modify these Terms at any time without prior notice.

 16. CONTACT

For any questions or concerns regarding these Terms, please contact us through our official communication channels.