

RoyalShipz Couriers Terms & Conditions

1. Introduction and Acceptance of Terms

These Terms and Conditions ("Terms") govern your use of the courier services provided by RoyalShipz Couriers, a company registered and operating in Jamaica. By tendering a shipment to us and providing delivery instructions, you (the "Sender," "Customer," or "You") agree to these Terms, whether acting on your own behalf or as an agent for another party. No employee or agent of ours has authority to alter these Terms without written approval from an authorized representative.

A "Shipment" refers to all packages, envelopes, documents, or parcels accepted by us under a single airway bill or receipt. A "Package" means any individual container within a Shipment.

2. Services Provided

RoyalShipz Couriers provides international courier services, including the transportation and delivery of shipments. Our services may include tracking, assistance with customs clearance, and optional insurance coverage (subject to additional fees and terms).

We reserve the right to determine the routing of shipments at our discretion and may use third-party carriers, agents, or subcontractors to facilitate delivery.

3. Your Obligations

You warrant and agree to the following:

1. Each item in the Shipment is accurately described on the receipt or airway bill, properly marked, addressed (including postal code), and packaged to withstand ordinary handling during transportation.

2. You are responsible for complying with all applicable laws, including export and import regulations, customs declarations, and prohibitions on restricted items.
3. You agree to pay all charges, including shipping fees, surcharges, duties, taxes, and any costs arising from incorrect declarations, insufficient packaging, or recipient non-payment.
4. You must provide complete and accurate documentation. If documentation is incomplete, you authorize us (where permitted by law) to correct or complete it at your expense, though we are not obligated to do so.

4. Requirements and Compliance

You agree to comply with all applicable laws in connection with your use of our Service and Website.

5. Unsuitable Conduct

You agree not to use the Service or Website to engage in any illegal, misleading, infringing, defamatory, obscene, offensive, or otherwise objectionable activities. You shall not take any action that could damage, embarrass, or bring adverse publicity to RoyalShipz Couriers.

6. User Cooperation and Notification

You agree to cooperate with all reasonable requests from RoyalShipz Couriers and to promptly notify us if you become aware of any actual or suspected breach of these Terms, or any unauthorized use or misuse of the Service or Website.

7. Global Forwarding Address Requirements and Limitations

Upon registering for our Service and Website, you will be assigned a unique account number or user code (e.g., RSC45678) and one or more global forwarding addresses. You must use these addresses exactly as provided when shipping packages or mail.

Forwarding addresses may be updated from time to time and become effective immediately upon posting on our Website. We will also notify you of any address changes via email.

You are solely responsible for ensuring that packages or mail are addressed correctly, including following the required formatting. RoyalShipz Couriers shall not be liable for any packages or mail that are delayed, lost, or misdelivered due to incorrect or incomplete addressing.

8. Prohibited and Restricted Items

We do not accept the following items for shipment:

1. Cash, negotiable instruments, or items easily convertible to cash (e.g., coins, endorsed stocks, bonds, or jewelry).
2. Hazardous materials restricted by IATA (International Air Transport Association) or ICAO (International Civil Aviation Organization), including explosives, flammables, or perishables without proper certification.
3. Illegal substances, weapons, or items prohibited under Jamaican law or international conventions.
4. Any items we deem unsafe or illegal to transport.

We reserve the right to reject or inspect any Shipment for security or compliance reasons. Shipments accepted by mistake incur no liability on our part.

9. Payment and Responsibility

You are primarily responsible for all payments due for shipments, even if billing is directed to a third party. Unpaid duties, taxes, or fees may result in RoyalShipz Couriers holding,

auctioning, or otherwise disposing of your package to recover outstanding amounts. Late payments may incur interest or additional fees as permitted under the laws of Jamaica.

Invoices are due as soon as packages appear on your dashboard. Failure to upload an invoice in the given time period (3 days) will result in additional charges being applied to your packages.

