

Terms & Conditions

JetRoute Shipping

Effective Date: May 15, 2026

Welcome to JetRoute Shipping. These Terms & Conditions explain how our services operate and outline the responsibilities of both JetRoute Shipping and our customers.

By creating an account, using our overseas address, shipping packages through our company, or using any of our services, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

JetRoute Shipping reserves the right to update, modify, or amend these policies at any time. Updated policies may be published on our website, social media platforms, mobile applications, or communicated through email or other official channels.

1. Definitions

JetRoute Shipping – Refers to JetRoute Shipping, its owners, employees, agents, affiliates, contractors, and representatives.

Customer/User – Any individual or business using JetRoute Shipping services.

Shipment/Package – Any item shipped to or processed through JetRoute Shipping facilities or overseas addresses.

Branch – Any JetRoute Shipping office, pickup location, locker, or designated collection point.

Account Number – The unique customer identification code assigned for shipment processing.

TRN – Tax Registration Number required by Jamaica Customs and other regulatory agencies.

2. Use of Services

Customers agree to use JetRoute Shipping services lawfully and responsibly.

The use of our overseas address or services for any illegal activity is strictly prohibited, including but not limited to:

- Fraud
- Scams
- Illegal purchases
- Restricted or prohibited imports
- Unauthorized financial activities
- Any unlawful conduct under Jamaican or international law

JetRoute Shipping reserves the right to:

- Refuse shipments
- Hold or inspect packages
- Suspend accounts
- Report suspicious activity to law enforcement or customs authorities

3. Customer Account & Security

Customers are responsible for:

- Maintaining accurate account information
- Keeping login credentials confidential
- Securing access to their account

JetRoute Shipping is not liable for losses resulting from:

- Shared passwords
- Unauthorized account access
- Incorrect customer information

Customers should immediately report suspicious account activity.

4. Electronic Consent

By registering an account or using JetRoute Shipping services, customers consent to receiving electronic communications including shipment notifications, invoices, policy updates, promotional messages, and operational alerts via email, SMS, WhatsApp, mobile applications, or other official communication channels.

5. Identification Requirements

Customers may be required to provide:

- Government-issued identification
- TRN
- Proof of purchase or invoice
- Authorization for pickup agents

Failure to provide accurate documentation may result in shipment delays or refusal of collection.

6. Shipment Address Requirements

Customers must use their assigned shipping address exactly as provided by JetRoute Shipping.

All shipments must include:

- Customer's full legal name
- Correct account number
- Correct overseas shipping address

Failure to provide accurate shipping information may result in:

- Processing delays
- Storage fees

- Additional administrative charges
- Shipment misidentification

7. Restricted & Prohibited Items

Customers are prohibited from shipping restricted or illegal items without the necessary permits or approvals.

Restricted items may include:

- Firearms or ammunition
- Illegal drugs
- Explosives
- Hazardous materials
- Counterfeit goods
- Fraudulent financial instruments
- Any item prohibited under Jamaican law

JetRoute Shipping reserves the right to refuse, confiscate, return, or report prohibited shipments to the relevant authorities.

8. Customs & Clearance

JetRoute Shipping facilitates customs clearance on behalf of customers through Jamaica Customs and other regulatory agencies.

Customers are responsible for:

- Providing accurate invoices
- Declaring truthful shipment values
- Obtaining required permits where applicable

Additional customs charges may apply depending on:

- Quantity
- Classification
- Declared value
- Commercial status of goods

Failure to provide accurate information may result in:

- Delays
- Customs detention
- Fines

- Seizure or disposal of shipments

9. Commercial Shipments

Commercial quantities or shipments intended for resale may be subject to additional customs requirements, duties, processing fees, or regulatory approvals.

JetRoute Shipping reserves the right to classify shipments as commercial based on quantity, frequency, value, or customs assessment.

10. Pricing & Fees

Shipping charges may include:

- Freight charges
- Customs duties
- Processing fees
- Fuel surcharges
- Insurance fees
- Storage fees

JetRoute Shipping reserves the right to adjust pricing and fees at any time without prior notice.

11. Storage Policy

Customers are expected to collect shipments promptly after notification.

Storage fees begin:

Seven (7) calendar days after the customer receives an "Available for Pickup" notification via email, SMS, WhatsApp, app notification, or other official communication channel.

