

Freight Zone Ja – Terms & Conditions

Effective Date: January 1, 2026

Company Name: Freight Zone Ja

Email: freightzoneja@gmail.com

Phone / WhatsApp: 876-331-7222

Address: 2A Hillcrest Avenue, Unit D, Kingston 6, Jamaica

1. Definitions

- **Cargo:** Any goods, merchandise, or personal items shipped, forwarded, stored, or handled by Freight Zone Ja.
 - **Customer:** Any individual or business using Freight Zone Ja's services.
 - **Company / Freight Zone Ja / We / Us:** Freight Zone Ja, including owners, employees, agents, contractors, and affiliates.
 - **Third-Party Carriers:** Airlines, shipping lines, couriers, customs brokers, warehouses, or logistics providers used in connection with transporting or handling Cargo.
 - **Unclaimed Cargo:** Cargo that has not been collected by the Customer or their authorized representative after notification of availability.
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2. Acceptance of Terms

- By using Freight Zone Ja's services, you agree to these Terms & Conditions in full.
 - Customers must comply with all applicable local and international laws, regulations, and customs requirements for Cargo.
 - Acceptance occurs when Cargo is tendered, payment is made, or delivery is accepted, whichever comes first.
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3. Services

Freight Zone Ja provides freight forwarding from the United States to Jamaica, which may include:

- Receiving, consolidating, and exporting Cargo from a U.S.-based warehouse.
- International transportation, customs clearance, and transfer to a Kingston warehouse.
- Delivery to the Customer or designated pickup location in Jamaica.

Note: Freight Zone Ja acts as a freight forwarder and may use third-party carriers. We are not liable for the actions of these carriers unless explicitly agreed.

4. Prohibited & Restricted Cargo

- **Prohibited Cargo:** Explosives, illegal substances, firearms, ammunition, counterfeit goods, hazardous materials, and any items banned by Jamaican or international law.
- **Restricted Cargo:** May require permits, licenses, or approvals. Customers are responsible for obtaining these.

Important: Freight Zone Ja may refuse, return, surrender, or dispose of prohibited or restricted Cargo to authorities without notice or liability.

Reference Resources:

- Jamaica Customs Agency – Restricted / Prohibited Items
 - Ministry of National Security – Banned / Restricted Items
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5. High-Value Cargo & Insurance

- Cargo with a declared value of USD \$200 or more is considered high-value.
 - Freight Zone Ja does not provide insurance by default. Customers are responsible for arranging insurance.
 - High-value Cargo is still subject to our liability limit (Section 7) unless independently insured.
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6. Fees & Payment

- All fees are in Jamaican Dollars (JMD) unless stated otherwise.
 - Payment is Cash on Delivery (COD) unless agreed in writing.
 - Accepted methods: cash, cheque, credit card, or bank transfer.
 - Freight Zone Ja may withhold delivery until full payment is received.
 - All fees are non-refundable once Cargo has shipped.
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7. Limitation of Liability

- **Maximum liability:** USD \$100 per shipment, regardless of declared or actual value, unless you purchase insurance.

- Claims must be submitted within 3 days of delivery.
- Freight Zone Ja is not liable for loss, damage, or delay caused by:
 - o Incorrect or incomplete addresses
 - o Improper or defective packaging
 - o Third-party carriers, warehouses, or service providers
 - o Customs inspections, delays, seizures, or government actions
 - o Force majeure events (beyond our control)

Note: Uninsured Cargo is shipped entirely at the Customer's risk.

8. Delivery, Risk & Storage

Stage 1 – Delivery to U.S. Warehouse

- Cargo delivered by third-party carriers (Amazon, USPS, UPS, FedEx, etc.) is not considered delivered until logged into Freight Zone Ja's system.
- Electronic confirmations or signatures from carriers do not count as delivery.
- Risk remains with the Customer until Cargo is received and logged.

Stage 2 – Transportation & Delivery to Jamaica

- Once Cargo is logged, risk transfers to Freight Zone Ja while under our custody.
- We arrange transportation, customs clearance, and delivery/pickup.
- Delivery times are estimates only.

Final Delivery & Transfer of Risk

- Risk transfers back to the Customer upon final delivery or collection in Jamaica.
- Freight Zone Ja is not liable for loss, damage, delay, or shortage after delivery.
- Customers should inspect Cargo at pickup. Failure to report issues before leaving is acceptance.

