

JFL TERMS AND CONDITIONS & POLICIES

Jubimax Freight Logistics

Data Governance Policy

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Introduction

This document outlines Jubimax Freight Logistics' (JFL) **Terms and Conditions and Company Policies**, which govern our relationship with clients, partners, and other stakeholders. It defines the standards, procedures, and responsibilities that guide our operations to ensure transparency, consistency, and mutual understanding. All clients and partners engaging with JFL are encouraged to read and familiarize themselves with these terms and policies, as they form the basis of all transactions and official communications with the company.

TERMS AND CONDITIONS

SEA CARGO

Please read these Terms & Conditions carefully. By using our services, you acknowledge that you have read, understood, and agreed to be strictly bound by these conditions.

We kindly ask for your compliance with our policy to continue enjoying our services.

For Your Perusal

Please note that **Jubimax Freight Logistics** is **not a Customs Clearing Agent**. We utilize the services of **third-party licensed clearing agents** to facilitate the customs clearance of all shipments.

China Sea warehouse & Shipment Disclaimer

Please note that the sea warehouse in China always issues a receipt to the courier when an item is received. Always remember to request a shot of the receipt from the courier, as it may be of help for future purposes.

All invoices issued by Jubimax Freight Logistics are strictly based on the packing lists provided by the sea warehouse. Additionally, please note that while we try to ship items sent around the same period at once, this is **not guaranteed**. Due to operational factors, some items may arrive in separate consignments (**short landed**) and may be included in subsequent shipments.

NB: Please note that our warehouse address for **Air goods** is different from that of **Sea shipments**. Kindly ensure you request the correct **Air address** from JFL whenever you intend to use our air shipping services.

Minimum Charge & Consolidation Advisory

The **minimum chargeable volume** for sea cargo shipments is **0.01 per cubic meter (CBM)**.

If your goods are being sourced from **multiple suppliers**, especially when the packages are small (ranging from **0.01 CBM to 0.02 CBM**), we strongly advise that you **arrange for consolidation** before sending them to the sea warehouse in China. Please note that Jubimax Freight Logistics **does not offer consolidation services** as at now.

Kindly note that shipping multiple small packages without prior consolidation carries a **higher risk** of loss, mix-up, or misplacement. Each package will be **treated as a separate, individual shipment**, and we **recommend consolidating** your items whenever possible to help ensure their safe arrival.

Prohibited & High-Risk Items Advisory

Clients are **strongly advised** that shipping electronic valuables such as **tablets, phones, AirPods, smartwatches, or similar items via sea freight carries a higher risk**, especially for small quantities. While you're welcome to proceed with this shipping method, please be aware that using sea freight means **you acknowledge the associated risks**, and we are unable to assume responsibility for any loss, damage, or theft. For the safest and most secure transport of your electronic valuables, we strongly recommend considering **air freight** as a more reliable alternative.

When shipping electronics via sea freight, we also recommend:

- **Robust Internal Protection:** Ensure items are securely cushioned within the package to prevent movement and absorb impacts. Utilize anti-static materials for sensitive components.
- **Discreet and Secure Packaging:** For enhanced security, use **non-descript outer packaging** that doesn't reveal the valuable nature of the contents, as this helps deter potential theft. Additionally, clearly mark your packages with indicators like **"Fragile"** or **"This Side Up"** to ensure they're handled with the necessary care during transit.

Package Opening Disclaimer

In instances where a package appears to have been tampered with or opened **at the time of container opening**, our team will **immediately take photographs** and share them with you **before sorting**. This is to avoid any misunderstandings or claims that your package was opened under our care.

Forklift Arrangement & Cost

If your shipment includes heavy or oversized items requiring forklift services:

- You are responsible for arranging and covering the cost of the forklift.
- If you fail to arrange one in time, and we are required to source one to offload or load your items, the full **outsourced cost** will be charged to you.
- Additionally, if we are compelled to use a forklift due to your **delay in picking up your shipment**, the related costs will be added to your bill.

Customs-Related Costs

We do everything possible to ensure you pay only the standard shipping cost. However, in the event of unforeseen circumstances where customs officials tag a container for inspection or additional processing, extra charges may apply as required by the authorities. In such situations:

- **All costs incurred** as a result will be borne by the affected client(s).
- If the issue relates to a specific client's shipment, the client whose item triggered the tagging will bear the entire cost.
- If the customs issue is **general and affects all clients' shipments**, the cost will be **shared proportionally** among all affected clients.

SHIPPING & SEA WAREHOUSE POLICY

Minimum Volume Charge:

Any item measuring less than 0.01 CBM will be billed at a minimum of 0.01 CBM.

Shipping Mark Requirement:

Please ensure the shipping mark we provide is clearly printed on all your packages. This mark is usually shared with you along with the shipping address. It is included in the address details. The shipping mark must include the following information. For example, if your company name is **ABC IMPORT**, your shipping mark would look like this:

JFL- ABC IMPORT

4KH2319- AC511

ACCRA.GHANA.

