

## Terms and Conditions – Certus Shipping Ltd

Certus Shipping Ltd will ALWAYS declare the correct value of goods being shipped. Do not ask us to under-declare the value of any goods—we will not do so.

### WE WILL NOT SHIP PROHIBITED ITEMS!

We are unable to and will not ship firearms that are on the Home Office Prohibited List or that require a licence to carry and use. If an Auction House can provide a Certificate indicating the Fire Arm is not "live", and this item is not on the Home Office Prohibited List, then we could deliver this to you directly.

We can only ship firearms that are not on our Prohibited Items list to UK addresses. Such items may be returned to us, confiscated by authorities, or otherwise withheld, and we have no control over this. Further details may be provided when we issue you with a quote.

#### 1. These Terms

- **What these terms cover:** These are the terms and conditions on which we supply services to you.
- **Why you should read them:** Please read these terms carefully before you submit your order with us. They explain who we are, how we will provide services, how you and we may change or end the contract, what to do if there is a problem, and other important information.
- **Are you a business customer or a consumer?**
  - You are a consumer if:
    - You are an individual.
    - You are buying products wholly or mainly for personal use (not for trade, business, craft or profession).
    - If you are a **business customer**, these terms constitute the entire agreement between us.

#### 2. Information About Us and How to Contact Us

- **Who we are:** Certus Shipping Ltd, registered in England and Wales. Company No. 16714501
- **How to contact us:** Telephone 07771 017170, email [info@certusshippingltd.com](mailto:info@certusshippingltd.com) or [certusshippingltd@gmail.com](mailto:certusshippingltd@gmail.com)
- **How we may contact you:** By telephone, email, or post using the details you provide.
- **“Writing” includes emails.**

#### 3. Our Contract With You

- **Acceptance of your order:** A contract is formed when we agree a price for the service, verbally or in writing.
- **If we cannot accept your order:** We will inform you and not charge you. Reasons may include prohibited items, pricing errors, or delivery constraints.

#### 4. Your Responsibilities and Rights to Make Changes

- You must provide accurate customs documentation, commodity codes, and descriptions.
- You are responsible for liaising with customs authorities unless agreed otherwise in writing.

Certus Shipping Ltd is not liable for delays, charges, or losses due to incorrect or missing information.

#### 5. Our Rights to Make Changes

- We may make minor changes to reflect legal or regulatory updates.

#### 6. Providing the Services

- Services begin on the agreed date.
- We are not liable for delays outside our control.
- If you do not provide access or required information, we may charge additional fees or terminate the contract.

#### 7. Your Rights to End the Contract

- You may end the contract under certain conditions, including misdescription or delay.
- Consumers have a 14-day cooling-off period under the Consumer Contracts Regulations 2013.
- Refunds may be subject to deductions for services already provided.

#### 8. How to End the Contract

- Contact us via phone, email, or our website form.
- Refunds will be processed promptly, typically within 14 days, if we come to a mutual agreement.

#### 9. Our Rights to End the Contract

- We may terminate the contract if you breach it, fail to pay, or do not respond within 7 days.
- Unclaimed or unpaid goods may be sold after 6 months.

#### 10. If There Is a Problem With the Service

- Contact us to report issues.

#### 11. Your Rights in Respect of Defective Services (Consumers)

- You may request a repeat service or refund if services are not delivered with reasonable care and skill.

#### 12. Price and Payment

- Prices include VAT and are quoted at the time of order.
- Payment is due within 7 days.
- Late payments incur interest and storage fees (£5/day incl. VAT).
- You are responsible for all import/export taxes and duties.

#### 13. Our Responsibility for Loss or Damage (Consumers)

- We are liable for foreseeable losses caused by our breach or negligence.
  - The time frame we will take full responsibility starts when we collect your item(s) and our responsibility will end once a third-party (courier or delivery company) has collected the item(s).
- We are not liable for losses caused by third-party carriers or customs authorities.
- Insurance is strongly recommended.

#### 14. Our Responsibility for Loss or Damage (Business Customers)

- Liability is limited to the amount paid under the contract.
- We are not liable for indirect losses, third-party carrier issues, or customs-related damage.

#### 15. How We Use Your Personal Information

See our privacy notice at [Insert Website Link].

#### 16. Other Important Terms

- We may transfer our rights under this contract.
- You may not transfer your rights without our written consent.
- This contract is governed by English law.
- Consumers may use alternative dispute resolution.
- Business customers agree to exclusive jurisdiction of the courts of England and Wales.