

Terms and Conditions

Effective Date: July 10, 2025

Last Updated: August 1, 2025

Welcome to Shipcentric Logistics Solutions. These Terms and Conditions govern all services provided by Shipcentric Logistics Solutions ("Shipcentric", "we", "us", or "our"). By opening an account, shipping a package, or using any of our logistics, courier, or freight services, you ("Customer", "Client", or "you") confirm your agreement to these terms. By using our services, you agree to the terms of this Agreement in full. If you do not agree with any part of this policy, you should refrain from using our services.

1. Account Registration and User Responsibility

Customers must register for an account in order to use Shipcentric's shipping services. Upon registration, you will be provided with a U.S. shipping address and a mailbox number unique to your account. You are responsible for providing accurate contact details and ensuring that all packages shipped to our U.S. facility are correctly labeled with your name and mailbox number.

Customers are solely responsible for activities that occur under their account. It is your responsibility to ensure the confidentiality of your login credentials and to notify Shipcentric immediately of any unauthorized access. We reserve the right to suspend or terminate any account suspected of misuse or violation of these Terms.

2. Package Responsibility and Liability

Shipcentric only accepts liability for packages that are lost or damaged while under our direct care and control. We do not assume responsibility for packages lost, delayed, or damaged by third-party couriers, merchants, or customs authorities. Once packages are received at our U.S.

facility, they are logged, processed, and prepared for shipping to Jamaica. Customers are encouraged to monitor their shipments and provide valid invoices before packages are in transit to ensure proper customs handling.

We are not liable for incorrectly addressed, improperly packaged, or mislabeled shipments. Packages valued at or above USD \$200 must be declared in advance and may be subject to additional documentation or insurance requirements. Without specific insurance coverage arranged in advance, the maximum claimable value for lost or damaged goods is USD \$50.00.

3. Packaging Standards

All shipments must be adequately packed to withstand international transit. The Customer or the original merchant is responsible for packaging. Shipcentric does not repack, verify, or reinforce customer shipments unless explicitly arranged.

We are not liable for:

- Damage to fragile, perishable, or breakable goods caused by insufficient packaging,
- Loss or harm to items with unreported or unverified values,
- Any disputes between the Customer and their merchant regarding product quality or fulfillment.

Customers should resolve any product-related issues directly with the seller or platform.

4. Claims and Settlement Policy

Shipcentric offers limited liability for lost or damaged items. In the event that a package is damaged or lost while in our possession and not attributable to third-party handling or customs intervention, the maximum compensation for an uninsured package is USD \$50.00.

Customers wishing to secure higher coverage must request insurance in writing prior to the item's dispatch. We recommend declaring all high-value items in advance. Claims must be submitted within five (5) business days of receiving a damaged item or notification of a missing

shipment. Supporting documents such as invoices, tracking details, and photographs of any damages must be provided for claim review.

Shipcentric reserves the right to approve or deny any claim based on the evidence presented.

Settlements are final once issued.

5. Customs Clearance and Fees

All packages arriving in Jamaica are subject to inspection and clearance by Jamaican Customs. The assessed duties, taxes, and related fees are based on the declared value, content, and nature of the item.

Shipcentric does not influence or alter the fees imposed by customs. We act solely as a logistics facilitator and are not liable for delays or additional charges imposed during clearance. Customers are required to provide accurate invoices and declarations to support customs evaluations. Failure to comply may result in customs fines, delays, or confiscation, which are the sole responsibility of the customer.

We will notify customers of any customs charges prior to delivery or pickup. All charges must be paid in full before the package can be released.

6. Privacy and Data Security

We take customer privacy seriously. Any personal information collected through our website or account registration process is governed by our Privacy Policy. By using our services, you consent to the collection and use of your information for service delivery, billing, and communication purposes.

Customers must protect their account credentials. Shipcentric disclaims liability for unauthorized access or fraudulent activity resulting from user negligence.

7. Prohibited Use and Conduct

You agree not to use Shipcentric's services for any unlawful purpose or in a way that violates applicable laws, regulations, or the rights of others. This includes transmitting harmful, offensive, fraudulent, or misleading content; introducing malware; impersonating individuals or entities; or interfering with service operations.

