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# Terms and Conditions

## Agreement Between You and [www.sentja.com](http://www.sentja.com)

Welcome to [www.sentja.com](http://www.sentja.com). This website (the “Site”) is operated by **Get it Sent Ltd.** (“Get it Sent”, “we”, “us”, or “our”), a Jamaican-based logistics company duly registered with the Companies Office of Jamaica as a Limited Liability Company (LLC). By accessing or using our Site, you agree to be bound by these Terms and Conditions (the “Terms”). Please read them carefully and keep a copy for your records.

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### 1. Overview of Services

[www.sentja.com](http://www.sentja.com) is designed to:

- **Showcase and advertise** the high-quality delivery services you can enjoy when you #getitSent.
- **Provide a booking link** (hosted via Jotform.com) for local package delivery requests.
- **Offer overseas shipping services** without requiring a formal online sign-up—our communications for overseas shipments occur solely via WhatsApp (which functions as your dashboard, profile, delivery history, and customer support channel).
- **Share important information** including our contact details, career opportunities, and policies.

Your use of our Site and services constitutes your acceptance of these Terms.

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## 2. Electronic Communications

Your use of our Site—and your communications with us via email or WhatsApp—constitute electronic communications. You consent to receive such communications and agree that all agreements, notices, disclosures, and other communications we provide electronically satisfy any legal requirement that such communications be in writing.

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## 3. Children Under Thirteen

Get it Sent Ltd. does not knowingly collect personal information from persons under the age of thirteen. If you are under 18, you may use our Site only with the permission of a parent or guardian.

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## 4. Service Areas & Shipping Terms

Our service is divided into two main areas:

### 4.1 Local Package Delivery

- **Service Scope:**

Our local service operates within Jamaica. This service includes the collection and delivery of packages, with cancellation and return options as described below.

- **Cancellation/Refund Policy for Local Deliveries:**

- **If cancelled after pickup:** Fees will be applied (e.g., Return Immediately: JMD 650; Return ASAP: JMD 300; Return on Next Pickup: JMD 0).
- **If cancelled before collection:** No additional fees will be charged.

- **Package Query Time Limitation & Storage Fees:**

- Packages that have not been delivered and not returned will remain in Get it Sent Ltd.'s possession for **no longer than six (6) months**.
- If a package remains unclaimed for six (6) months and the Sender does not follow up, nor make arrangements to pickup, the package will be **disposed of** and no claim or compensation will be possible.
- In specific instances, at our discretion, **a daily storage fee of JMD \$50 may apply every day after the six (6) month period**.

## **4.2 Overseas Shipping Services**

Our overseas shipping service is tailored for shipments beyond Jamaica and includes the following key elements:

- **No Online Registration Required:**

All communications regarding overseas shipments are conducted exclusively via WhatsApp—which functions as your dashboard, profile, delivery history, and customer support channel.

- **Use of Overseas Address:**

When using our overseas shipping service, you will be provided with a unique Get it Sent Mailbox number. **It is imperative that you include this mailbox number in your shipping address exactly as provided.** Failure to do so may result in delays or additional fees.

- **Return Policy for Overseas Deliveries:**

*For Amazon packages, Get it Sent Ltd. offers free returns via Amazon's return partner, Tara Couriers. To initiate a return, please contact our*

customer support via WhatsApp with the details of your Amazon package and follow the provided instructions.

- **Documentation & Customs:**

You must provide accurate, complete documentation (including, where applicable, your Jamaican Taxpayer Registration Number [TRN]) to facilitate customs clearance. Inaccurate or incomplete information may lead to delays or additional fees for which you will be responsible.

- **Invoice & Valuation Requirements:**

The invoices accompanying your shipment must accurately reflect the purchase price. Discounts exceeding 25% may not be honored for customs valuation purposes.

- **Inbound Charges:**

Overseas shipments may incur additional inbound fees—such as airline fuel surcharges, overseas storage fees (if applicable), insurance, and handling charges for freight forwarding. These fees are not included in the standard service fee and will be billed separately.

