

RAPID CO LOGISTICS

TERMS & CONDITIONS

These Terms & Conditions govern the use of the shipping, freight forwarding, package handling, customs facilitation, storage, delivery, and related services provided by **Rapid Co Logistics**.

By opening an account, submitting a package, making a payment, or using any Rapid Co Logistics service, the customer acknowledges that they have read, understood, and agreed to these Terms & Conditions.

Customers are encouraged to review these Terms & Conditions regularly, as they may be updated from time to time.

1. CUSTOMER ACCOUNT REGISTRATION

Upon successful registration, each customer will receive:

- A Rapid Co Logistics customer/courier code; and
- A unique mailbox number.

Customers must use the complete U.S.A. shipping address provided by Rapid Co Logistics when placing online orders.

All packages must be shipped using the customer's registered name as it appears on their Rapid Co Logistics account and valid government-issued identification.

Packages shipped under an incorrect, incomplete, unregistered, or substantially different name may be subject to a **JMD \$1,500 administrative fee** before release.

Rapid Co Logistics is not responsible for delays, misplacement, or loss resulting from incorrect or unregistered customer information supplied by the customer or merchant. **ALWAYS DOUBLE CHECK ADDRESS DETAILS ENTERED.**

4. FREIGHT RATES

Freight rates and associated fees may change at any time.

Rapid Co Logistics reserves the right to adjust rates, fees, and charges based on changes in carrier costs, customs requirements, operational expenses, exchange rates, or other business considerations.

Customers are responsible for reviewing the applicable rates and charges before shipping.

The rate applicable to a shipment will be determined according to the Company's current pricing structure at the time the shipment is processed.

Additional charges may apply

These may include:

Processing Fee

A processing fee applies to shipments and is charged according to the Company's current rate structure.

Handling Fee

A handling fee applies to shipments weighing **15 pounds or more**, together with any other applicable charges.

High-Value Shipments

Packages valued at **USD \$100 or more** may attract customs fees, brokerage fees, duties, taxes, and other applicable charges.

Brokerage fees may range from **JMD \$6,500–\$20,000 per package**, depending on the shipment and applicable requirements.

Re-Clearance Fee

A **JMD \$4,500 re-clearance fee** may apply where a shipment requires re-clearance.

Pallet Fee

Shipments weighing more than **200 pounds** may incur a pallet fee.

Other Charges

Additional charges may apply where required based on the specific circumstances of a shipment.

Customers are encouraged to contact Rapid Co Logistics before placing an order if they are unsure about potential charges.

5. CUSTOMS CLEARANCE

All shipments entering Jamaica may be subject to inspection, assessment, duties, taxes, fees, and other requirements imposed by Jamaican Customs or other relevant authorities.

Rapid Co Logistics facilitates the shipping and customs-clearance process but does not control customs decisions, assessments, inspections, or processing times.

The **C78 preparation process may take approximately 24–48 hours** under normal circumstances.

Processing may take longer where:

- ASYCUDA is unavailable;
- Customs systems experience technical difficulties;
- Additional documentation is required;
- Customs requests additional information;
- A shipment requires inspection; or
- Other circumstances outside Rapid Co Logistics' control occur.

Customers are responsible for all applicable customs duties, taxes, brokerage fees, inspection fees, storage fees, re-clearance fees, and other government or third-party charges associated with their shipment.

6. INVOICE REQUIREMENT

All customers are required to declare the contents and value of their shipments by submitting a complete invoice or acceptable proof of purchase.

Invoices must be submitted **after the package arrives at the Rapid Co Logistics U.S.A. warehouse and before the package reaches Jamaica.**

A Complete Invoice Must Include:

1. Order number;
2. Screenshot or copy of the tracking number;
3. Checkout total; and

7. PURPOSE OF INVOICES

Invoices assist Rapid Co Logistics with:

- Customs clearance;
- Verification of package ownership;
- Accurate declaration of shipment contents;
- Verification of purchase value;
- Prevention of fraudulent claims; and
- Proper identification and processing of packages.