10. Third-Party Sites and Other Information

Our Website and social media pages may include content, links, or information provided by third parties over whom RoyalShipz Couriers has no control. We do not guarantee the accuracy, legality, copyright compliance, decency, or any other aspect of such third-party content or websites. The inclusion of any third-party link or content does not constitute an endorsement or approval by RoyalShipz Couriers.

11. Delivery and Delays

We strive to deliver shipments according to our standard schedules; however, specific delivery times are not guaranteed. RoyalShipz Couriers shall not be liable for any delays resulting from circumstances beyond our control, including but not limited to:

- Acts of God (e.g., storms, floods, earthquakes)
- War, civil unrest, or riots
- Strikes, labor disputes, or work stoppages
- Customs inspections or regulatory delays
- Traffic, transportation disruptions, or logistical issues
- Recipient unavailability or failure to provide necessary information

12. Liability Disclaimers

The Service, Website, and all content, materials, and links are provided “as is” and “as available”, at your own risk. We do not guarantee that the Service or Website will be error-free, uninterrupted, secure, or free from viruses. We make no warranties about the accuracy, completeness, or reliability of any content, links, or materials.

We are not responsible for any damages, including lost profits, data, use, or other losses, that may result from using the Service, Website, content, or links—even if we were aware such damages could occur.

Our maximum liability, if any, is limited, at our discretion, to either:

Fixing or removing incorrect content or links

We are not involved in any transactions you make through the Service or Website and have no liability for those transactions.

Shipping, Liability, and Force Majeure

1. Carrier Errors and Delays

RoyalShipz Couriers is not responsible for errors, delays, damages, or lost packages caused by shipping carriers. We will handle such issues as we deem appropriate.

We are not liable for shipping delays resulting from natural disasters, severe weather, or other extraordinary circumstances beyond our control.

2. Package Inspection

RoyalShipz Couriers will carefully inspect packages received at our warehouses for weight and dimensions. We are not obligated to verify the contents of shipments or containers. Any discrepancies will be communicated to the customer promptly.

3. Loss, Damage, or Non-Delivery

RoyalShipz Couriers shall not be liable for any loss, damage, misdelivery, or non-delivery of packages sent to our warehouses. We are also not liable for damages caused by events beyond our control, including but not limited to:

- War, riots, or civil disturbances
- Strikes, lockouts, boycotts, or labor disruptions
- Work congestion or cargo scarcity
- Severe weather or other natural

4. Theft of Goods

RoyalShipz Couriers is not liable for theft of goods not in our possession, custody, or control, unless the customer can demonstrate that such theft resulted from circumstances Harbor Jet Logistics could have reasonably foreseen or avoided under the contract with the customer.

5. Service Organization

In the absence of specific instructions or special agreements, RoyalShipz Couriers reserves the right to determine the methods for organizing and performing services according to standard business practices, including grouping goods for shipment.

13. Indemnification

You agree to defend, indemnify, and hold harmless the Company, its officers, directors, employees, agents, licensors, partners, and contractors from and against any and all claims, demands, damages, losses, liabilities, costs, or expenses (including reasonable attorneys' fees) arising out of or related to:

1. Your use of the Service or Website
2. Your actions, omissions, or online conduct
3. Your breach of these Terms
4. Any interaction or transaction with other users or third parties resulting from your use of the Website or Service.

This indemnification obligation applies regardless of whether the claim arises from third-party actions, governmental authorities, or any other source.

14. Import Regulations and Restrictions

All shipments sent to your assigned global forwarding address for reshipment to your destination are done at your sole risk. You are responsible for ensuring that all shipments comply with the laws, quotas, restrictions, and permit or licensing requirements of the destination country.

We do not provide legal, customs, or tax advice and do not verify or approve shipments for compliance with destination-country requirements. It is your responsibility to consult the relevant authorities and obtain any necessary permits, licenses, or documentation before shipping. You agree to provide us with such documentation upon request and to notify us promptly once it has been obtained.

We will make reasonable efforts to notify you of any suspected violations of import requirements. However, we shall not be liable for any fines, penalties, or other consequences arising from your non-compliance. For shipments requiring special tax treatment, exemptions, or documentation, you must notify us in advance and provide all supporting documentation as required.

