

Terms and conditions

The terms and conditions set out below are the terms and conditions of the contract between you, the sender of the Shipment and us C.S.G delivery of the Shipment to C.S.G and our receipt thereof with your delivery instructions you agree to these terms and conditions. No employee of C.S.G or anyone else has any authority to change any of these terms and conditions or make any promise on our behalf.

Your Obligation

(a) You guarantee that every item in the shipment is accurately described on the airway bill and receipt, as well as any other documentation that may be appropriate, and that it is packed, marked, and addressed to enable safe transportation while using standard handling care.

(b) In the event that the recipient or a third party fails to pay, you agree to cover all shipment costs, destination tariffs, and taxes for this item.

(c) You undertake to cover all shipping costs, including but not limited to inaccurate cargo declarations, inadequate or erroneous packing, securing markings, or shipment addressing, as well as any actions or inactions on the part of the recipient or any other party with an interest in the shipment.

Delayed shipment

Although we will try our best to deliver your shipment on time, we cannot be held responsible for any delays in shipment collection, transportation (including delays due to diversion), or delivery that result from the following situations:

(a) a natural disaster, such as a storm, flood, or tempest;

(b) an act of war, riot, civil unrest, or the threat or dread of such circumstances occurring;

(c) illegal, malevolent, or careless acts or inactions on the part of third parties.

(d) unanticipated traffic circumstances or industrial action;

(e) the suspension or termination of transport services due to the prospect or concern of bad weather;

(f) explosion, lightning, or fire;

(g) seizure in accordance with the law;

Limitation of liability

In the event that your shipment is lost or damaged, our maximum liability will never be greater than the shipment's worth or, if you are not the owner, your liability to the owner.

LIABILITIES NOT ASSUMED

Regardless of whether we knew or should have known that such damages might be incurred, including but not limited to loss of income or profits, C.S.G and its servants or agents will not be held responsible for any loss or damages, whether direct, incidental, special, or consequential, for any shipment that exceeds the amount specified in Clause 9 above.

(b) If money or other forbidden materials are shipped and are lost or damaged, we shall not be held responsible.

(c) Your actions or inactions, such as inaccurate cargo declaration, inadequate or inappropriate packing, securing marking, or shipment addressing, shall not be held against you.

CUSTOMS CLEARANCE

By delivering this package to us, you certify us as the consignee and accept that we are fully responsible for performance of customs clearance. This will allow you to designate a customs broker to handle clearing. Depending on the situation, local authorities could need more proof of our appointment. It is your obligation to supply the necessary paperwork and confirmation.

DISPOSAL OF SHIPMENTS NOT COLLECTED

If a package remains at our office or warehouse for more than THREE (3) months after we notify you that it has arrived and is not picked up by the recipient, addressee, or any lawfully appointed agent, we reserve the right to dispose of it. You commit to paying us back for any claims arising from our acts under this paragraph.