



## Terms and Conditions

### Damaged Shipments

Shipments or packages may be damaged or have damaged items because of incorrect packaging by the sender or supplier during the shipping process to our warehouse in Miami, items may suffer abuse that is beyond the company's control. In those cases, we will notify the customer about the possible damage as soon as it is discovered by our agents. The customer and service relationship agree on the following regarding damages:

1. Once notified of the damage, we will facilitate the pick-up from our facility in Miami only. We will not or do returns, we do not go to post offices or external shipping offices to process returns.
2. Items may be damaged and the external packages are intact, the company is not liable to compensate the customer on these shipments, any inbound or freight charges and delivery fees are non-refundable. The merchant or supplier must be contacted and claim be made for redress, refund or resending of an item or items.
3. Claims made outside the stores for and by way of failing to check your shipments in store for damage, or failing to check your shipments in-store or upon receipt where delivered, for damages, the company will not by any means, honour any claim by the user, whether it be claims of any loss products shipped, incorrect quantities, etc

**Shipments delivered to our overseas address cannot be returned to your sender or supplier. We provide forwarding services only, please do not ship an item you do not expect to have undergone the total importation process in your account jurisdiction.**



## **Storage Fees**

Commencing after notification of “available for pick up” notifications or correspondences. After exactly, seven (7) calendar days SeaShore Shipping will charge a storage fee of \$200 per day, on a per package basis.

## **Bad address fees**

Bad address fees are placed on packages or items shipped our overseas address with incorrect or missing details pertaining to the user account code or WISH#. In order to process and assign packages to this WISH number must match the name or the user's account and be legible on shipping labels. This fee compensates for the cost associated to store, move, obtain information to reassign and other back-end tasks in getting the package to the correct host country gateway.

It is understood and agreed that the user must use the overseas address exactly as it is seen in the app or on the website, and to implore vendors to utilise this information correctly to avoid delays and extra fees for reassignment. The company cannot compensate or remedy any such fee in cases of user negligence and vender internal system errors. The company reserves the right to this fee and from time to time will make adjustments to recover cost for incorrectly labelled packages. This fee can change without notice.

## **Reason of Damages**

We do not have a return policy. In such cases where the package was incorrectly packed for shipment by your supplier, we encourage submitting a return as per your supplier's guidelines.

The company is aware that we should handle cargo or shipments with the required amount of care. However, if the fault is proven to be ours, in the case of damage only. The user or customer will be refunded as per policy.



## **Restricted Items**

Such items should not be shipped or delivered to our overseas warehouse and can be found at the following:-

For Jamaica

[https://www.jacustoms.gov.jm/sites/default/files/docs/Restriction Items.pdf](https://www.jacustoms.gov.jm/sites/default/files/docs/Restriction%20Items.pdf)

Items requiring an important permit must be obtained prior to shipping, failure to do so will result in penalties or fines, in some cases detention of the items or packages. Please check with the relevant ministry or entities prior to shipping. The company is not liable for any loss or damages associated with the inability to obtain a permit. Notify our customer service or upload files or make originals available upon request if needed prior to clearance.

Items that cannot be lawfully shipped to their destination country will be disposed of, if it is an illegal item, the relevant authorities will be notified and actions are taken. In addition the company reserves the right to not forward or ship any item or items that will be a conflict with or pose issues with state licensing and permits.

## **List of Restricted Items**

1. Checks, money order, or any other financial instrument
2. Credit, Debit, or stored value cards regardless of ownership
3. Occult Material, as per restrictions in the destination country
4. Goods or items obtained under proceeds of a crime or fraudulent activity

## **Detained Goods**

There are cases where the shipment, upon border control or customs inspection, and by applicable law requires the respective agent or officer to “DETAIN” said shipment(s) because of the following:-

- Inadequate invoice provided
- Incorrect consignee information (user incorrectly inputted address information)
- the item(s) restricted



- The item(s) requires a permit. Where none is provided or applied for this may constitute a breach and fines may be applicable.
- Item being prohibited.

**Various items needing permits from respective agencies and their contact information**

Restricted Items	Requirement	Issuing Agency	Telephone/website
<b>Meat/Animals</b> 	Permit/Certificate	MOA	977-2489 977-2492 977-6992 (fax) <a href="http://www.moa.gov.jm">www.moa.gov.jm</a> email: vsd@moa.gov.jm
<b>Red Peas</b> 	Permit/ Phyto Sanitary Certificate	MOA	977-0637 977-6401 9776992 (fax) <a href="http://www.moa.gov.jm">www.moa.gov.jm</a> <a href="mailto:ppq@moa.gov.jm">ppq@moa.gov.jm</a> <a href="mailto:plantquarantinehq@gmail.com">plantquarantinehq@gmail.com</a>
<b>Fruits, Vegetables, Plants &amp; Plant Products</b> 	Phyto Sanitary Certificate / Permit	MOA	977-0637 977-6401 977-6992 (fax) <a href="http://www.moa.gov.jm">www.moa.gov.jm</a> <a href="mailto:ppq@moa.gov.jm">ppq@moa.gov.jm</a> <a href="mailto:plantquarantinehq@gmail.com">plantquarantinehq@gmail.com</a>
<b>Ground Provision</b> 	Phyto Sanitary Certificate / Permit	MOA	977-0637 977-6401 977-6992 (fax) <a href="http://www.moa.gov.jm">www.moa.gov.jm</a> <a href="mailto:ppq@moa.gov.jm">ppq@moa.gov.jm</a> <a href="mailto:plantquarantinehq@gmail.com">plantquarantinehq@gmail.com</a>
<b>Pharmaceuticals, Chemicals, Herbal Teas</b> 	PSD Certificate	PRAD/MOH	633-7433 633-7145/6 <a href="mailto:shaws@moh.gov.jm">shaws@moh.gov.jm</a>
<b>Firearms, and Accessories Explosives, Fireworks, Sword</b>	Permit/License to Import 	MNS/Trade Board	619-6063 967-0507

**Various items needing permits from respective agencies and their contact information**

Restricted Items	Requirement	Issuing Agency	Telephone/ website
Sugar 	Licence	Trade Board	967-0507
Coconut Derivatives, Oil producing Seeds, Edible Oils, Soaps 	Permit	Coconut Industry Board	926-1770-2
Motor Vehicles 	License	Trade Board	967-0507
Alcohol in Bulk 	Spirit Pool Permit	Spirit Pool Association Ltd	968-4455 926-5944 laven- turner@spiritpool.com
Human Remains 	KSAH Permit	Kingston & St. Andrew Health Dept. MOH	926-1550-1 922-2587
Pesticides 	Permit	Pesticides Control Authority	906-6939
Milk Powder Milk Based Products 	Licence/Permit	MOA	977-2489 977-2492 email:vsd@moa.gov.jm
Radios (Two— Way) 	Licence/Approval	Spectrum Management Authority	967 7948 Fax -922-4093 922-8884