



AIRA FREIGHT - CUSTOMS CLEARANCE POLICY

Aira Freight provides assistance with the preparation and processing of customs documentation required by the Jamaica Customs Agency. This policy applies to all packages shipped using Aira Freight's USA shipping addresses.

Option 1: Aira Freight Handles Customs Processing

If a package is detained by Customs due to missing or unsubmitted invoices, permit requirements, or incomplete or incorrect documentation, an administrative fee ranging from 25% to 35% of the package value will be applied for the preparation and submission of the C78 Import Entry.

Customers are responsible for any additional charges incurred, including but not limited to warehouse storage fees or other Customs-related costs. Aira Freight will notify the customer of the total cost required to clear the package before proceeding, and all applicable fees must be paid in full prior to further processing.

If additional visits to Customs are required to complete the clearance process, a supplementary processing fee ranging from JMD \$3,500 to \$8,500 will be applied. Freight charges must be settled at the time of package collection.



Option 2: Use of Private Broker

All packages shipped using Aira Freight's USA shipping address must be cleared exclusively by Aira Freight through the Jamaica Customs Agency. Third-party brokers and direct customer clearance are not permitted for shipments processed under Aira Freight's import documentation.

As all shipments are manifested under Aira Freight's name, the company retains full responsibility for customs processing and clearance.

General Notice

Aira Freight shall not be held responsible for delays, additional charges, or penalties resulting from missing invoices, failure to obtain required permits, incorrect shipping information, or late or non-payment of required fees.

All administrative and processing fees are non-refundable once documents have been prepared or submitted.