Storage Fee:

JMD \$200 per package per day

Storage charges apply on a per-package basis.

JetRoute Shipping will make reasonable efforts to notify customers before disposal procedures begin.

12. Damaged Shipments

JetRoute Shipping is not responsible for:

- Poor packaging by suppliers
- Manufacturer defects
- Missing items from vendors
- Damage occurring before arrival at our warehouse

Customers are encouraged to inspect shipments before leaving the branch.

Acceptance of the package and departure from the branch may serve as acknowledgment that the shipment was received in acceptable condition unless otherwise documented at the time of collection.

Claims reported after leaving the branch may be limited or subject to investigation.

If damage is determined to be directly caused by JetRoute Shipping operations, compensation may be reviewed based on internal investigation findings and supporting evidence.

13. Lost Shipments & Claims

Claims must include:

- Invoice or proof of value
- Proof of payment
- Supporting photos or documentation

JetRoute Shipping reserves the right to investigate, approve, or deny claims based on available evidence.

Claims are reviewed within a reasonable processing period.

Compensation, where applicable, may be limited to the declared shipment value supported by documentation.

14. Shipment Insurance

Optional shipment insurance may be available for qualifying packages.

Customers declining insurance acknowledge that compensation for loss or damage may be limited according to company policy and declared shipment value.

15. Limitation of Liability

JetRoute Shipping's liability for any shipment shall not exceed the declared value of the shipment as supported by invoice or proof of purchase.

JetRoute Shipping shall not be liable for:

- Indirect or consequential losses
- Lost profits or business interruption
- Supplier or vendor errors
- Manufacturer defects
- Customs seizures or government actions
- Delays beyond company control
- Acts of God or natural disasters

These limitations shall not apply in cases where loss or damage is proven to result directly from negligence by JetRoute Shipping.

16. Customer Conduct

JetRoute Shipping maintains a zero-tolerance policy against:

- Threats
- Harassment
- Abusive language
- Violence toward staff or customers

Accounts may be suspended or terminated for abusive or threatening conduct.

Law enforcement may be contacted where necessary.

17. Payments & Refunds

Payments may be made through:

- Cash
- Debit/Credit Cards
- Bank Transfers
- Approved online payment methods

Refund requests are reviewed on a case-by-case basis and subject to company policy.

Refunds may not be granted for:

- Customer negligence
- Incorrect shipping information
- Supplier or merchant errors
- Services already completed

Processing fees and shipping charges may be non-refundable once shipment processing has begun.

19. Delays & Force Majeure

JetRoute Shipping is not responsible for delays caused by:

- Airlines or freight carriers
- Customs inspections
- Weather conditions
- Government agencies
- Natural disasters
- Circumstances outside the company's control

JetRoute Shipping shall not be liable for delays, damages, or service interruptions caused by events beyond reasonable control, including but not limited to:

- Hurricanes
- Flooding
- Fires
- Labor disputes
- Airline disruptions
- Pandemics
- Civil unrest
- Internet outages
- Government actions

JetRoute Shipping will make reasonable efforts to provide shipment updates and minimize delays where possible.

20. Package Disposal

Packages remaining unclaimed for more than ninety (90) calendar days may be:

- Disposed of
- Auctioned
- Returned
- Destroyed

at the company's discretion.

JetRoute Shipping will make reasonable efforts to contact customers before disposal procedures begin.

21. Age Requirement

Customers must be at least eighteen (18) years old to create and operate an account with JetRoute Shipping unless authorized by a parent or legal guardian.

22. Governing Law

These Terms & Conditions shall be governed by the laws of Jamaica.

Any disputes arising from the use of JetRoute Shipping services shall be subject to the jurisdiction of the Jamaican courts.

23. Changes to Terms

JetRoute Shipping reserves the right to modify these Terms & Conditions at any time without prior notice.

Continued use of our services constitutes acceptance of any updated terms.

24. Acceptance of Terms

By using JetRoute Shipping services, customers acknowledge that they:

- Have read and understood these Terms & Conditions
- Agree to comply with company policies
- Accept responsibility for compliance with customs and import regulations
- Understand the risks and limitations associated with international shipping services

Contact Information

JetRoute Shipping

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