

# **TERMS AND CONDITIONS**

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## **1. About Us**

Innerjoy Logistics provides dependable and affordable logistics services, including shipping, clearing, air cargo, container booking, freight forwarding, and procurement. By using our services, you agree to these terms and conditions.

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## **2. Scope of Services**

2.1 These terms cover all services, such as warehousing, shipping, loading, unloading, door-to-door delivery, inventory management, clearing, and forwarding. Specific contracts may outline additional agreements.

2.2 The Client is the party requesting logistics services for themselves or others.

2.3 Innerjoy Logistics acts as the Service Provider.

2.4 Third parties authorized by the Client are also bound by these terms.

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## **3. Communication**

3.1 Communication can be verbal, electronic, or written, as long as the parties are identifiable.

3.2 The Client must provide accurate details about goods, services, and contact information.

3.3 Digital and electronic documents are treated as equivalent to physical copies.

3.4 The Service Provider will issue invoices and receipts for payments.

3.5 Any issues during service must be promptly reported to Client and documented by Service provider.

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## **4. Confidentiality**

4.1 Both parties must keep non-public information confidential and use it only for its intended purpose. Necessary data can be shared with third parties under confidentiality terms.

4.2 Tracking and invoice numbers will be provided and accessible only to authorized persons.

4.3 Any legal obligation to share information will be promptly communicated.

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## **5. Responsibilities of Innerjoy Logistics**

- 5.1 Services will be delivered as per these terms and any additional agreements.
- 5.2 Services performed under the Client's direction are at the Client's risk.
- 5.3 Goods received will be acknowledged within a week.
- 5.4 A parking list showing the date of receipt of Client's items, cbm and duty will be published on our social media platform.
- 5.5 Goods arrival notifications will be updated on our social media platform.

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## **6. Responsibilities of the Client**

- 6.1 The Client must track goods from the supplier to the receiving warehouse.
- 6.2 Packages must have clear contact details.
- 6.3 Accurate declarations of package contents are required. Incorrect or missing information may incur penalties.
- 6.4 Goods must be collected within 7 days of arrival. After this period, the Service Provider is not liable for damage or loss.
- 6.5 Unclaimed goods after 60 days will become the property of the Service Provider.
- 6.6 Goods must be inspected at pick-up. The Service Provider is not responsible for issues found after collection.
- 6.7 A valid national ID must be presented for collection.
- 6.8 Packages for sea freight must meet a minimum size of 0.1 CBM to avoid risks of loss.

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## **7. Damages**

- 7.1 Innerjoy Logistics is not responsible for goods damaged before arrival at the receiving warehouse.
- 7.2 Innerjoy Logistics is not liable for goods procured through third parties.

7.3 Fragile goods must be properly packaged to avoid damage. Unprotected items are at the Client's risk.

7.4 Unauthorized or restricted items must be declared. Non-compliance may lead to penalties or seizure.

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## **8. Payment and Charges**

8.1 Initial payments must be agreed upon and settled before services begin.

8.2 Charges are based on weight for air cargo and volume (CBM) for sea cargo.

8.3 Goods not collected within 14 working days will incur a daily penalty of \$10.

8.4 Irregularly shaped items will be charged based on the size of a standard box.

8.5 Packages without clear labeling will incur penalties.

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## **9. General Shipping Information**

9.1 Loading dates may differ from departure dates.

9.2 Departure typically occurs 7-10 days after loading. Any delays will be communicated.

9.3 Clearance at the destination takes 7-10 working days. Clients will be contacted for collection.

9.4 Penalties apply for goods not promptly collected after clearance.

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For clarifications, contact Innerjoy Logistics directly.