

Read Before You Ship

Accounts

1. Dates of Shipment

Dates of shipment provided by the company are strictly indicative. They should be regarded as provisional until the container has been officially booked. This means that any preliminary dates shared with you are subject to confirmation and may change based on logistical arrangements.

2. Payment Date

The payment date stipulated in your invoice is firm and non-negotiable. We do not offer any credit facilities for the payment of freight or duty. It is imperative that payments are made promptly to avoid any delays in shipping processes.

3. Overdue Payments

In the event that your payment is overdue, the company will enforce a penalty charge. A 10% interest will be applied, and it is calculated every 30 days on the outstanding balance. This additional charge will be clearly reflected in your subsequent invoice.

4. Duty Invoice Settlement

Prior to settling your duty invoice, it is mandatory to clear any outstanding freight invoices. The company policy dictates that freight dues must be resolved first to streamline the financial reconciliation process.

5. Deposit Payment

It is crucial to note that the company will not proceed with the loading of your goods into the container if the deposit payment has not been made. The deposit acts as a security measure ensuring commitment from both parties.

6. Release of Goods

The release of your goods is contingent upon the clearance of any outstanding balance. The company maintains a strict policy of withholding goods until all dues have been fully settled.

Shipping Items

1. Packaging Responsibility

The responsibility for packaging goods to avoid damage during transit lies with the shipper. Adequate packaging material and methods should be employed to ensure the integrity of the items being shipped.

LCD TVs are very fragile and will advise senders to add extra protection – the original box is not enough to protect the TV from bumpy

pot-holed roads of Zimbabwe.

2. Fragile Goods

If your shipment includes fragile items, it is essential to inform the company. Alternatively, ensure that a 'Fragile' label is prominently displayed on the goods to highlight the need for careful handling.

3. Labelling

All goods must be correctly labelled with the recipient's name and the destination city of pick up. The label should be clearly visible. Proper labelling facilitates smooth processing and delivery of the shipment. Goods contained in big boxes (e.g wooden boxes) must be individually labelled, this will assist in identification in cases where the box collapses or things are taken out for physical inspection by ZIMRA.

4. Disassembling Goods

Should you require your goods to be disassembled before shipping, it is your responsibility to perform the disassembly. The company does not offer disassembly services as part of the shipping process.

5. Local Deliverables and Pickups

Local deliverables and pickups are chargeable services. The charges may include toll fees if a motorway is used to facilitate the transport of goods.

6. Recipient Information

It is important to provide the company with the recipient's name and phone details when delivering your goods for shipment. Accurate recipient information ensures the timely and correct delivery of your shipment.

Customs Duties

1. Complete List of Items

You are required to provide a comprehensive list of items you are sending to Zimbabwe. This list should include detailed descriptions to aid in the customs duty declaration process.

2. Quantity, Sizes, and Value

The list of items should include the quantities, sizes, and value of each item. This information is essential for creating an accurate duty declaration invoice.

3. Clothing

For shipments that include clothing, you must provide the estimated weight in kilograms and the estimated value. This information is critical for the customs duty assessment.

4. Shoes

If you are sending shoes, please provide the number of pairs and their estimated value. Accurate details help streamline the customs processing and duty calculation.

5. Handbags

For shipments involving handbags, specify the quantity and the estimated value. Proper documentation ensures compliance with customs regulations.

6. Duty Invoices

Duty declaration invoices will be prepared and made available for your approval before they are submitted to the Zimbabwe Revenue Authority (ZIMRA). This step ensures transparency and accuracy in the duty declaration process.

Shipping Process and Delays

Shipping from Australia to Zimbabwe takes between 10 to 14 weeks. Please be aware that there may be delays beyond our control, and as such, we do not take responsibility for shipping delays.

1. Shipping for before Christmas Deliveries

If you want your items to reach Zimbabwe before Christmas, it is advisable to send your items six months in advance to ensure timely delivery and avoid disappointment.

2. Whatsapp Tracking and Updates

The container track routinely updates will be done via a Whatsapp group. The Whatsapp group is created as soon as the container gets to Beira. Please ensure that your Whatsapp profile allows us to add your name on the group.

Refund Policy

1. Item Safety and Replacement

We strive to keep your items safe and secure. However, we will replace or refund lost items only if it is evident that the loss is due to our own negligence. Reports of lost items or damaged items must be report to Zimtransit within 7 days of delivery. Items that were not declared CANNOT be reported as stolen or lost. Zimtransit will not accept responsibilities for such items

2. Declaration Requirement

We will not refund any items that were not declared.

3. Refund Amount

We can only refund an amount equivalent to the freight charged on the item (or a calculated freight portion) plus the amount equivalent to the declared value of the item.

4. High-Value Items

Clients are advised to seek personal insurance for high-value items to ensure they are covered in case of loss or damage during transit.

Please take note of these important guidelines to ensure a smooth shipping process and to understand our refund policy. We appreciate your cooperation and understanding.

5. Goods left unclaimed

Unlabelled items left unclaimed for a period of 3-months will be sold to defray expenses. Zimtransit will contact the recipients or senders of labelled items. A storage charge will apply if these are not collected within 7-days or arrival.

In conclusion, adhering to these guidelines will facilitate a smooth and efficient shipping experience. Ensuring timely payments, accurate documentation, and proper packaging are key to avoiding delays and additional charges. Should you have any questions or require further assistance, please do not hesitate to contact our customer service team.

Thank you for choosing our services.