

## **Rih's Logistics – Terms & Conditions**

### **1. Fragile Items**

All fragile items are shipped strictly at the customer's own risk. Rih's Logistics and/or the warehouse shall not be held liable for loss, damage, or breakage of fragile items. Fragile packages are not opened or inspected under any circumstances.\

### **2. Declared Value of Shipments**

All packages with a declared or actual value exceeding USD \$200 must be declared prior to shipment. Failure to declare the correct value releases Rih's Logistics from any liability in the event of loss, damage, theft, or delay.

### **3. Uncollected Packages**

Packages not collected within five (5) business days after becoming available for pickup/delivery will attract a fine of one hundred and fifty dollars (\$150) JMD per day.

### **4. Customer Service Communication**

All customer inquiries must be directed to the official Rih's Logistics Customer Service Line and will be addressed during business hours, 9:30 a.m. to 5:30 p.m., excluding Sundays and public holidays.

### **5. Unidentified or Unclaimed Packages**

Packages without our prefix (RIH) & your (PIN) are placed in the unknown or unidentified section, if they are not claimed within fourteen (14) days shall be deemed abandoned. Rih's Logistics reserves the right to auction or dispose of such packages to recover costs associated with freight, customs clearance, storage, or handling.

### **6. Limitation of Liability**

Rih's Logistics shall not be liable for indirect, incidental, or consequential damages arising from shipping, storage, handling, or third-party actions.