SHIPTOU LOGISTICS

CUSTOMER POLICIES

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From Our Hands to Yours.

These policies explain the requirements and procedures that apply when using ShipToU Logistics services.

1. Invoice Policy

Invoices must be uploaded immediately upon receiving confirmation that your package has been delivered to our U.S. warehouse. Each invoice must include the customer's name, order number, item descriptions, quantities, total purchase value, and store name.

Order confirmations, payment screenshots, and incomplete invoices will not be accepted. Failure to upload a proper invoice will result in an automatic **JMD $500 service fee**.

Important: ShipToU Logistics will not be held responsible for discrepancies, missing items, or damages that cannot be verified due to an invoice not being submitted within the required timeframe.

2. Storage Policy

ShipToU Logistics will hold packages for a maximum of **7 days** after they have been marked as ready for pickup or delivery.

Starting on the **8th day**, a storage fee of **JMD $100 per day** will be added to the customer's total until the package is collected.

Packages that remain uncollected for **14 days**, with no communication or update from the customer, may be considered abandoned. ShipToU Logistics reserves the right to issue a final notice and take appropriate steps, including selling or disposing of the package where legally permitted, to recover outstanding costs.

Customers are responsible for making timely arrangements to collect their packages and avoid additional charges.

3. Shipping Policy – Air & Sea

ShipToU Logistics offers air and sea shipping services from the United States to Jamaica.

- **Air Shipping:** Shipments operate five times per week. Estimated turnaround time: **24–48 hours**. Delays may occur due to flight cancellations, airline schedule changes, severe weather, customs inspections, or other unforeseen circumstances.
- **Sea Shipping:** Shipments operate once per week. Delivery times may vary due to vessel schedule changes, port congestion, adverse weather conditions, customs inspections, or other unforeseen circumstances.
- Shipping schedules are subject to change due to operational circumstances.
- All delivery timeframes are estimates and are not guaranteed.
- Customers are responsible for providing accurate shipping information and uploading all required invoices.
- Any applicable customs duties or additional charges imposed by customs are the customer's responsibility.
- ShipToU Logistics will communicate significant shipping delays or schedule changes to customers whenever possible.

4. Address Accuracy Policy

Customers are required to enter their U.S. shipping address exactly as displayed on the ShipToU Logistics website. Do not rely on automatically suggested addresses when completing your checkout.

Always verify that the street address, city, state, ZIP code, and mailbox number are correct before placing your order.

ShipToU Logistics will not be held responsible for packages delivered to incorrect locations due to customers entering or selecting incorrect shipping information.

5. Payment Policy

Full payment is required before any package is released for pickup or delivery. ShipToU Logistics operates a strict **NO PAYMENT, NO PACKAGE** policy.

All outstanding shipping charges, delivery fees, storage fees, and applicable additional charges must be paid in full before package release.

Payments must be completed and confirmed before customers make arrangements for pickup or delivery.

Partial payments and payment arrangements are not accepted. All customers, including longstanding customers, must settle their balances in full before receiving their packages.

6. Delivery & Pickup Policy

Customers must provide at least **24 hours' notice** when requesting delivery.

Authorized Package Collection: Packages may only be collected by the registered customer or an authorized representative. If someone other than the registered customer is collecting a package, prior authorization must be provided through a message to ShipToU Logistics, stating the full name of the person authorized to collect it. Packages will not be released without proper authorization and verification.

Delivery Fees: Delivery fees vary depending on the customer's location. The applicable delivery fee will be communicated to the customer before delivery arrangements are confirmed.

7. Package Handling Policy

Correct Package Information: Customers are responsible for ensuring that all packages are properly addressed using their assigned STUL mailbox number and the correct U.S. warehouse address.

Package Inspection: Packages may be opened or inspected by warehouse personnel when necessary for security purposes, shipping compliance, or to identify prohibited or restricted items.

Package Handling: ShipToU Logistics handles packages with reasonable care throughout the shipping and handling process. However, packages are not routinely opened to verify the items ordered or check their contents against customers' purchases.

