

GETIT EXPRESS LIMITED TERMS AND CONDITIONS

Last updated: February 2026

These Terms and Conditions govern the use of services provided by GetIT Express Limited (“GetIT Express”, “we”, “us”, or “our”). By registering for or using our services, you (“the Customer”) agree to be bound by these Terms and Conditions.

1. Nature of Service

GetIT Express Limited operates as a freight forwarding and courier service, facilitating the transportation of packages from the United States and China to Jamaica, with islandwide delivery. GetIT Express does not act as the seller, manufacturer, or retailer of any goods shipped.

2. Customer Registration and Mailbox Number

All customers are required to register for a personal mailbox number issued by GetIT Express Limited. Customers must ensure that all overseas purchases and shipments are addressed using their assigned mailbox number and that the delivery address and mailbox number are entered exactly as demonstrated on the GetIT Express website. Failure to properly register, use, or correctly enter the assigned mailbox number and address may result in packages being delayed, misrouted, or lost in transit. GetIT Express shall not be held liable for any loss, delay, or damage arising from incorrect, incomplete, or missing mailbox information provided by the Customer.

3. Customer Responsibilities

Customers agree to provide accurate shipment information, ensure compliance with Jamaican and international laws, pay all applicable shipping fees, customs duties, taxes, penalties, and charges, and ensure items are properly packaged by the seller or supplier.

4. Prohibited and Restricted Items

Prohibited items include illegal drugs, firearms, explosives, counterfeit goods, hazardous materials, perishables (unless approved), live animals, currency, precious metals, and negotiable instruments. GetIT Express reserves the right to refuse, abandon, or surrender prohibited items to the relevant authorities.

5. Fragile and Valuable Items

All fragile or breakable items are shipped strictly at the Customer’s own risk unless optional insurance is purchased where available. All valuable items with a declared value exceeding USD \$250.00 must be declared at the time of shipment. Failure to declare the accurate value may result in denial of claims or limitation of liability.

6. Customs Clearance and Duties

All shipments are subject to inspection by the Jamaica Customs Agency. Customers are solely responsible for all customs duties, taxes, fees, and penalties. Delays caused by customs inspections or holds are outside GetIT Express’ control.

7. Shipping Schedules and Transit Times

Shipping schedules and delivery timelines are estimates only and are not guaranteed. Delays may occur due to customs, weather, airline schedules, or other factors beyond our control.

8. Rates and Charges

Shipping rates are based on weight, dimensions, destination, and service type and are subject to change without notice. Published rates do not include customs duties or government fees unless expressly stated.

9. Storage Fees

Once a package has been marked as ready for pickup or delivery, the Customer will have five (5) business days to collect the package or arrange delivery. Packages not collected or delivered after this period may be subject to a daily storage fee per package until collected or otherwise resolved.

10. Abandoned Shipments

Packages that remain uncollected or unresolved for a period of thirty (30) days after being marked as ready may be deemed abandoned. GetIT Express reserves the right to dispose of, sell, or otherwise handle abandoned shipments at its discretion without liability to the Customer, and any proceeds may be applied toward outstanding charges.

11. Claims for Loss or Damage

All claims must be submitted in writing within seven (7) days of delivery and must include supporting documentation such as invoices, photographs, and proof of value. Failure to submit a claim within this period constitutes a waiver of the claim.

12. Governing Law

These Terms and Conditions are governed by the laws of Jamaica.

Contact Information

GetIT Express Limited

Phone: (876) 896-5647

Email: info@getitexpressja.com