

## Terms and Conditions

**Effective Date:** October 20, 2023

By using Parcel Pros' services, you agree to the following terms and conditions. Please read them carefully to understand your rights and obligations as a customer.

### 1. Services Provided

Parcel Pros offers the following shipping and logistics services:

- **Ocean and Air Freight:** Reliable transportation of items via ocean and air freight.
- **Item Pickup and Drop-Off:** Convenient options for item drop-off and pickup.
- **Assisted Shopping:** We provide shopping services for customers, either by shopping on their behalf or assisting with purchases.

We ensure the safe transport of items from the USA to Sierra Leone or other specified destinations.

### 2. Customer Responsibilities

1. **Accurate Information:** Provide complete and accurate information in shipping declaration forms. Inaccurate details may result in delays, additional charges, or shipment refusal.
2. **Proper Packaging:** Ensure all items are securely and properly packaged to prevent damage during transit. Parcel Pros is not liable for damage to inadequately packed items.
3. **Restricted Items:** Customers must ensure that shipments do not include prohibited or restricted goods under international regulations, including hazardous materials or illegal substances.

### 3. Shipping and Delivery

1. **Estimated Shipping Times:** Shipping times provided are estimates and may vary due to factors beyond our control, such as customs delays or weather conditions.
2. **Tracking:** Tracking information will be shared upon dispatch, and any updates or delays will be promptly communicated.

3. **Customs Duties & Taxes (Express Shipping Only):** For express shipments, customers are responsible for all customs duties, taxes, and fees levied by the destination country. Standard shipments do not incur customs duties.

#### **Payment Terms:**

- **Standard Shipping:** 50% of the payment is required upfront, with the remaining balance due on or before pickup.
- **Express Shipping:** Payment can be made during pickup or prior to it.

#### **4. Payment Methods**

Accepted methods include Zelle, bank transfers, and cash (for customers in Sierra Leone). Full payment is required before shipment for express services, and 50% upfront for standard services.

#### **5. Pickup and Storage**

1. **Pickup Notification:** You will be notified when your shipment is ready for pickup.
2. **Pickup Deadline:** Shipments must be picked up within 7 days from the notification date.
3. **Storage Charges:** If the shipment is not picked up within 7 days, storage fees will apply.

#### **6. Storage Fees After 7 Days**

- **\$5 per day:** For each item not picked up after 7 days.
- **\$10 per day:** After 14 days, the fee increases to \$10 per day.
- **Extended Storage:** For shipments not picked up after 30 days, Parcel Pros reserves the right to apply higher fees or treat items as abandoned (subject to review).

#### **7. Liability and Insurance**

1. **Standard Liability:** Parcel Pros is not liable for loss, theft, or damage during transit unless optional insurance is purchased.
2. **Insurance Coverage:**

- **Flat Fee:** \$2 for shipments valued up to \$100.
  - **Standard Rate:** 2% of the declared value for shipments over \$100.
  - **High-Risk Items:** 3% of the declared value for electronics, fragile goods, and high-value shipments.
  - **Maximum Coverage:** Up to \$10,000 per shipment.
3. **Insurance Terms:** Optional insurance covers item replacement or repair, subject to the terms of the policy.
  4. **Limitations:** Parcel Pros is not liable for indirect or consequential damages, such as loss of profits or data.

## 8. Refunds & Cancellations

No cancellations or refunds are allowed after dispatch, except in cases of errors on Parcel Pros' part.

## 9. Dispute Resolution

1. **Complaints:** If you experience any issues with our services, please contact us immediately for resolution.
2. **Governing Law:** These terms are governed by the laws of both the United States and Sierra Leone, and any disputes will be resolved in the courts of either jurisdiction.

## 10. Changes to Terms

Parcel Pros reserves the right to update these terms at any time. Changes will be communicated via our website or official communication channels. Continued use of our services constitutes acceptance of the revised terms.

## 11. Contact Us

For questions about these terms, contact us via:

- **Email:** [info@parcelpros.net](mailto:info@parcelpros.net)
- **Phone/WhatsApp:** +1 (240) 889-7533