0247436599

(SEA)

Note: "4KH2319" is the company code for JUBIMAX FREIGHT LOGISTICS, and "AC511" is the customer code for ABC IMPORT and must appear exactly as provided. Kindly follow this format strictly for all your shipments.

If your items are misplaced or mixed up and we discover it's due to a missing or incorrect shipping mark, you will be fined without exception or consideration. This penalty covers the time, resources, and losses incurred in tracing and recovering your packages.

Unmarked, Unidentified, and Neglected Items:

Items received without **proper shipping marks**, items with **no identifiable owner**, and **neglected packages** will be held in our sea warehouse for a maximum of **6 months**. If ownership is not claimed within this period, the items will be **auctioned**. Reminder messages will be sent **2 weeks after the initial pickup notice**. These reminders are to ensure that you are adequately informed before the action is taken.

NB: Proof of ownership must be provided before such an item is released.

Packaging Guidelines/ Responsibility

Proper packaging is essential to ensure your items arrive safely. Please follow these guidelines:

- **Fragile Items:** Any fragile goods must be clearly labeled with "Fragile" stickers and robustly packaged by your supplier. We strongly recommend requesting a thick, strong box for these items.
- **Special Goods:** Items like TV sets and other sensitive electronics require secure and proper packaging to prevent breakage or any other form of damage during transit.
- **Electronic Gadgets:** For items such as phones, we advise using **discreet outer packaging** that doesn't reveal the valuable contents, as this can help deter potential theft.

While we take great care with all shipments, we can't be held responsible for damages resulting from inadequate packaging. **Please remember that shipping electronic gadgets, particularly via sea freight, involves inherent risks, and any potential loss, damage, or theft would be at your own responsibility, as outlined in our Terms & Conditions.**

LOST GOODS

What are "Lost Goods" at JFL?

While we strive for the safe and timely delivery of all shipments, certain situations can unfortunately lead to goods being lost. It's important to understand the different reasons for these occurrences and how our compensation policy applies.

Common Reasons for Lost Goods and Our Approach:

Theft (e.g., cargo theft during transit or at storage facilities):

- This is within our operational control. **Compensation for confirmed theft will be initiated as per our policy below.**

Mislabeling or Incorrect Documentation (leading to wrong routing or delivery):

- This is often due to wrong labeling on your packages (e.g., errors in shipping marks). **Losses due to mislabeling or incorrect documentation are not eligible for compensation from our side.**

Container or Package Falling Overboard (in sea freight):

- This is an unforeseeable event largely beyond our control. **We are unable to offer compensation for losses due to containers or packages falling overboard.**

Customs Issues (where goods are held or confiscated and never released):

- These are governmental actions entirely outside our control. **Losses resulting from customs issues or seizures are not eligible for compensation. (Kindly note that JFL will provide you with the seizure reports in cases as such.)**

Important Distinction:

Please note that **lost goods are not delayed goods**. Lost goods are considered unrecoverable, while delayed goods are just temporarily unaccounted for.

Policy for Compensation for Lost Goods:

Compensation for confirmed lost goods (specifically for theft) will be initiated only after confirmation of non-recovery across three (3) consecutive consignments following the shipment in question. Based on the total value of the item(s), the compensation will be divided into three (3) or four (4) installments and applied as credits toward your upcoming consignments. Please note that until the completion of three subsequent consignments, the goods will be treated as delayed, not lost.

Requirements for Compensation/ Refund for Lost Goods:

To qualify for compensation or a refund for lost goods, you must provide the following:

1. **Proof of Transaction:** Provide us with evidence of the transaction at the time the items were purchased. This includes the tracking number of the item, proof of payment showing the amount paid, quantity, the item name, and the date of purchase.
2. **Proof of Delivery to Our Sea warehouse:** You must provide proof that the item arrived at our sea warehouse. Acceptable proof includes:
 - Tracking information from our website.
 - The receipt. This is issued by our sea warehouse and is usually given to the courier or deliverer at the time of delivery.

These documents are required to process your claim for lost goods.

DAMAGED GOODS

What are “Damaged Goods” at JFL?

Damaged goods refer to items that arrive at their destination in a broken, defective, or unusable condition due to issues during transit, handling, or packaging. This can include visible damage like cracks or dents, or internal faults discovered after opening.

Common Causes of Damage and Our Approach:

Rough or improper handling during loading/unloading:

- This is within our operational control. **Compensation for confirmed damage due to our improper handling will be initiated as per our compensation policy for damaged goods (only applicable when packaging rules are adhered to).**

Insufficient or improper packaging:

- This is typically beyond our control, as it's the sender's responsibility to ensure adequate packaging. **Damage resulting from insufficient or improper packaging is not eligible for compensation.**

Exposure to moisture, heat, or cold:

- While we take precautions, these environmental factors can sometimes be beyond our control, especially with specific cargo types or extreme conditions. **Damage caused by these natural occurrences is generally not eligible for compensation.**

Cargo shifting or falling overboard during transit:

- This can often be beyond our direct control. **Damage due to cargo shifting or falling overboard during transit is generally not eligible for compensation as it is an uncontrollable incident.**

Poor labeling (e.g., lack of "Fragile" or "This Side Up" markings):

- This is directly related to the sender's preparation and beyond our control. **Damage resulting from poor or inadequate labeling is not eligible for compensation.**

Important Distinction:

Please note that **damaged goods are not defective goods**. Damaged goods are harmed during shipping, while defective goods are faulty from the manufacturer.