8. FAILURE TO SUBMIT AN INVOICE

Failure to submit the required invoice may result in:

- Delayed customs clearance;
- Additional customs processing;
- Re-clearance;
- Additional charges;
- Storage fees;
- Delayed package release; or
- Other consequences permitted under these Terms & Conditions.

A **JMD \$4,500 re-clearance fee** may apply where a package requires re-clearance.

If Rapid Co Logistics clears a package without an invoice, the customer remains responsible for submitting the required documentation.

The package may not be released until the required information is provided and ownership has been verified.

If a package is cleared without an invoice, storage fees may apply after **3 days** if the required invoice remains outstanding.

9. HIGH-VALUE SHIPMENTS

All packages valued at **USD \$100 or more** must be declared to Rapid Co Logistics before shipping. Customers must contact Rapid Co Logistics before shipping high-value items if they require additional security, insurance, or coverage.

Customers should also notify Rapid Co Logistics when the package has been delivered to the U.S.A. warehouse.

Failure to declare a high-value package in advance may limit the Company's liability for an uninsured lost or misplaced package to **USD \$50**, subject to applicable law.

10. ADDITIONAL SECURITY / INSURANCE

Rapid Co Logistics may offer additional security or insurance options for qualifying shipments.

Additional coverage must be requested and confirmed **before the package is shipped**.

Unless Rapid Co Logistics confirms that additional coverage has been purchased, a shipment will be treated as uninsured.

The Company's standard liability limitations will apply to uninsured shipments.

11. PACKAGING RESPONSIBILITY

Proper packaging is the responsibility of the merchant, seller, shipper, or customer.

Packages must be adequately packaged to withstand ordinary transportation and handling.

Rapid Co Logistics is not responsible for damage caused by:

- Poor packaging;
- Insufficient protective material;
- Improper sealing;
- Defective packaging;
- Fragile items that were not adequately protected; or
- Packaging provided by the merchant or seller.

Customers shipping fragile or breakable items do so at their own risk unless additional protection or insurance has been arranged.

12. MERCHANT / SELLER DISPUTES

Rapid Co Logistics acts as a logistics and shipping facilitator and does not participate in the purchase or sale of merchandise.

Rapid Co Logistics is not responsible for:

- Incorrect purchases;
- Incorrect sizes or colours;
- Defective merchandise;
- Items that do not perform as advertised;

- Items that differ from the seller's description;
- Counterfeit or fraudulent merchandise supplied by a seller;
- Seller refunds or exchanges; or
- Disputes between a customer and an online retailer.

All such disputes must be addressed directly between the customer and the merchant or retailer.

13. LIABILITY BEFORE ENTERING THE RAPID CO LOGISTICS NETWORK

Rapid Co Logistics is not responsible for loss, theft, damage, or misdelivery occurring before a package enters the Rapid Co Logistics network.

This includes packages:

- Lost by the retailer;
- Lost by the merchant;
- Lost by the retailer's delivery carrier;
- Delivered to the wrong address;
- Stolen before reaching the Rapid Co Logistics warehouse;
- Damaged before being received by Rapid Co Logistics; or
- Otherwise affected by a third party before entering the Company's custody.

Customers should retain their tracking information and proof of delivery.

14. LIABILITY FOR PACKAGES IN OUR CUSTODY

Where Rapid Co Logistics is determined to be responsible for a covered loss or damage to an **uninsured shipment**, the Company's maximum liability is limited to **USD \$50 per package**, subject to applicable law.

This limit applies to misplaced, lost, or damaged uninsured packages.

Rapid Co Logistics is not responsible for consequential, indirect, incidental, or special losses to the extent permitted by applicable law.

15. CLAIMS

Customers must report a suspected lost, misplaced, or damaged package to Rapid Co Logistics as soon as reasonably possible.

Customers may be required to provide:

- Tracking number;
- Customer name and mailbox number;
- Proof of purchase;

- Invoice;
- Description of the item;
- Declared value;
- Proof of delivery;
- Photographs of damaged packaging/items; and
- Any other documentation reasonably requested by Rapid Co Logistics.