15. Customs Inspection, Valuation, Clearance, Storage, and Disposal

By using our Service, you expressly acknowledge that shipments may be subject to inspection, detention, confiscation, or destruction by Customs and Border Protection (CBP) or any other governmental or regulatory authority for purposes of national security, regulatory compliance, or other lawful reasons. You agree that we shall have no liability for any loss, damage, or delay resulting from such actions, and you hereby fully indemnify and hold us harmless from any claims, demands, fines, penalties, or liabilities arising from these actions.

You further agree to provide accurate and complete information for all customs declarations, including correct valuations, classifications, and documentation. You shall indemnify us for any errors, omissions, misstatements, or noncompliance in customs documentation, whether caused by you, the authorities, or any third party, including any resulting fines, penalties, or claims.

We will use reasonable efforts to notify you promptly if a package is detained, confiscated, or destroyed, but we shall not be liable for any failure to provide such notice.

16. Service Rates and Payment Requirements

We publish our Service rates on our Website, which are subject to change from time to time. Any rate changes will be posted on the Website and will become effective no earlier than seven (7) days after the initial posting, unless required by law or for security reasons.

We will provide prominent notices of upcoming rate changes on the Website and, where feasible, via email or other direct communication to affected users at least seven (7) days in advance. We encourage you to review the rates periodically to stay informed.

17. Local Policies (Branch)

After notification of package availability ("ready for pickup" or similar), storage fees of JMD \$100.00 per day apply starting on the fifteenth (15th) calendar day, up to a maximum of 30 days' worth, per package.

If a Shipment remains uncollected for sixty (60) days after our initial notification to you, we will make reasonable efforts to provide additional reminders via email, phone, or other available contact methods at least twice during this period, spaced reasonably apart. If the Shipment still remains uncollected after these efforts, we may, at our discretion, store, dispose of, donate, or auction the Shipment to recover our storage, handling, and related costs. You agree to indemnify and hold us harmless from any claims, losses, or liabilities arising from such actions, provided we have complied with the notification requirements outlined herein.

18. Identification

We use the information you provide during signup and any subsequent updates to verify your identity, validate transactions, and process instructions related to your Shipments. To ensure smooth service and compliance with applicable laws, please keep your account information accurate, complete, and up to date. You can update your information at any time through your account dashboard or by contacting our customer service team. If your account information becomes outdated or inaccurate, we may, after providing you with reasonable notice and an opportunity to update it, impose temporary restrictions on collecting, clearing, or importing your Shipments until the issue is resolved. Such restrictions are intended to protect both parties and prevent fraud or errors.

19. Cyber Security

The use of unauthorized scripts, bots, or any automated technologies to access, retrieve, or submit information through our Website or services is strictly prohibited. Any attempt to compromise, disrupt, or gain unauthorized access to our systems or infrastructure may result in civil or criminal penalties under applicable law. We reserve the right to pursue legal action and will cooperate fully with law enforcement or regulatory authorities in the investigation and prosecution of cyber-attacks or security breaches.

All content on our Website is provided “as is” and may be modified, updated, or removed at any time without prior notice. We disclaim any liability for changes to content and recommend users verify information before relying on it.

20. Governing Law and Severability

These Terms shall be governed by and construed in accordance with the laws of Jamaica. Any disputes arising out of or relating to these Terms shall be subject to the exclusive jurisdiction of the courts of Jamaica. If any provision of these Terms is found to be invalid, unenforceable, or illegal under applicable law, such provision shall be severed and shall not affect the validity, enforceability, or legality of the remaining provisions.

21. Amendments to Terms

We reserve the right to modify or update these Terms at any time. Notice of any changes may be provided via email or by posting the updated Terms on our Website. Your continued use of our services after such notice constitutes your acceptance of the revised Terms.

Contact Information

For questions about these Terms, the Service, or Website, contact us at royalshipzcouriers@gmail.com.