

Terms and Conditions/ Disclaimers

Members of Tropical Express Couriers Ltd. are required to agree to and abide by the following terms and conditions:

Membership:

You must be 18 years and over to join.

Packages:

Tropical Express will receive and sign for any packages that are delivered to our Miami, Florida office via: United States Postal Service, FedEx, UPS, DHL, or any other courier service, In Person/Hand Delivery. Examples of such packages may include online, phone purchases or items ordered via catalog. We cannot ship what we don't receive and are not liable for as such. Our service is to ship goods that we have in fact received to Trinidad. To find out that we have truly received your package you must obtain a valid Proof of Delivery (P.O.D.) with the recipient's valid signature. Packages that are dropped off at our Miami warehouse must obtain a warehouse receipt.

Shipping costs are calculated on Actual Weight of the package and are rounded up to the nearest pound.

Prohibited Items:

Trinidad and Tobago Customs & Excise have placed restrictions and prohibitions on shipping certain items to the islands. See our website for more information.

The following list includes but is not limited to items that are absolutely prohibited from being shipped via air/ sea freight:

Animal skins

Bamboo articles

Camouflage clothing or equipment

Cash

Honey

Illegal substances

The following list includes but is not limited to items that have certain restrictions from being shipped via air/ sea freight and may need special licenses:

Hazardous materials (HAZMAT) – to include tear gas, pepper spray, poison, fireworks, corrosive cleaning solutions, flammable liquids or solids such as lighters or matches, pressurized containers, or alcohol or any item with alcohol listed as an ingredient. We do NOT ship HAZMAT items via sea freight for inquiries please contact us. HAZMAT packages via air would need to be inspected by a US FAA inspector. We would have to make an appointment with the inspector for them to come and approve it to be shipped. HAZMAT items are also to be placed in a special part of the airplane in case it catches afire. This service will incur additional fees.

Ammunition and weapons — to include firearms, knives, and swords

Live plants and perishables

Pornographic materials

Wet cell batteries (depending on the size)

Package and Shipment Restrictions:

Tropical Express will not accept and pay for Cash on Delivery (C.O.D.) shipments at our Miami, Florida office.

According to Trinidad and Tobago Customs and Excise mandates (effective March 31st, 2012), all air and sea shipping cargo carrier companies must submit their detailed manifest listing for each shipment online to the new Terminal Operated System (TOS) prior to arrival in Trinidad. As a result, Tropical Express must provide our air freight cargo carrier with prompt and accurate information (description, declared value, weight, package dimensions) contained in an invoice for each package prior to it being shipped to Trinidad and Tobago. Thus an invoice must accompany all packages received at our Tropical Express Miami, Florida office. Proper invoicing will allow packages to be cleared quickly through Trinidad and Tobago Customs, while improper paperwork could result in a delay to your package delivery. Failure to supply an invoice with your package will result in a determination of value of the goods by Trinidad and Tobago Customs officers.

Items that are imported for personal use will be considered "non-trade" with a value no greater than USD\$2,500. Any charges that are required to clear your "non-trade" packages will be paid up front by Tropical Express. Members will be billed for all clearance fees upon delivery of their package(s).

Shipments with a value greater than USD\$2,500.00 will be deemed "trade" shipments, or packages imported for commercial use. These shipments will require a "formal entry" and additional documentation, in order to clear customs and will be bonded.

Limitations of Liability

Tropical Express will not be held responsible for packages that are not yet delivered to our Miami warehouse. We are not liable for opened or damaged packages, nor for the damage or loss of package items prior to arrival. Please ensure that all shipments are packaged properly as we will not accept liability for damage to goods due to improper packaging.

We are not responsible for Member errors, acts or omissions, such as an incorrect declaration of the value of goods or incorrect addresses/ shipping information.

Tropical Express is not liable for damages, losses, or packages that are delayed due to circumstances beyond our control. These could include but are not limited to acts of nature, terrorism, government, or public authority.

Tropical Express is not responsible for consequential loss. Such loss may include a loss of income or business opportunity due to packages that are lost, damaged, delayed, or undelivered.

Tropical Express is not responsible for the amount of Duty, OPT and/or VAT charged by Trinidad and Tobago Customs and Excise on a shipped package.

Members will be informed of any special approvals and/or licenses that are required to clear your package. Tropical Express Members will be responsible for obtaining the necessary approvals and licenses, such as a Food and Drug Stamp, or if package is over the "non-trade" value of USD\$2,500.00. Packages left in the courier bond for more than two (2) days will be charged by the bond.

It is recommended for valuable goods that insurance is bought with your retailer in order to compensate for any loss or damage that may incur.

Tropical Express agents act and run independently of Tropical Express Couriers Ltd.

Account Sharing:

It is recommended that each individual have their own account. However, the one individual or company listed as the Primary account holder will be responsible for all charges.

Payments:

Customers who come in to pick up goods must pay for and pick up ALL packages in the system that's ready for pick up thereby clearing their account and liabilities with the company.

Tropical Express accepts all major Visa and MasterCard credit cards and Linx Debit bank cards at all of our Tropical Express branches in Trinidad; for these transaction valid ID must be shown. We accept cash TTD\$ (for Trinidad & Tobago dollars) USD\$ (for US Dollar) as well, but ONLY at our Trinidad Tropical Express offices. All package deliveries are on a C.O.D. basis and every effort will be made to contact the Member regarding these charges prior to delivery. Tropical Express does not accept any cheques as a form of payment.

Tropical Express will temporarily suspend your account if there are any outstanding charges on your account. Your account will be reinstated upon full payment of all outstanding charges.

Tropical Express Members will be automatically billed the annual renewal rate when the Member's account renewal is due and upon first use of the service unless determined otherwise.

Tropical Express reserves the right to terminate this agreement at any point in time.

Storage of Packages in Trinidad:

Tropical Express will store packages on your behalf, and at your request, for a period of up to two (2) weeks. Any package that remains unclaimed beyond two (2) weeks will be charged a storage fee of TT\$20.00 per pound per day of the package.

After three months from receipt, any unclaimed packages will be discarded or be disposed of as we see fit.

Cancellation of Mailbox:

If you do not use your box within one year your mailbox will be permanently cancelled. Also if at any point in time there is a serious dispute we could put your mailbox on hold and subsequently cancel if necessary.