

AIRA FREIGHT – TERMS AND CONDITIONS

By creating an account with Aira Freight, customers acknowledge that they have read, understood and agreed to these Terms and Conditions. Customers are encouraged to review this document periodically, as updates may occur without prior notice.

ACCOUNT REGISTRATION AND MAILING ADDRESS

Upon completing registration, each customer will receive a U.S. mailing address and a unique mailbox number. All packages must be addressed exactly as provided. Failure to use the correct address format may result in delays, misdeliveries, or additional fees.

SHIPPING ADDRESS & CUSTOMER INFORMATION

Customers are responsible for ensuring that all personal information, shipping details, and mailbox numbers are accurate and complete. Aira Freight is not responsible for delays, loss, or additional charges resulting from incorrect or incomplete information.

PACKAGE PREPARATION AND PACKAGING REQUIREMENTS

Merchants must package all items securely and appropriately to ensure safe transport. Aira Freight is not liable for damage caused by improper packaging, including damage originating from online retailers, U.S. couriers, manufacturers, or Jamaica Customs.

Aira Freight's liability applies only after a package has entered our physical possession. All invoices and shipping documents must be provided before the package arrives in Jamaica.

DECLARATION REQUIREMENT

All customers must declare the contents and value of each shipment. Customers who do not wish to comply with this requirement may use another shipping provider.

LIABILITY NOTICE

Aira Freight is not responsible for loss, theft, or damage to any item before it enters the Aira Freight network. This includes packages delivered to incorrect addresses, stolen

items, missing shipments, cash or money inside packages, and items lost by merchants or courier services.

FACILITATOR NOTICE

Aira Freight acts solely as a shipping facilitator and does not buy, sell, trade, or manufacture products for customers.

Aira Freight is not responsible for incorrect or incomplete orders, defective items, items not matching their description, or merchant disputes. These issues must be resolved directly between the customer and the seller.

PACKAGING RESPONSIBILITY

Proper packaging is the responsibility of the merchant. Aira Freight is not liable for damaged fragile items, poorly packaged shipments, or items not packaged according to industry standards.

All disputes related to packaging, damage, or seller negligence must be handled between the customer and the merchant. Aira Freight does not mediate these issues.

LOST OR MISDELIVERED ITEMS

Aira Freight is not liable for cash placed inside packages, deliveries made to incorrect addresses, stolen packages, or goods lost before arriving at our warehouse.

LIABILITY AND SETTLEMENT POLICY

If Aira Freight is found liable under any circumstance, the maximum compensation for uninsured shipments is USD \$50.

Aira Freight provides automatic coverage up to USD \$50. Customers requiring higher coverage must arrange extended insurance with a third-party insurer.

Any shipment valued at USD \$100 or more requires customers to notify Aira Freight before shipping.