Rapid Co Logistics reserves the right to investigate each claim before determining whether compensation is applicable.

16. PROHIBITED AND RESTRICTED ITEMS

Customers must comply with all applicable Jamaican laws, customs requirements, airline restrictions, carrier rules, and Rapid Co Logistics policies.

Customers must not ship prohibited or restricted goods.

Examples may include:

- Illegal drugs or controlled substances;
- Weapons and ammunition;
- Explosives;
- Hazardous or dangerous materials;
- Flammable materials;
- Certain chemicals;
- Counterfeit goods;
- Items prohibited by Jamaican Customs;
- Items prohibited by airlines or carriers; and
- Other restricted goods.

Rapid Co Logistics reserves the right to refuse, hold, return, or otherwise handle prohibited or restricted goods in accordance with applicable law and carrier requirements.

17. ACCURATE DECLARATION

Customers must accurately declare the contents and value of their packages.

Customers must not intentionally misrepresent:

- Package contents;
- Quantity;
- Value;
- Recipient;
- Sender; or
- Other information relevant to shipment processing or customs.

False declarations may result in delays, additional charges, refusal of service, account suspension, seizure by authorities, or reporting to relevant authorities where required.

18. MULTIPLE PACKAGES

Customers with multiple packages available for collection may be required to collect the first set of available packages before additional packages are released.

Rapid Co Logistics may also require all available packages to be collected at once where applicable charges or account requirements make this necessary.

19. STORAGE POLICY

Customers are responsible for collecting packages within the applicable collection period.

High-Value & Box Packages

Packages valued at **USD \$100 or more**, as well as box packages, must be collected within **2 business days** after being marked Ready for Pickup or Ready for Delivery.

Storage fees will apply thereafter.

Soft & Lightweight Packages

Soft and lightweight packages must be collected within **5 days** after being marked Ready for Pickup or Ready for Delivery.

Storage fees will apply thereafter.

20. STORAGE FEES

Storage fees are charged daily, including weekends and public holidays.

Current storage rates are:

Soft Packages: JMD \$200 per day

Single Large Boxes: JMD \$350 per day

Storage fees must be settled before packages are released where applicable.

Rapid Co Logistics reserves the right to modify storage rates with notice through its official communication channels.

21. UNCLAIMED PACKAGES AND AUCTION POLICY

Packages remaining unclaimed may be considered abandoned and may be auctioned, disposed of, or otherwise dealt with in accordance with applicable law and Company procedures to recover outstanding charges.

Packages Without Invoice

An unclaimed package for which the required invoice has not been submitted and which remains in storage for **10 days** may be considered abandoned and may be auctioned or otherwise disposed of.

Soft Packages

Claimed soft packages that remain uncollected for **30 days** may be auctioned to recover outstanding freight, storage, customs, and other applicable charges.

Boxes / High-Value / Heavy Packages

Claimed box packages, packages valued over USD \$100, and heavy-weight packages that remain uncollected for **14 days** may be auctioned to recover outstanding freight, storage, customs, and other applicable charges.

22. UNKNOWN PACKAGE POLICY

An **Unknown Package** is a package received without sufficient information to identify the customer. This may include packages that do not contain the required Rapid Co Logistics customer/courier code and mailbox number in Address Line 2. Customers must use the complete shipping address provided during registration.

23. UNKNOWN PACKAGE RETRIEVAL PROCESS

Step 1 — Submit Required Information

The customer must provide:

- Delivery slip;
- Tracking number;
- Full name appearing on the package;
- Proof of the shipping address used for the order; and
- Any other information reasonably requested.

Step 2 — Investigation

Rapid Co Logistics will investigate the available information to verify ownership and attempt to locate the package.

Step 3 — Retrieval Request

If the package is located, a retrieval request will be submitted to the applicable warehouse or Unknown Package Department.

Step 4 — Estimated Retrieval Time

The estimated retrieval period is **1–2 weeks**.