Missing or Incorrect Items: Customers are encouraged to check their packages after receiving them. If any items are missing, incorrect, or not included in the order, customers should contact the merchant or seller directly for assistance.

Damaged Packages: Any visible damage, tampering, or concerns relating to the condition of a package should be reported to ShipToU Logistics as soon as possible after receipt.

Prohibited Items: ShipToU Logistics reserves the right to refuse or hold packages containing prohibited or restricted items.

8. Customs & Import Charges Policy

Customs duties, taxes, and other import charges may apply to packages entering Jamaica. Any applicable customs charges are the responsibility of the customer.

Customs charges are determined by the relevant customs authorities and are not set or controlled by ShipToU Logistics.

ShipToU Logistics does not charge customers customs fees unless the company has been billed by the relevant customs authorities for those charges. If customs charges are billed to ShipToU Logistics on behalf of a customer, the customer is responsible for settling the amount before the package is released.

Please Note: Not all packages will attract customs charges. Customers will only be charged customs fees when an actual charge has been imposed and billed to ShipToU Logistics.

9. Self-Packed Packages Policy

Self-packed packages are packages packed by individuals and sent directly to our U.S. warehouse through services such as USPS, FedEx, or DHL.

Identification Requirements: Customers sending self-packed packages must provide a valid ID for both the sender and the intended receiver.

Document Submission: Both identification documents must be submitted through the official ShipToU Logistics WhatsApp business number, **876-421-2833**, for verification before the package can be processed for shipment to Jamaica.

Mandatory Verification: Packages will not be shipped to Jamaica until both required IDs have been received and verified.

Proper Packaging: Customers are responsible for ensuring that their packages are properly sealed, secured, and labelled with their assigned STUL mailbox number.

Package Inspection: All self-packed packages are subject to warehouse inspection and applicable shipping and security requirements.

Prohibited Items: Self-packed packages must not contain prohibited or restricted items.

Important Notice: Failure to provide both required identification documents will result in delays, and the package will not be shipped to Jamaica until the documents have been received and verified.

10. Customer Notification Policy

ShipToU Logistics will notify customers via email when their packages arrive at the U.S. warehouse and when they are ready for pickup or delivery in Jamaica.

Important shipping updates, including delays or changes to shipping schedules, will be communicated to customers whenever possible.

Notifications and updates may be sent through email, WhatsApp, or other official ShipToU Logistics communication channels.

Customers are responsible for providing accurate and updated contact information and are encouraged to regularly check their emails and WhatsApp messages for package updates.

Customers are responsible for contacting ShipToU Logistics if they have not received an expected package notification or require an update on their shipment.

11. Claims & Damaged Packages Policy

Customers must report any visible damage, tampering, or concerns regarding the condition of their packages to ShipToU Logistics within **48 hours of receiving them**.

Customers must contact ShipToU Logistics if a package is marked as delivered or ready for collection but has not been received.

Customers may be required to provide clear photographs, videos, tracking information, or other supporting documents when submitting a claim.

ShipToU Logistics is responsible for transporting and handling packages but does not control the items packed or fulfilled by merchants. If an order arrives with missing or incorrect items, customers are encouraged to contact the original merchant or seller directly for assistance. ShipToU Logistics may assist by providing relevant shipping or package information when necessary.

ShipToU Logistics will acknowledge customer claims within **2 business days** of receiving the complaint and supporting information.

The company will provide an initial update within **5 business days** while the matter is being investigated. Claims requiring additional information or further investigation may take more time to resolve.

If a claim is not resolved within the initial investigation period, customers will be provided with further updates as necessary until the investigation is completed.

All claims will be reviewed based on the details and supporting evidence provided. Submitting a claim does not automatically guarantee compensation or reimbursement.

Important Notice: Customers are encouraged to inspect their packages as soon as they receive them and report any concerns within the stated timeframe. Reports submitted after the 48-hour period may be subject to further review and verification.

SHIPTOU LOGISTICS
Signed by: Management



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