

## **ShopBox Terms and Conditions**

**The following are services provided and restrictions applied by ShopBox.**

### **Packages can be shipped to your ShopBox address via:**

- Any Postal Service
- Domestic or Courier Services
- Hand or personal delivery

### **Package Examples:**

- CD's, Books, Clothes
- Catalogues and Mail order merchandise
- Parts and replacements
- Product samples
- Retail Purchases
- Electronic Items, Computers, Accessories, etc...

### **Restricted Commodities:**

- Hazardous materials, cash, perishables, negotiable securities, animal skins, firearms, aerosol cans, perfumes etc.
- We do not accept nor deliver any mail or magazines subscriptions.
- HAZARDOUS MATERIAL OR DANGEROUS GOODS.

Any packages or goods, which are considered by the Department of Transportation (DOT), the International Air Transportation Association (IATA), and/or the International Civil Aviation Organization (ICAO) as "restricted articles", "hazardous material", or "dangerous goods", will be sent into St. Lucia via airfreight as cargo. The cost associated with this will be handled on an individual basis and is not based on the rates mentioned on this site. The cost associated with this will be handled on an individual basis and is not based on the standard tariff. This is primarily due to the cost associated with the special handling, packaging and paperwork required to handle hazardous material or dangerous goods.

Customs may detain packages for various reasons e.g. to confirm the value, import permit required etc. You may contact our office to confirm the requirements in these instances. Please note that all shipping fees are still payable to ShopBox even in the event of an item being seized by Customs & Excise and/or the Ministry of Agriculture or any authorized agent.

## **Weight and Package Information**

- ShopBox charges actual weight for most shipments where possible, so some volumetric charges may apply. Packages that are excessively bulky may require repacking at client's cost. Contact our office for further details.
- C.O.D. shipments will be refused.
- ShopBox is not liable for damage or loss of items while handled by overseas Postal and Courier authorities.
- Persons may share the service; however, **ALL** names **MUST** be given/entered into the client information.
- One person will be responsible for all charges and delivery is made to only one address Dutiable Shipments.
- A commercial invoice (or any invoice), regardless of the value must accompany all non-document shipments. A delay may occur, pending receipt of proper documentation.
- Customer's shipments consisting of books, CD's, clothes, documents etc., will be cleared automatically as "Non-Trade", unless prior arrangements have been made in writing.

## **INSURANCE:**

- Customs & Excise request that a "Formal Entry" be done for "Trade" shipments that are "Dutiable": therefore you will receive the necessary documentation for clearance in these instances.
- ShopBox can assist in the preparation and lodging of "Formal Entries", should you so require.
- Duty paid on "Non-Trade" shipments (on your behalf) is C.O.D. ONLY.

**Note\*:** - 'Non-Trade' shipments are packages imported for personal use.

**Trade shipments:** - are packages imported for commercial use and/or value which exceeds the legal amount \$2,500.00 XCD for 'Non-Trade'.

Customers choosing **BizBox (Corporate)** accounts are subject to penalties if they do not ship the minimum freight weight requirements.

## **LIMITATION OF CLAIMS:**

We will refuse any item shipped to our address damaged or opened and will notify the consignee. No claims will be accepted nor honored by us with respect to these items, and we will have no liability or responsibility.

ShopBox accepts no liability for item(s) paid for and collected by customers, which has left our premises. Payment of these item(s) and sign up off of customer receipt, is deemed as satisfy acceptance on behalf on the customer.

## **LIABILITIES NOT ASSUMED:**

The responsibility of ShopBox begins when the packages are received at the warehouse of its agent in Miami. ShopBox will not be held liable for packages that are lost, delayed or damaged while in transit to the warehouse.

We are not liable for delays in delivery, damages of any kind (whether direct, indirect, incidental, special, or consequential) including but not limited to loss of income, loss of interest, loss of profit, loss of business opportunity, loss of use of contents, breach of other contracts, or any loss or damage arising from the inherent nature of the goods, whether or not we had knowledge that such damage might be incurred, even if the delay is our fault in retrieving the shipment, transporting the shipment, or delivering the shipment. We will not be liable for your acts or omissions, including but not limited to incorrect declaration of goods, improper or insufficient packaging or marking or addressing of the shipment, or for acts or omissions by the consignor or consignee or anyone else with an interest in the shipment.

The customer shall be responsible for ensuring that an invoice accompanies every shipment. Failure to do so may result in delays and abandonment of shipments. Where shipments arrive without proper documentation ShopBox will ship the goods into St. Lucia and notify the consignee in St. Lucia. ShopBox will provide the customers with a delivery notification and a copy of the airway bill to be presented for clearance. This will end ShopBox responsibility for the goods and payment will become applicable immediately. The customer may choose to have the supplier produce a duplicate invoice and have it sent to St. Lucia or may present evidence of value to customs for clearance. All necessary storage will be for the consignee's account pending an invoice being produced for clearance.

ShopBox also reserves the right to enforce that invoices on packages dated **Thirty (30)** days or older are settled before newer packages are collected. ShopBox also can deem if it so desires all items not claimed after **Sixty (60)** days in the possession of ShopBox, as forfeited by the consignee. The company also shall also refuse business or close at any time, the account(s) of customers deemed to be disrespectful, threatening or considered a danger to ShopBox and its staff.

Also, we will not be liable if you or the consignor violates any of the terms of the agreement. We **do not accept** for shipment cash, currency, or other security instruments. Also, we will not be held liable for loss, damage, or delay caused by any events we cannot control, including but not limited to acts of God, "force majeure", or the action or omissions of any governmental or public authority (including but not limited to customs or health officials), or omission by anyone outside of us. We reserve the right, without admitting liability, to refund transportation charges at our sole discretion, but are not obligated to do so.

ShopBox is NOT responsible for ANY package(s) shipped to our warehouse which was packed by a third party ( an individual), ShopBox is not responsible for any missing item or damaged item packed by a third party. This also applied for Refurbished Items, our insurance does not cover these items.

Insurance fees are \$3.00 EC for every USD\$100.00 USD of insured value worth or part thereof. Please Note: Any package received without an invoice will only be insured for maximum of USD\$100.00.

**Your rate of \$3.00 EC does not cover the following:**

- TV's, Plasma, LCD or LED technology
- Flatbed scanners Microwave ovens Monitors
- Any other glass, porcelain, ceramic or concrete products.
- Any improper or inadequately packaged items from shipper.
- Used or refurbished items.

These items can be insured "externally", please contact us for details.

Please note that due to the fact that the insurance company is not affiliated with us, shipping charges are not covered by the insurance. Should you require "insuring" the freight on a heavy item please contact us prior to shipping such item(s).

Insurance rates and services are subject to change without notice.