- **Restricted Items:**

Shipments containing items that are prohibited by Jamaican Customs or by regulations in the destination country will not be accepted. It is your responsibility to review and comply with applicable restrictions. (Please refer to: [\[Jamaica Customs – Restricted Items\]\(https://www.jacustoms.gov.jm/sites/default/files/docs/Restriction%20Items.pdf\)](https://www.jacustoms.gov.jm/sites/default/files/docs/Restriction%20Items.pdf)).

- **Bad Address Fees:**

If a shipment is delivered to an incorrect or incomplete shipping address (for example, if your unique mailbox number is missing or illegible), additional fees may apply to correct the error.

- **Shipment Policies:**

- **Delayed Shipments:**

We will notify you via WhatsApp of any delays. However, Get it Sent Ltd. is not liable for delays caused by third-party carriers or customs authorities.

- **Detained Goods:**

Shipments may be detained by customs if required documentation is missing or if restricted items are detected. In such cases, Get it Sent Ltd. is not liable for any delays, penalties, or the disposal of goods.

- **Damaged Shipments:**

Should a shipment be damaged during transit, if the external packaging remains intact, you may need to contact the seller or the carrier to process a claim. If damage is proven to be due to our error, we will address it according to our claims procedure as communicated via WhatsApp.

- **Incorrect Orders:**

If the contents of a shipment do not match your order, please contact the seller directly. Get it Sent Ltd. is not responsible for discrepancies in order fulfillment.

- **Clearance Fees & Insurance:**

Clearance fees for overseas shipments are charged on a per-shipment basis and are subject to change. Insurance coverage for overseas shipments is provided by our third-party agents with a maximum coverage limit of USD 2,500 per package. Claims must be filed immediately upon receipt and include all required documentation.

- **Refunds & Cancellations for Overseas Shipments:**

Refunds are processed via bank transfer only. To be eligible for a refund, you must inspect your shipment upon delivery and report any issues within 24 hours (or on the next working day if 24 hours falls on a holiday). Failure to inspect or report issues promptly may void any refund claim.

- **Modification of Terms for Overseas Services:**

Get it Sent Ltd. reserves the right to unilaterally modify these terms for our overseas shipping service at any time. Your continued use of the overseas shipping service constitutes acceptance of such modifications.

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## **5. Cancellation/Refund Policy (General)**

- **Local Deliveries:**

(See Section 4.1 above for detailed fee information.)

- **Overseas Shipments:**

Once an overseas shipment has been dispatched, cancellation or modifications may not be possible. In cases where cancellation is permitted, additional fees may apply in accordance with third-party carrier policies.

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## **6. Return Policy**

- **Local Deliveries:**

Returns are subject to the terms outlined in Section 5.

- **Overseas Shipments:**

For Amazon packages, free returns are available via Amazon's return partner, Tara Couriers. Packages sourced from other suppliers i.e. Shein etc. are not

eligible for free returns.

- **General Note:**

The return fee is always separate from the per-package delivery fee and may be waived at the discretion of our dispatch team. To schedule a return, please indicate your preferred option when contacting customer support.

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## 7. Operational and Booking Procedures

### Operating Days and Hours:

- **Operating Days:** Mondays through Saturdays (Closed Sundays).
- **Delivery Hours:** 9:00 AM – 6:00 PM.
- **Customer Support Hours:** 8:00 AM – 7:00 PM.

### Local Delivery Rates:

- **Same-Parish Deliveries:** (e.g., Kingston–Kingston or St. Catherine–St. Catherine) – JMD 650.
- **Cross-Parish Deliveries:** (e.g., Kingston–St. Catherine or St. Catherine–Kingston) – JMD 850.
- **Knutsford/Zipmail Deliveries:** JMD 650 for the first package and JMD 200 for each additional package within the same batch (a batch is defined as a single group of deliveries dropped off together).
- **Deliveries to/from Harbor View:** JMD 850.

**Delivery Zones:**

- Get it Sent Ltd. handles direct deliveries in the parishes of Kingston, St. Andrew, and St. Catherine.
- We observe cut-off points for service in areas including Papine Square, Stony Hill Square, Red Hills Square, Harbor View, and designated Volatile Areas.

