

STREAMLINE LOGISTICS

Effective Date: 22/2/2026

1. Acceptance of Terms

By using any service provided by **STREAMLINE LOGISTICS** the customer agrees to be bound by these **Terms and Conditions**. By proceeding with our services, the customer confirms that they have read, understood, and accepted these **Terms** in full. Continued use of our services constitutes ongoing acceptance for these **Terms**.

2. Scope of Services

STREAMLINE LOGISTICS provides courier and logistics services, including but not limited to:

- Shipping route USA to Jamaica / China to Jamaica
- Air freight / sea freight
- Assisted online shopping and payment services (if applicable)
- Warehousing and package handling
- Pickup or mobile delivery options
- Delivery via third-party courier services where applicable

STREAMLINE LOGISTICS reserves the right to modify, suspend, or discontinue any service at its discretion without prior notice.

3. Shipping Schedule

STREAMLINE LOGISTICS ships approximately **five (5) times per week**. All shipping schedules are estimates only and are not guaranteed. Delays may occur due to customs processing, carrier schedules, inspections, weather conditions, or other factors beyond our control.

4. Service Areas

STREAMLINE LOGISTICS services the following locations:

- Kingston & St. Andrew
- Portmore

- Spanish Town

Delivery outside these areas may be facilitated through third-party couriers at the customer's expense.

5. Responsibility, Risk & Liability

All shipments are transported **at the customer's own risk**.

STREAMLINE LOGISTICS assumes **no liability** for any loss, damage, delay, or errors arising from or related to shipments.

Where applicable, responsibility begins once a package is received at our warehouse and ends upon transfer to third-party carriers, customs authorities, or delivery partners.

STREAMLINE LOGISTICS is not responsible for:

- Vendor errors
 - Incorrect information provided by customers
 - Packages lost or misdelivered prior to reaching our warehouse
 - Delays, losses, or damages caused by third parties
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6. Packaging & Fragile Items

STREAMLINE LOGISTICS is not responsible for damage caused by improper or insufficient packaging by vendors, senders, or customers.

Fragile items including electronics, glass, liquids, cosmetics, or breakable goods are shipped **at the owner's risk**, regardless of packaging method.

7. Prohibited & Restricted Items

Customers are responsible for ensuring all items shipped comply with local and international laws.

Prohibited items include, but are not limited to:

- Illegal drugs or controlled substances
- Firearms, ammunition, or weapons

- Explosives, flammable, or hazardous materials
- Counterfeit or replica goods
- Pornographic or obscene materials
- Perishable foods
- Live animals
- Cash, cheques, or negotiable instruments

Any prohibited item may be confiscated, disposed of, or surrendered to authorities without refund. **STREAMLINE LOGISTICS** assumes no liability for seizures, fines, or penalties.

8. Customs, Duties & Fees

Customers are responsible for all customs declarations, duties, taxes, and government fees.

STREAMLINE LOGISTICS assumes no liability for delays, inspections, seizures, or penalties imposed by customs authorities.

9. Assisted Online Shopping Services (if applicable)

For assisted online shopping services:

- Full payment must be deposited in advance
- Customers must confirm item details before purchase
- Payments are **non-refundable** once purchase is made
- **STREAMLINE LOGISTICS** is not responsible for vendor errors, delays, cancellations, incorrect items, or sizing issues

All refund or exchange matters remain between the customer and the vendor.

10. Payments

Accepted payment methods include:

- Bank transfer
- Cash
- Online payment

All payments must be settled in full before processing. Payments are **non-refundable** once service or shipment processing begins.

11. Claims & Complaints

All claims must be submitted in writing via **email or an official claim** form within **forty-eight (48) hours** of notification or receipt of the shipment.

Supporting documentation, including invoices and photographs, may be required to process claims.

WhatsApp messages **do not** constitute official claims and will not be accepted for this purpose.

12. Storage & Uncollected Packages

Packages not collected within **seven (7) days** of notification may incur storage fees of **JMD \$100 per day**.

Packages remaining uncollected after **thirty (30) days** may be auctioned, donated, or disposed of to recover storage and administrative costs. Customers remain responsible for all outstanding charges incurred prior to disposal

13. Cancellations

Cancellations must be requested at least **two (2) hours** prior to the scheduled service, where applicable. Cancellation fees may apply. **STREAMLINE LOGISTICS** reserves the right to cancel services at its discretion.

14. Amendments

STREAMLINE LOGISTICS reserves the right to update, modify, or amend these **Terms and Conditions** at any time. Any changes shall take effect immediately upon posting or publication.

15. Entire Agreement

These **Terms and Conditions** constitute the entire agreement between **STREAMLINE LOGISTICS** and the customer and supersede all prior or contemporaneous agreements, representations, or understandings, whether written or oral.