Terms and Conditions

Our terms and conditions was last updated: May 23, 2025

Every customer that opens an account with SJP Shipping Logistics will be considered to have read and accepted our terms and conditions. Account holders are also encouraged to review the terms and conditions regularly to keep abreast of any possible updates. Once the registration process is finalised, every customer will be provided with our mailing address in the U.S.A. and a unique mailbox number to which packages should always be sent. ​

On all orders, please include your SJP account number and ship under the registered name on your account. Packages that do not include the account's registered name or the SJP# will incur an additional $500 handling fee. Please include the SJP# in the name field if a vendor restricts it in the second line of the address.

Absolutely no sharing of shipping addresses or shipping in a name that is different from what is on the registered account.

Any delivery to wrong address, stolen goods, loss of cash or damage to a customer's package, mail, or any shipment prior to it entering the SJP network is not the responsibility of SJP Shipping Logistics.

Any loss or damage to items that are not properly and carefully packaged to meet air shipping regulations is not the responsibility of SJP Shipping Logistics.

The shipper or merchant is solely responsible for proper packaging. SJP Shipping Logistics will not be held accountable for making sure that goods are packaged properly, nor will it be held accountable for any damage to delicate or breakable items. This type of claim must be settled between you and the merchant. Any disagreements between you and the vendor will not be mediated or otherwise handled by SJP Shipping Logistics.

In the event that SJP Shipping Logistics is found liable for consequential loss under any circumstances while under our care before storage fees are charged, a refund will be processed using the payment method provided at checkout or via your bank statement. If the item was purchased at a discounted rate, the refund amount will match the price paid rather than the original retail value.

For all customers who are shipping self-packaged items you will need to submit the following information. (Add a link to the website/form to have the customer fill out the information)

1. A valid government issued photo identification (front and back)

2. TRN

3. A detailed description of what is inside the package.

A $150 daily storage fee will be applied to any package left for more than 5 days; packages that are left for more than 30 days are automatically put up for auction by SJP Shipping Logistics.

All package requires an invoice to be cleared. Once an order is placed the invoice should be uploaded to the website. Failure to update invoices on time may lead to additional charges.