*For safety purposes, receivers in volatile areas are requested to meet at the main road, the closest ZOSO checkpoint, or a neighboring police station.*

**Cut-Off Times for Guaranteed Same-Day Cross-Parish Delivery:**

- **From Kingston to St. Catherine:** Book by 1:00 PM.
- **From St. Catherine to Kingston:** Book by 12:30 PM.
- Delivery requests received after the cut-off times will be scheduled for the following business day unless same-day delivery is feasible.

**Deliveries to Knutsford Express/Zipmail:**

- Deliveries are processed in batches; it should not be expected that a package will be dropped off immediately after pickup.
- If there are time constraints, the Sender must notify customer support for feasibility verification.

**Booking Instructions and Delivery Requests:**

- All booking instructions (including time requests, exchange requests, etc.) must be directed to our customer support line—not to the delivery rider.

- Delivery requests are accepted via our website ([[www.sentja.com](http://www.sentja.com)](<http://www.sentja.com>)) or via WhatsApp on channels 876-204-SENT(7368)
- Senders are not permitted to hand over packages directly to our delivery team without submitting a formal delivery request through our system.

### **Delivery Limitations:**

- Senders are not permitted to make personal requests directly of our delivery team. The team operates solely under internal instructions from the dispatcher.

### **Preparing Packages for Delivery:**

- Items must be packaged using appropriate, protective materials.
- Packages must be securely sealed.
- Packages must be clearly and accurately labelled.

### **Prohibited Items:**

- Food items are not accepted. Get it Sent Ltd. does not handle food deliveries.

### **Sender's Responsibility:**

- Senders are required to use the provided booking template to ensure accurate bookings.
- Get it Sent Ltd. is not liable for deliveries submitted with incomplete or inaccurate information.
- Any updated delivery information provided after a package has been delivered will not be honored.

## **Booking Template:**

When making a booking, please include the following details:

- **Sender's/Business Name:**
- **Sender's Contact #:**
- **Pick Up Address:**
- **Receiver's Name:**
- **Receiver's Contact #:**
- **Delivery Address:**
- **Cash On Delivery (including delivery fee): \$**
- If no Cash On Delivery (COD) applies, specify how the delivery fee will be paid (e.g., bank transfer or upon pickup). Please provide your banking information if not already on file.

## **Overseas Shipping – Free Delivery & Schedule:**

- **Free Delivery:** Free deliveries are offered for overseas shipments that fall within the local delivery zone. Standard delivery rates will apply to shipments outside this zone.
- **Shipping Schedule:**
  - We receive shipments five times a week from our airline provider.

## **Example:**

- Packages delivered to our Florida warehouse on Monday (AM) are cleared in Jamaica on Tuesday and dispatched for delivery on Wednesday.
- Packages received on Monday (PM) are cleared in Jamaica on Wednesday and dispatched for delivery on Thursday.

- This schedule is mirrored throughout the week until the weekend.
- The airline carrier does not facilitate cargo shipments over the weekend. Packages received on Friday, Saturday, or Sunday are cleared in Jamaica on Monday and dispatched for delivery on Tuesday.

#### **Local Shipping Efficiency:**

- For efficiency, our delivery team is not permitted to spend longer than five (5) minutes at any one location for pickup or delivery.
- If a Sender causes delays exceeding five minutes at a location, the delivery rider will depart, and another rider where possible.

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### **8. Links to Third-Party Sites/Services**

Our Site may include links to other websites (“Linked Sites”). These sites are provided solely for your convenience, and Get it Sent Ltd. is not responsible for their content or any changes made to them. The inclusion of any link does not imply endorsement.

Certain services on our Site may be provided by third parties. By using these services, you consent to the sharing of your information with such third parties in accordance with our contractual relationships.

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### **9. Intellectual Property & Authorized Use**

#### **• Intellectual Property:**

All text, graphics, logos, images, and software on our Site are the property of Get it Sent Ltd. or its suppliers and are protected by copyright and other laws. You agree not to reproduce, modify, or exploit any part of our content without our express written consent.

- **Authorized and Prohibited Uses:**

You may access and use the Site only in accordance with these Terms and applicable laws. Any unauthorized modification, reproduction, or distribution of content is prohibited.