What Happens When Goods Are Damaged?

Customers are required to inspect goods upon receipt and report any visible damage at the time of delivery or pickup.

- For customers **outside Accra** who have drivers at the station, please ensure the items are inspected **while our representative is still present**.
- For customers **without drivers on-site**, if inspection at the pickup point is not possible, any visible damage must be reported **within 30 minutes of receipt**, along with **proof of delivery time** (e.g., a time-stamped photo, video, or chat).

This policy helps us address issues promptly and ensures fairness to all parties involved.

- Photos of the packaging and damaged item(s) should be provided.
- A claim is reviewed based on:
 - Item type
 - Packaging used
 - When and how the damage was discovered
- **Partial or no compensation** may be offered, especially if the item was high-risk (e.g., electronics, fragile goods shipped by sea).

Compensation for Damaged Goods:

Compensation for damaged goods is considered **only under specific conditions outlined in our Terms and Conditions**. Clients acknowledge that shipping electrical items and fragile goods by sea is done entirely at their own risk. These items are subject to multiple handling points before arrival, and as such, may incur cracks, internal faults, or other forms of damage during transit or final delivery.

If damage is observed while the goods are in our care and all packaging and safety protocols were properly followed, partial compensation may be offered at our discretion. Should damage be noticed during container offloading, we will immediately document it with photographs and notify the client. In such cases, a portion of the item's value may be covered as a goodwill gesture. However, no compensation will be granted if packaging or handling guidelines were not adhered to, particularly for electrical or fragile items.

We strongly advise clients to take extra precautions and understand the risks involved when shipping sensitive or breakable goods via sea freight.

Re-Measurement Policy

Re-measurement will be done only when you notify us immediately after receiving your invoice and you notice a clear discrepancy in CBM.

No re-measurement will be done once items enter the sorting process.

Sea Warehouse Charges:

Storage fees will apply one week after the pickup notice has been sent.

Delivery Responsibility:

- We will share pictures of your items before they are handed over to the delivery stations.
- Additionally, we will provide you with the driver's details and shots once the delivery stations assign them.
- **NB:** If you have a **trusted driver** at your preferred station, you are welcome to share their details with us. We will ensure your goods are handed directly to them.

Once these updates have been shared, we will not be responsible for any loss, damage, or delays after the items leave our sea warehouse.

PAYMENT POLICY

At JFL, we strive to offer you highly competitive pricing while ensuring timely and dependable shipping services. To help us maintain this standard, we kindly ask that you adhere to the following payment policy:

- **Current Shipping Rate:**

Our current sea freight rate is **\$250 per CBM**. Please note that this rate is subject to change based on factors such as foreign exchange fluctuations and shipping cost variations.

- **Payment Timeline:**

You are expected to make payment **immediately upon receiving your invoice**. However, we provide a **grace period of 20 days** from the invoice date to complete your payment.

- **Late Payment Penalty:**

If payment is not received within the 20-day grace period, a **late fee of \$30 per CBM** will be applied. We strongly encourage prompt payment to avoid penalties and ensure smooth processing of your shipments.

OFFICIAL COMMUNICATION POLICY

To ensure transparency and consistency in our dealings with clients, Jubimax Freight Logistics recognizes only the following as official modes of communication:

1. **Official Written Communication:**

All formal notices, updates, or communiqués from the company shall be issued in writing and bear either:

- The company's official logo or watermark (as used on flyers or notices), and
- Be delivered via email or official WhatsApp correspondence from verified company contacts [+233 24 743 6599 and +233 54 775 5095].

2. **Recognized Channels:**

- **Email correspondence** sent from the company's official domain (e.g., system@jflgh.com, info@jflgh.com).
 - **WhatsApp messages** sent through verified company lines or representatives, containing the company's logo or watermark.
 - **Official flyers or documents** issued by the company and shared through the above channels.
3. **Unrecognized or Informal Channels:**
Any **verbal agreements, private calls, or unofficial messages** made to or from company staff or superiors, without written confirmation through the above channels, **do not constitute binding communication** and shall not be deemed as commitments made by the company.
4. **Client Responsibility:**
Clients are encouraged to **verify** any communication that appears unofficial by contacting the company through its recognized channels before acting or making commitments.

Conclusion

If you've made it to the end of this document, we truly appreciate your time and attention. By continuing to engage JFL's services or do business with us, you confirm that you have read, understood, and agreed to be bound by these terms, conditions, and policies. These guidelines are in place to ensure fairness, transparency, and a smooth working relationship between you and JFL.

We appreciate your trust in our services and look forward to providing you with a smooth and reliable shipping experience. Have a wonderful shipping journey with us.

Management,

Jubimax Freight Logistics.