

TERMS & CONDITIONS

ShipSurgeJA
(Shipsurgeja.com)

These Terms & Conditions govern your use of ShipSurgeJA (“the Company”, “we”, “our”) platforms including our website, mobile applications, shipment notifications, tracking systems, billing, customer service channels, and all other logistics services.

By signing up, creating an account, using our overseas address, or shipping through ShipSurgeJA, you agree to these Terms & Conditions.

Sign-up is free, and no fees are charged to start using our service.

ShipSurgeJA may update or modify these Terms at any time. Updates may be sent via email or notification. It is the user’s responsibility to stay updated.

1. DEFINITIONS

Branch – ShipSurgeJA-operated pickup location, partner location, or delivery route.

Shipment / Package – Any item delivered to our warehouse for forwarding.

Content – All information, graphics, software, and services provided through ShipSurgeJA platforms.

You / User – Any individual or business using our services.

Account Number – Unique identifier used to match shipments to your profile (e.g., SSJ###).

2. OWNERSHIP & INTELLECTUAL PROPERTY

All content on ShipSurgeJA platforms belongs to ShipSurgeJA and is protected by law.

Users must not copy, modify, or reproduce any content without written permission.

Sharing is allowed only through approved buttons or features provided by the Company.

3. USER REGISTRATION & ACCOUNT SECURITY

Users must keep passwords secure.

ShipSurgeJA is not responsible for loss resulting from shared or compromised passwords.

Suspicious activity must be reported immediately.

Accounts may be suspended for fraud, misuse, or failure to verify information.

4. CYBER SECURITY

ShipSurgeJA may suspend or block access at any time for security reasons. Hacking, scraping, bot usage, or unauthorized automation is strictly prohibited.

We will cooperate with law enforcement in cases of cyber-attacks.

5. USER IDENTIFICATION REQUIREMENTS

Information provided during signup must be accurate. Incorrect details may delay clearance or block package release. Users must update their profile whenever information changes.

6. INVOICING & VALUATION

Invoices uploaded or submitted by users are used for customs processing. Customs may reject discounted invoices or apply fair market value. Invoices missing, altered, or suspicious may cause delays or detentions.

7. INBOUND FEES

Inbound fees may include but are not limited to:

Airline / cargo fees

Fuel & freight surcharges

Warehouse handling

Overseas storage

Logistics & processing

Wharfage & demurrage

Insurance

Documentation & admin fees

Inbound fees simplify the clearance process and are not negotiable.

8. PROMOTIONS & GIVEAWAYS

ShipSurgeJA may modify or cancel promotions at any time.

We are not responsible for scams or impersonation.

Users should verify promotions through:

Official website

Verified social media

WhatsApp business account

Customer service

9. CUSTOMER ETHICS & BEHAVIOR

Abusive or hostile behaviour toward staff or delivery personnel will result in suspension or service refusal.

Users consent to CCTV monitoring at pickup points and recorded customer communication for quality and safety.

Damage to company property may result in legal action and recovery of costs.

10. USER DATA & INFORMATION

ShipSurgeJA does not store credit card numbers.

Your information is used only for service delivery and required legal compliance.

Data may be shared within the ShipSurgeJA group for marketing, but users may opt out.

AML regulations may require extra documentation.

Photos or videos taken at events or pickup points may be used for marketing unless consent is withdrawn by email.

11. RESTRICTED & PROHIBITED ITEMS

Users must not ship items that are prohibited by Jamaican law or international regulations. Restricted items requiring permits must receive approval before shipping.

Illegal or prohibited items may be seized and reported to authorities.

12. CONSIGNEE INFORMATION

Incorrect or incomplete consignee information (name, account number, etc.) may delay matching, clearing, or releasing packages.

Users must always include:

Full legal name

ShipSurgeJA account number / shipping mark

13. OVERSEAS WAREHOUSE ADDRESS

Address is provided only to registered users.

Users must use the exact address format provided.

ShipSurgeJA is not liable for packages sent to incorrect or outdated addresses.

Direct-from-supplier shipments (China, U.S., UK etc.) may require special instructions—users must confirm before shipping.

14. IMPORTATION & CLEARANCE

ShipSurgeJA imports and clears packages on behalf of customers.

Some items require permits; failure to obtain them before shipping may result in seizure, detention, disposal, or fines.

Clearance timelines depend on customs, not ShipSurgeJA.

15. DETAINED GOODS

Goods may be detained due to:

Missing invoices

Incorrect consignee info

Restricted items

Missing permits

Suspicious value declarations

Users are responsible for providing accurate information promptly.

16. DAMAGED SHIPMENTS

ShipSurgeJA is not liable for:

Vendor errors

Poor supplier packaging

Internal damage not visible from outside

Items delivered to our warehouse already damaged

Users must inspect packages at pickup.

Claims after leaving the pickup location will not be honored.

17. RETURNS

ShipSurgeJA does not handle vendor returns.

Users must follow the seller's return process independently.

18. IN-STORE / IN-APP ORDERS

ShipSurgeJA may place orders on behalf of customers.

Restricted items will not be ordered.

Exchange rates, sourcing fees, and markups apply.

Refunds for canceled orders go to the customer's ShipSurgeJA account/wallet.

19. STORAGE FEES

Storage begins 14 days after package is marked "Arrived / Ready for Pickup."

Storage fee: \$200 JMD per day per package (capped at 30 days) for Air Freight package and 800 JMD per day per Sea-Freight shipments

Packages not collected after 30 days may be disposed of.

20. AUTHORIZED PICKUP

Users may add authorized pickup persons through their account.

Packages will be released only if all balances and fees are paid.

21. CUSTOMS DOCUMENTATION

ShipSurgeJA does not provide internal customs documentation to customers.

If a customer wishes to clear an item independently, all Company fees must be paid first.

22. CLEARANCE FEES

Clearance fees are charged per shipment and may change at any time based on government or port adjustments.

23. INSURANCE & CLAIMS

Insurance coverage is available on selected shipments (amount varies).
Claims must be made:

Immediately upon pickup

With photos/video evidence

Before leaving the location

Vendor errors, wrong items, or poor packaging are not covered.

24. LOCAL & INTERNATIONAL CLAIMS

Lost or damaged shipments require investigation by the carrier and/or ShipSurgeJA.
Processing times vary.

Hub-to-hub or local delivery claims must be made upon receipt.