

Xiah Logistics

Effective Date: 08/03/2026

1. Acceptance of Terms

By using any service provided by **Xiah 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.

2. Scope of Services

Xiah Logistics provides courier and logistics services, including but not limited to:

- [Shipping route, e.g. USA to Jamaica / Jamaica to USA]
- [Air freight / sea freight / both]
- Assisted online shopping and payment services (if applicable)
- Warehousing and package handling
- [Pickup / drop-off / mobile delivery options]
- Delivery via third-party courier services where applicable

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

3. Shipping Schedule

Xiah Logistics ships approximately [**number**] times per [**week / month**]. 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

Xiah Logistics services the following locations:

- Montego Bay Surround areas

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**.

Xiah Logistics assumes [**zero / limited**] liability for loss, damage, delay, or errors related to shipments.

Responsibility, where applicable, begins [**when package reaches warehouse / at pickup**] and ends once the package is handed over to third-party carriers, customs authorities, or delivery partners.

Xiah 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

Xiah 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
- [Add any additional restricted items here]

Any prohibited item may be confiscated, disposed of, or surrendered to authorities without refund. **Xiah 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.

Xiah 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 may be [**refundable / non-refundable**] once purchase is made
- **Xiah 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 **[refundable / non-refundable]** once service or shipment processing begins.

11. Claims & Complaints

All claims must be submitted in writing via **[email / claim form]** within **48 hours** of notification or receipt.

Supporting documentation such as invoices and photographs may be required.

WhatsApp messages **do not** constitute official claims.

12. Storage & Uncollected Packages

Packages not collected within **30 days** of notification may incur storage fees of **\$100 per day**.

Packages uncollected after **60 days** may be auctioned, donated, or disposed of to recover storage and administrative costs. Customers remain responsible for all outstanding charges.

13. Cancellations

Cancellations must be requested **24 hours** prior to scheduled service where applicable. Cancellation fees may apply. **Xiah Logistics** reserves the right to cancel services at its discretion.

14. Amendments

Xiah Logistics reserves the right to update or amend these Terms and Conditions at any time. Changes take effect immediately upon posting.

15. Entire Agreement

These Terms and Conditions constitute the entire agreement between **Xiah Logistics** and the customer and supersede all prior agreements or understandings