

Terms of Service

By accessing or using services provided by Solace Logistics, you agree to the terms outlined below. Please read them carefully.

Services We Offer

Solace Logistics provides:

- Air Freight – International shipping via air, 3-5 times weekly.
- Barrels / Boxes Shipping- Self-packed barrels or smaller containers (boxes, etc.)
- Personal Shopping Assistance – Purchase and delivery support for items you want to source

Customer Responsibilities

To ensure smooth service, you agree to:

- Provide accurate and up-to-date information for registration, billing, and shipping
- Confirm that items sent through us are legal and permitted for import/export
- Cover all service-related fees, including shipping, storage, or customs, when due
- Communicate promptly if there's an issue with your package or account

Failure to provide accurate information or comply with shipping guidelines may result in delays, extra charges, or refusal of service.

Shipping Process

Once your package is delivered to our warehouse, it is processed and prepared for transit to Jamaica and processed for clearance. After clearance, packages are delivered or made available for pickup. While we monitor every shipment closely and provide updates, please note:

- Estimated delivery dates are not guaranteed
- Delays may occur due to airline schedules, weather, customs, or other external factors
- Tracking may update intermittently depending on the carrier system

We'll always do our best to assist you if an issue arises.

Customs & Duties

All shipments processed through Solace Logistics may be subject to inspection and clearance by customs authorities in Jamaica.

Customers are solely responsible for any customs-related fees, including but not limited to:

- Import duties
- Taxes (e.g., GCT)
- Handling or clearance charges

Delays caused by customs, or failure to pay required charges, are not the responsibility of Solace Logistics.

Refunds & Claims

We understand that issues can occur. Refunds or claims (for damaged, missing, or delayed items) are reviewed on a case-by-case basis.

To submit a claim:

- Contact us within 72 hours of item delivery
- Provide your full name, tracking info, and delivery information.
- Allow 2–5 business days for review and follow-up

Refunds are not guaranteed and may be issued as store credit, partial compensation, or a full refund, depending on the situation.

Limitation of Liability

While we take every reasonable step to ensure quality service, Solace Logistics is not liable for:

- Delays or losses caused by third-party carriers
- Packages seized or delayed by customs
- Inaccurate package declarations provided by the customer
- Items lost due to incorrect shipping addresses

- Events outside our control (e.g., strikes, weather, flight disruptions, or government action)

Changes to Terms

We may update these Terms of Service from time to time. If changes are made, we'll reflect on the update on this page. By continuing to use our services, you agree to the most current version.

If you have any questions, contact us at solacelogistics3@gmail.com.