

Terms and Conditions – ALA Shipping

By using the services of **ALA Shipping**, the customer agrees to the following terms and conditions governing all shipments handled by our company.

1. Acceptance of Shipments

All shipments must comply with applicable **local, state, federal, and international shipping laws and regulations**. ALA Shipping reserves the right to refuse any shipment that is improperly packaged, incorrectly labeled, or contains prohibited or restricted items.

2. Prohibited and Restricted Items

Customers are strictly prohibited from shipping illegal, hazardous, or restricted items through ALA Shipping. Prohibited items include, but are not limited to:

- Firearms or weapons
- Explosives, flammable, or hazardous materials
- Illegal drugs or controlled substances
- Perishable food items without proper packaging and approval
- Currency, precious metals, or high-value jewelry unless properly declared and approved

Any shipment found to contain prohibited items may be refused, confiscated, or reported to the appropriate authorities.

3. Customer Responsibilities

The sender is responsible for ensuring that all shipment information and packaging meet the required standards. This includes:

- Providing accurate and complete shipping details (name, address, and contact information)
- Properly packaging items to prevent damage during transport
- Accurately declaring the contents and value of the shipment
- Ensuring all shipped items comply with shipping and customs regulations

ALA Shipping is not responsible for delays or additional charges resulting from incorrect or incomplete information provided by the sender.

4. Delivery Timeframes

Delivery times provided by **ALA Shipping** are estimated and **not guaranteed**, unless otherwise specified. Delays may occur due to factors beyond our control, including but not limited to weather conditions, customs inspections, transportation disruptions, or other unforeseen circumstances.

5. Liability for Loss or Damage

While ALA Shipping takes every precaution to ensure shipments are handled with care, we are not responsible for:

- Damage caused by improper packaging by the sender
- Delays caused by third-party carriers or customs authorities
- Loss or damage involving prohibited or undeclared items

Customers must report any claims for loss or damage **within 48 hours of delivery**. Claims submitted after this period may not be eligible for review.

6. Customs Duties and Taxes

For international shipments, **all customs duties, taxes, and import fees are the responsibility of the recipient** unless otherwise stated. ALA Shipping is not responsible for delays or additional costs resulting from customs processing.

7. Payment Policy

All shipping fees must be **paid in full prior to shipment** unless otherwise agreed upon. Additional charges may apply for overweight packages, special handling, customs clearance, or address corrections.

8. Shipment Tracking

Tracking services will be provided when available. However, some international destinations or third-party carriers may offer **limited tracking updates**, and ALA Shipping cannot guarantee real-time tracking information in all cases.

9. Refund Policy

Shipping fees are generally **non-refundable once a shipment has been processed and dispatched**. Refunds may only be considered in cases of a verified service error by ALA Shipping.

10. Limitation of Liability

ALA Shipping shall not be held liable for any **indirect, incidental, or consequential damages** arising from the transportation or delivery of shipments.

11. Agreement to Terms

By submitting a shipment with **ALA Shipping**, the customer acknowledges that they have read, understood, and agreed to these **Terms and Conditions**.