Third-Party Carriers

- We are not liable for actions by third-party carriers, airlines, shipping lines, customs, or government agencies.

Claims Involving Third-Party Facilities

- If Cargo goes missing while in the custody of an airline, airport warehouse, shipping line, or other third-party facility, Freight Zone Ja's role is limited to filing and following up with the responsible entity.
- Freight Zone Ja cannot reimburse, credit, or settle any claim related to such loss until the third-party investigation is complete and official findings are released.
- Any compensation is subject to the third-party's determination and remains governed by Section 7 (Limitation of Liability).

Internal Loss After Arrival

- If Cargo goes missing after confirmed arrival in Jamaica but before final distribution or pickup, Freight Zone Ja will conduct an internal investigation.

- If loss is confirmed while under our direct custody, reimbursement, if applicable, will be processed within an established internal timeline.
- All claims remain subject to Section 7 (Limitation of Liability) and Section 10 (Claims & Dispute Resolution).

Storage & Unclaimed Cargo

- Uncollected Cargo may incur storage fees.
 - We are not liable for Cargo unclaimed beyond 7 days after notification.
 - Freight Zone Ja may dispose of unclaimed Cargo in accordance with law.
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9. Customs & Legal Compliance

- Customers must provide accurate documentation.
- All duties, taxes, tariffs, penalties, and fees are the Customer's responsibility.
- Freight Zone Ja is not liable for inspections, fines, seizures, or confiscation by authorities.
- False or incomplete declarations are the Customer's responsibility.

Invoice Submission Requirements

- Customers must provide complete, accurate, and legible invoices for every package included in a shipment prior to customs clearance.
- Invoices must include:
 - Sender and consignee name and address
 - Detailed description of goods
 - Quantity, unit price, and total declared value
 - Currency and origin of goods
 - Tracking number
- Packages without the required documentation shall be classified as "Undeclared Value Items."
- Such packages may be:
 - Held until proper invoices are received; or
 - Cleared under a default or estimated customs value based on reasonable assessment by Freight Zone Ja.

Failure to Submit Invoices

- Failure to submit invoices within the required timeframe transfers all risk and liability related to:
 - Customs discrepancies
 - Loss or damage
 - Incorrect valuation
 - Delayed clearance or additional charges
 - Freight Zone Ja bears no responsibility for any loss, damage, or claim associated with packages that were cleared, stored, or shipped without an accompanying invoice prior to clearance.
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10. Claims & Dispute Resolution

- Claims must follow Section 7.
- Submit claims within 3 days to freightzoneja@gmail.com with:
 - Photos of damage (if any)
 - Invoice or proof of value
 - Proof of shipment

Additional Claim Documentation Requirements

- All claims must include proof that the corresponding invoice was submitted prior to shipment clearance.
 - Invoices submitted after clearance, delivery, or reporting of a missing package will not be accepted as valid proof of value for reimbursement, credit, or compensation.
 - Claims submitted without such proof will be deemed invalid and will not be processed.

 - Claims are reviewed within 14 business days.
 - Unresolved disputes are subject to Jamaican courts or arbitration in Jamaica at our discretion.
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11. Refusal & Termination of Service

- **We may refuse or terminate service for:**
 - Prohibited or unsafe Cargo
 - Non-payment or missing documentation
 - Fraudulent, illegal, or repeated non-compliant behavior
 - Freight Zone Ja is not liable for refusal/termination; fees may be non-refundable.
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12. Force Majeure

- We are not liable for delays or failures caused by events beyond our control, including: natural disasters, labor disputes, carrier disruptions, government actions, customs delays, war, terrorism, civil unrest, power outages, or cyber incidents.
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13. Amendments

- Terms & Conditions may be updated at any time.
- Updates become effective upon posting or notification.
- Continued use of services means acceptance of updated terms.
- Customers are responsible for reviewing the most current version before each shipment.


14. Contact Information

Freight Zone Ja

 2A Hillcrest Avenue, Unit D, Kingston 6, Jamaica

 freightzoneja@gmail.com

 WhatsApp / Phone: 876-331-7222

 Monday–Friday, 10:00 AM – 6:00 PM

Customer support responds within 1–3 business days. Claims follow Sections 7 and 10.