

CARGO HOUSE LOGISTICS LTD Terms and Conditions

Please read these Terms and Conditions ("Terms") carefully before using our website or services. By accessing or using our website, you agree to be bound by these Terms.

1. About Us

Cargo House Logistics Limited is a Jamaica-based shipping company that provides international package forwarding, customs clearance, and local delivery services. We operate an international warehouse located in Sunrise, Florida, which registered users can access for shipping purposes.

2. Eligibility

To use our services, you must be at least 18 years old and able to enter into legally binding contracts under applicable laws. By registering, you confirm that the information you provide is accurate and complete.

3. User Registration

To access our U.S. warehouse and shipping services, you must register on our website and create an account. You are responsible for keeping your login credentials secure and for all activity under your account.

4. Use of Our U.S. Warehouse

Upon successful registration, you will receive a unique shipping address at our U.S. warehouse. This address is to be used solely for legitimate, personal, or business shipments in accordance with U.S. and Jamaican law.

- Not to use our warehouse to receive illegal, prohibited, or restricted items.
- To ensure that packages are correctly labeled with your assigned customer code.
- That we may open and inspect shipments to comply with customs or legal requirements.

5. Prohibited Items

We do not accept or ship items that are illegal, restricted, hazardous, or prohibited by U.S. or Jamaican law. These include (but are not limited to):

- Firearms, firearm accessories, and ammunition
- Narcotics or controlled substances
- Perishable goods without proper authorization

- Counterfeit goods
- Explosives or flammable materials

We reserve the right to reject or dispose of prohibited items and to report such incidents to the authorities.

6. Customs and Duties

You are responsible for all customs duties, taxes, and fees assessed by Jamaican Customs or other regulatory bodies. While we assist with clearance, compliance with local import laws is your responsibility.

7. Payment Terms

All invoices must be paid in full before items are released. We accept various payment methods, including online payment options.

Fees can include but not limited to:

- Processing fees
- Handling Fees
- Freight
- Customs Duties
- Unknown Package Fee
- Mislabeled Package Fee
- Pallet Fee

Failure to pay within the specified time may result in storage fees or disposal of unclaimed items.

8. Refund Policy

All shipping, freight, and clearance charges are generally non-refundable once the shipment has been processed or delivered. If packages are returned, refused, or unclaimed within 30 days, customers may forfeit the items or incur storage fees.

9. Delivery and Pickup

You may choose to have your packages delivered or pick them up at our service centers. Valid identification is required for pickups.

Packages not collected within 30 days of arrival may incur storage fees or be forfeited.

10. Liability and Limitation of Damages

We are not liable for:

- Loss or damage caused by third-party carriers
- Delays due to customs or regulatory inspections
- Items improperly packaged by the sender
- Losses from inaccurate or incomplete shipping information

Compensation for lost or damaged goods is available only if additional insurance is purchased, subject to terms.

11. Account Termination

We reserve the right to suspend or terminate your account in case of misuse, non-payment, fraud, or breach of these Terms.

12. Intellectual Property

All content on our website (text, logos, images, software) is the property of Cargo House Logistics Limited and may not be used without written permission.

13. Amendments

We may revise these Terms at any time by updating this page. Continued use of our services indicates acceptance of the revised Terms.

14. Governing Law

These Terms are governed by the laws of Jamaica. Disputes shall be resolved in the courts of Jamaica.

15. Contact Information

If you have any questions or concerns about these Terms, contact us at:

Cargo House Logistics Limited

6 Annette Crescent, Kingston 10

(876) 352-2116

info@cargohouselogistics.com

cargohouselogistics.com