This timeframe is an estimate and may vary depending on the warehouse or third-party processing time.

Step 5 — Retrieval Failure

If the package cannot be successfully retrieved within **one month**, Rapid Co Logistics will not be responsible for any refund, replacement, reimbursement, or compensation, subject to applicable law.

Step 6 — Customer Notification

The customer will be notified once the package has been successfully retrieved and received by Rapid Co Logistics.

24. TWO-WEEK UNKNOWN PACKAGE REPORTING DEADLINE

Customers must contact Rapid Co Logistics within **two weeks** from the date the package is shown as delivered to the applicable Unknown Package Department or unidentified location.

Failure to report the package within this timeframe may result in the package being auctioned, discarded, returned, or otherwise disposed of by the warehouse or applicable third party.

Rapid Co Logistics will not be responsible for loss, refund, replacement, reimbursement, or compensation where the customer fails to report an Unknown Package within the required timeframe, subject to applicable law.

Customers are responsible for monitoring their tracking information.

25. UNKNOWN PACKAGE RETRIEVAL FEES

Soft Packages: JMD \$1,000

Boxes: JMD \$1,000–\$2,500 depending on package size and handling requirements.

Retrieval fees are subject to change.

26. DELIVERY

Customers must provide accurate delivery information and remain available to receive packages where delivery has been requested.

Additional delivery attempts, special delivery arrangements, changes to delivery information, or other special requests may attract additional charges.

27. CUSTOMER IDENTIFICATION

Rapid Co Logistics may require customers to present valid government-issued identification before releasing certain packages.

Packages may not be released where ownership or customer identity cannot be reasonably verified.

28. FRAUD AND ACCOUNT MISUSE

Rapid Co Logistics reserves the right to suspend or terminate accounts involved in:

- Fraud;
- False declarations;
- Identity misuse;
- Unauthorized payment activity;
- Attempted shipment of prohibited goods;
- False documentation;
- Repeated violations of Company policies; or
- Other unlawful activity.

Suspected illegal activity may be reported to the relevant authorities where required or appropriate.

29. PRIVACY AND CUSTOMER INFORMATION

Rapid Co Logistics may collect and use customer information necessary to:

- Create and manage customer accounts;
- Process shipments;
- Verify identity;
- Process payments;
- Facilitate customs clearance;
- Communicate with customers;
- Deliver and release packages;
- Investigate claims;
- Prevent fraud; and
- Comply with applicable legal requirements.

Information may be shared with relevant service providers, carriers, customs authorities, government agencies, or other parties where reasonably necessary to provide services or comply with applicable law.

30. FORCE MAJEURE

Rapid Co Logistics will not be responsible for delays, interruptions, or failures caused by circumstances beyond its reasonable control.

These may include:

- Hurricanes;
- Flooding;
- Earthquakes;
- Fires;
- Severe weather;
- War;
- Civil unrest;
- Strikes;
- Airport closures;
- Airline disruptions;
- Government restrictions;
- Customs actions;
- System outages;
- ASYCUDA outages;
- Pandemics; or
- Other unforeseen events.

31. REFUNDS

Refund requests are subject to Rapid Co Logistics' applicable refund policy.

Shipping charges may be non-refundable once a shipment has been processed, dispatched, cleared, or incurred third-party costs.

Any applicable refund will be assessed based on the circumstances and services already provided.

32. CHANGES TO THESE TERMS

Rapid Co Logistics reserves the right to update these Terms & Conditions, rates, fees, procedures, and policies.

Updates may be communicated through the Company's website, customer portal, email, WhatsApp, social media, or other official communication channels.

Customers are responsible for reviewing the current Terms & Conditions before using Rapid Co Logistics services.

33. GOVERNING LAW

These Terms & Conditions shall be governed by the laws of **Jamaica**.

Any dispute relating to Rapid Co Logistics services shall be addressed in accordance with applicable Jamaican law.

Nothing in these Terms & Conditions is intended to exclude or restrict any right or liability that cannot legally be excluded or restricted.