The following items are strictly prohibited and may not be shipped under any circumstance:

- Firearms, ammunition, explosives, or flammable materials
- Illegal narcotics, counterfeit goods, or stolen property
- Live animals, human remains, or perishable goods without proper documentation
- High-value items (e.g., cash, jewelry, antiques, precious metals) unless declared and insured

We reserve the right to monitor, investigate, and report any suspicious behavior to legal authorities and may suspend or terminate accounts found in breach of these terms.

8. Third-Party Links and Copyright Notice

Our website may contain links to third-party sites for convenience or reference. We do not endorse or assume responsibility for the availability, content, or practices of any external websites or services. Any engagement with third-party sites is done at your own risk.

Additionally, all website content (text, images, software, etc.) is the property of Shipcentric Logistics Solutions and its affiliates. Unauthorized use or reproduction is prohibited.

9. Invoicing, Payment, and Charges

All charges associated with the shipment of goods—including shipping fees, customs duties, taxes, and service fees—are the sole responsibility of the customer. Invoices will be made available through your online account and must be paid in full before your packages are released.

We accept the following payment methods: cash, debit cards, credit cards, wire transfers, and bank transfers. By submitting payment, you agree to the terms outlined herein and in our Payment Policy.

Shipcentric reserves the right to revise invoice totals to reflect accurate weight, dimensions, customs assessments, or handling fees. Any invoice updates will be shared with the customer and payment is required before delivery or pickup.

10. Late Payment and Storage Fees

Invoices must be paid within seven (7) calendar days of notification. A daily storage fee of JMD \$200 per package will be applied to any invoice not settled within this period. After thirty (30) days, Shipcentric reserves the right to:

- Auction the package under the authority of the Jamaica Customs Act, Sections 123–124 to recover outstanding charges.
- Suspend the associated customer account.
- Apply service charges related to prolonged storage and administrative handling.
- Permanently terminate the account.

Customers are urged to make timely payments to avoid penalties and disruption of service.

11. Packages Received in Jamaica

Once your package arrives in Jamaica and is cleared by customs, you will be notified by Shipcentric. Packages can then be picked up from one of our authorized locations. Home or business delivery is available, provided that full payment has been received.

Customers may choose to pay their invoices in person, through bank deposit, online transfer, or via WhatsApp (if applicable and available). Delivery scheduling is subject to availability.

12. Refunds and Cancellations

Shipcentric does not issue refunds for completed shipping services or for shipments delayed or affected by external carriers, customs agencies, or merchant errors. Cancellations may only be requested before the item has been received at our U.S. warehouse. Once we have taken possession of the shipment, cancellation is no longer possible.

In the event of an overpayment or duplicate payment, a credit may be applied to the customer's account upon verification. We do not provide cash refunds under any circumstances. Credits must be used within ninety (90) days of issuance.

13. Amendments and Updates

Shipcentric reserves the right to modify these Terms and Conditions at any time. We will make reasonable efforts to post updates on our website, but it remains your responsibility to review the latest version of the terms. Continued use of our services constitutes acceptance of any changes.

If any clause of these terms is found to be invalid or unenforceable, that clause will be severed, and the remaining terms shall continue in full force and effect.

14. Legal Jurisdiction

These Terms and Conditions are governed by the laws of Jamaica and, where applicable, the United States. Any legal disputes or claims arising from your use of our services will be resolved under the jurisdiction of the appropriate courts. You consent to the exclusive jurisdiction of the Jamaican courts for any legal proceedings related to this Agreement.

15. Limitation of Liability and Force Majeure

Shipcentric shall not be held liable for loss, damage, or delays arising from events outside our control, including but not limited to acts of God, war, riots, labor strikes, customs delays, weather disruptions, or global supply chain issues.

We are not liable for packages stolen, lost, or damaged before they reach our U.S. warehouse. Additionally, we are not responsible for customs duties, taxes, or other charges assessed by third parties, nor for errors made by shipping carriers.

Unless otherwise agreed in writing, we reserve the right to consolidate or group shipments and to select the most efficient transportation method in line with industry best practices.

16. Contact Information

If you have any questions, require support, or wish to discuss any part of these Terms and Conditions, please contact us:

Shipcentric Logistics Solutions

 Portmore, St.Catherine, Jamaica

 Email: info@shipcentricja.com

 Phone: +1 (876) 433-9233

 WhatsApp: Available during business hours for inquiries and payment assistance

Our customer service team is available Monday to Friday, 9:00 AM to 5:00 PM EST. We strive to respond to all queries within 24 business hours.