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## **10. Use of Communication Services**

Our Site may include forums, chat areas, and other communication channels (“Communication Services”). When using these services, you agree to:

- Post only lawful and respectful content.
- Not harass, abuse, or infringe upon the rights of others.
- Abide by any posted rules or guidelines.

We reserve the right to monitor, review, or remove any content posted on our Communication Services at our sole discretion.

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## **11. Materials Provided by Users**

Any materials you post, submit, or otherwise provide (“Submissions”) become non-confidential and may be used by Get it Sent Ltd. in connection with our operations. You grant us a worldwide, non-exclusive license to use your Submissions, and no compensation will be provided for their use.

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## **12. Third-Party Accounts & Data**

If you choose to connect your Get it Sent communications (e.g., via WhatsApp) to third-party services, you consent to the continuous release of your information in accordance with your privacy settings on those platforms.

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### **13. International Users**

The Service is operated from Jamaica. If you access our services from outside Jamaica, you are responsible for complying with all local laws. You agree not to use our content or services in any way that is prohibited by the laws of your country.

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### **14. Indemnification**

You agree to indemnify, defend, and hold harmless Get it Sent Ltd., its officers, directors, employees, agents, and any third-party partners from any losses, costs, liabilities, or expenses (including reasonable attorney's fees) arising from your use of our Site or services, your violation of these Terms, or your infringement of any third-party rights.

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### **15. Arbitration**

Any dispute or claim arising out of or relating to these Terms or your use of the Site shall be resolved exclusively by binding arbitration in accordance with Jamaican law. The arbitration will be conducted in Kingston, Jamaica, by a neutral arbitrator. The arbitrator's decision shall be final and binding, and any award may be entered as a judgment in any court having jurisdiction.

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### **16. Liability Disclaimer**

THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES ON OR AVAILABLE THROUGH OUR SITE ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GET IT SENT LTD. AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-

INFRINGEMENT. IN NO EVENT SHALL GET IT SENT LTD. OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF YOUR USE OF THE SITE OR SERVICES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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## **17. Termination / Access Restriction**

Get it Sent Ltd. reserves the right to terminate or restrict your access to the Site or our services, in whole or in part, at any time and without notice. This agreement is governed by the laws of Jamaica, and you consent to the exclusive jurisdiction of Jamaican courts for any disputes arising from your use of our services.

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## **18. Entire Agreement**

These Terms constitute the entire agreement between you and Get it Sent Ltd. regarding your use of [www.sentja.com](http://www.sentja.com) and supersede all prior or contemporaneous communications and proposals. A printed version of these Terms or any notice given in electronic form shall be admissible in judicial or administrative proceedings.

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## **19. Changes to Terms**

Get it Sent Ltd. reserves the right to modify these Terms at any time. The most current version will supersede all previous versions. We encourage you to review these Terms periodically. Changes for our overseas shipping service will be communicated via WhatsApp or posted on our website. Your continued use of our services after such changes constitutes your acceptance of the updated Terms.

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## **20. Liability for Damages**

### **1. General Limitation:**

- Our liability for damages is limited to instances where we have accepted responsibility for our error, and even then, liability is capped at 10 times the amount charged for the service (for example, if charged JMD 650, our maximum liability would be JMD 6,500; if charged JMD 850, our maximum liability would be JMD 8,500).

### **2. Exclusions:**

- We are not liable for remote, unforeseeable, or controllable damages.
- Damages resulting from negligence on the part of the sender (such as mislabelling or improper packaging) are excluded from compensation.

## **21. Transfer of Risk**

Risk transfers to the sender for all “special requests” outside the basic pickup and delivery service (e.g., exchanges, fittings, or other modifications). In such cases, Get it Sent Ltd. and our delivery agents are not responsible for any alteration or damage to goods resulting from these special requests.

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## **22. Contact Us**

If you have any questions or comments regarding these Terms, please contact us at:

### **Get it Sent Ltd.**

Business Address: 1A Richmond Park Avenue, Kingston 10, Jamaica

Telephone Numbers:

- 876-204-SENT (7368)
- 876-672-3422

Email: [hello@sentja.com](mailto:hello@sentja.com)

Website: [www.sentja.com](http://www.sentja.com)

Socials: @getitsent | @getitsentja

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**Effective as of August 01, 2022**