

Terms and Conditions

1. About us

Based in Jamaica, Arzee Express Shipping Co. Limited offers international package forwarding, customs clearance, and local delivery. Registered users ship packages to our dedicated international warehouse in Sunrise Florida.

2. Eligibility

To utilize our platform, you must have reached the age of 18 and possess the legal capacity to form binding agreements under relevant jurisdiction. Registration serves as your confirmation that all submitted information is both true and comprehensive.

3. User Registration

To utilize our U.S. warehouse and shipping services, an account registration on our official website is mandatory. You are solely accountable for the security of your login credentials and for every action taken through your account

4. Usage of U.S warehouse

Upon signing up, you receive a unique U.S. warehouse address. You must use this address only for legal, compliant shipments and never for illegal or prohibited goods. Crucially, your customer code must be on every package for proper sorting. Be aware that we may open and inspect shipments to comply with customs and legal regulations.

5. Prohibited items

We strictly prohibit the acceptance and shipment of any items deemed illegal, restricted, hazardous, or otherwise prohibited by U.S. or Jamaican law. This prohibition encompasses, but is not limited to, firearms, firearm accessories, ammunition, narcotics, controlled substances, explosives, flammable materials, and counterfeit goods, as well as perishable goods lacking proper authorization. We maintain the right to immediately reject or dispose of any such prohibited items and will report all non-compliant incidents to the relevant authorities.

6. Customs Duties

As the importer, you are solely responsible for covering all customs duties, taxes, and associated fees levied by Jamaican Customs or any other regulatory authority upon the arrival of your shipment. While we commit to assisting you with the necessary clearance procedures, the ultimate compliance with all local import laws and the financial burden of these charges remain exclusively yours.

7. Payment terms

Full payment covering all shipping, handling, customs processing, and delivery fees is required before any items can be released. We offer several payment options, including convenient

online methods. Please note that failure to meet the payment deadline may result in the assessment of storage fees or the disposal of uncollected merchandise

8. Delivery and pickup

For your convenience, we offer two options: direct delivery or pickup at our service centers. If you choose pickup, be sure to bring valid photo identification. To avoid potential storage charges or forfeiture, please ensure your package is collected within 30 days of its arrival.

9. Liability and limitations of damages

We are not liable for any loss or damage caused by third-party carriers, delays resulting from customs or regulatory inspections, or damage sustained by items improperly packaged by the sender. Furthermore, losses arising from inaccurate or incomplete shipping information provided to us are excluded from our liability. Please note that compensation for any lost or damaged goods is available only if additional insurance is purchased, and all claims are subject to the terms of that specific policy.

10. Fragile items and liability waiver

All fragile items accepted at our overseas warehouse facilities are received and transported strictly at the customer's own risk. By routing fragile merchandise through our service, the customer acknowledges that international freight forwarding involves multiple stages of handling including domestic transit, warehouse sorting, air/sea freight loading, customs inspections, and local ground delivery. Consequently, the company does not guarantee the arrival of fragile items in unbroken condition.

11. Account Termination

Your account may be suspended or terminated immediately if you commit any violation of these Terms, including, but not limited to, misuse, failure to pay, or fraud.

12. Intellectual property

The intellectual property displayed on this website—including but not limited to text, graphics, logos, and proprietary software—is owned by Arzee Express Shipping Co. All rights are reserved. Any use of these assets without explicit written permission is a violation of copyright law.

13. Amendments

Arzee Express Shipping Co. reserves the right to amend these Terms at any time by updating this posting. Your continued use of our services following such changes constitutes your binding acceptance of the revised Terms

14. Governing Law

These Terms are governed by and interpreted in accordance with the laws of Jamaica. Any legal action or proceedings arising from these Terms shall be brought exclusively before the courts of Jamaica.