SHIPTOU LOGISTICS

TERMS & CONDITIONS

Effective Date: November 1, 2026
Date Created: October 31, 2026
Last Updated: November 1, 2026
Version: 1.0

From Our Hands to Yours.

1. Acceptance of Terms

By registering for an account or using ShipToU Logistics services, customers acknowledge that they have read, understood, and agreed to these Terms & Conditions and the company's Customer Policies.

2. Customer Registration

Customers must provide accurate and up-to-date information when registering and using our services. Customers are responsible for keeping their account login details secure and ensuring that their accounts are used appropriately.

3. Nature of Services

ShipToU Logistics provides package forwarding, shipping, and delivery services to customers in Jamaica, facilitating the transportation of packages from the United States to Jamaica.

Services include air freight, sea freight, package handling, and other shipping-related services offered by the company. Available services, routes, schedules, and delivery options may change depending on operational arrangements.

4. Customer Responsibilities

Customers are responsible for providing accurate shipping and delivery information, using their assigned STUL mailbox number, submitting valid invoices and required documents, ensuring packages contain lawful items that meet shipping requirements, and following the company's Customer Policies.

Failure to meet these responsibilities may result in delays, additional charges, or refusal of service.

5. Prohibited and Restricted Items

Customers must not send items prohibited or restricted under applicable Jamaican laws, customs regulations, or the requirements of shipping and transportation providers.

ShipToU Logistics reserves the right to refuse, hold, or decline to transport packages containing prohibited or restricted items.

6. Shipping, Fees & Third-Party Providers

ShipToU Logistics may work with third-party warehouses, airlines, shipping lines, customs authorities, and other service providers to facilitate shipments.

Shipping schedules and estimated delivery times may be affected by circumstances outside the company's direct control.

Customers are responsible for all applicable shipping, delivery, storage, customs, and other charges. All payments must be settled in accordance with the company's Payment Policy before packages are released.

Packages left uncollected for 14 days without communication may be treated as abandoned. Any sale or disposal will be subject to proper notice and applicable law. Further details are set out in the Customer Policies.

7. Liability & Claims

ShipToU Logistics will handle packages with reasonable care throughout the services provided by the company.

Customers must report damaged packages, missing shipments, or other package concerns in accordance with the Claims & Damaged Packages Policy. Claims will be reviewed based on the information and supporting evidence provided.

Nothing in these Terms & Conditions removes or limits any customer rights or protections provided by law that cannot legally be waived or excluded.

8. Customer Information & Privacy

ShipToU Logistics may collect and use customer information and documents when necessary to provide services, verify customer identity, process shipments, communicate with customers, and meet applicable legal or operational requirements.

Customer information will be handled in accordance with applicable data protection requirements and the company's privacy practices.

9. Changes, Complaints & Disputes

ShipToU Logistics may update its services, Customer Policies, or these Terms & Conditions when necessary. Customers will be informed of significant changes through appropriate company communication channels.

Customers with questions, concerns, or complaints are encouraged to contact the company directly so that the matter can be reviewed and addressed.

10. Governing Law

These Terms & Conditions are governed by the laws of Jamaica, subject to any mandatory legal protections that apply to customers.

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