

## PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY AND KNOWLEDGE OUR COMPANY POLICIES BEFORE USING ANY OF OUR SERVICES.

The below information is for you to understanding of our business procedures, these terms and conditions shall have the following meaning:

**24HL"** refers to the company 24H Logistics Limited registered in England and Wales under the company house registration number 07543220 and whose registered office is at 163 Robert Dashwood Way, London SE17 3PZ.

**Carrier"** refers to the third-party carriers/couriers we use, as our providers which are DHL, TNT, UK Mail, Parcel Force.

**Customer"** refers to the person/party/entity that uses 24HL services.

**Consignment"** refers to a parcel or a group of parcels sent by/through 24HL to a single address.

**Sender"** refers to the person/party who sends the consignment.

**Recipient"** refers to the person/party who is receiving consignment.

**Working/Business Day'** refers to Monday to Friday 9.00am- 6pm GMT, not including public/bank holiday in the countries where are services are provided.

## 1.Our Services

- 1.1 24HL is dedicated to its clients and aims to provide a first-rate, efficient, affordable service ensuring your shipment(s) are delivered with speed and care.
- 1.2 24HL acts as an intermediary who facilitates the collection, transportation, and delivery of a consignment via our own service or by Third- Party Carriers.
- 1.3 For each consignment, it is the customer responsible to make sure that the consignment is securely packaged and correctly labelled.24HL accept no liability if the consignment is damage due to the sender not following these guidelines and makes no assurance that by following these guidelines that the consignment will not be damage in transit.
- 1.4 Each Consignment must be accompanied with the documents provided by 24HL. Therefore, the customer/sender must make sure all the information given is accurate, failure to provide correct and accurate consignment information will result in an additional surcharge to rectify any errors.
- 1.5 24HL may not come in direct contact with your consignment when we arranged it to be picked by a carrier.
- 1.6 24HL/Carrier has the right to deem a consignment unsuitable for reasons such as inadequate packaging, inaccurately description of goods, prohibited items, or weight/size discrepancies. If this does occur the customer/sender will be notified via e-mail or phone call. Administration fees may apply.
- 1.7 Where applicable 24HL will provide tracking guide numbers for consignments. Our Express Tracking Service is available via our website or by contacting our Customer Service department.
- 1.8 All issues/concerns must be directed to 24HL we will then contact the relevant carrier to assist you best with your query.

## 3. Collections

- 3.1 Due to the volatility of the market we work in, the price quoted may be subject to changes.
- 3.2 Collections and deliveries are made on working days only Monday to Friday (not including Bank or Public Holidays). The customer must ensure that they are available on the collection day that they booked. If the customer is out when the collection is attempted, there will be an extra charge of £10. This will be reflected on the final invoice.
- 3.3 If your consignment is not collected, the customer/sender must contact 24HL on 08004102424 to arrange an alternative collection day or alternative time slot.
- 3.4 The customers/senders must request their collections via online, APP, or phone call. This collection will be process within 24 hours.
- 3.5 All collections will take from 2-3 days depending on our carriers and our own availability, excluding London area where collections will take place on the next day only if the customer/sender request this collection before 3PM. (not including Saturdays and Sundays or Bank holidays)
- 3.6 Please note depending on the area of collections charges may apply.
- 3.7 24HL/carrier has the right to deem the area of collections where this charges will take place.
- 3.8 24HL/ courier shall not be liable for any delays during collection which may affect the transit times in our deliveries of our customer/sender consignment "please refer to paragraph 6.4 of our terms & conditions.

## 5. Collections

- 5.1 Please note all our services are automated as soon as any consignment is collect it will immediately ship in our logistic chain process, therefore cancelation cannot be accepted.
- 5.2 Cancelation can only be accepted free of charges prior to collection.
- 5.3 Cancelation must be requested by e-mail before collection. Failure to do so charges of £10% of the shipping cost after the first 30 minutes from collection may apply.
- 5.4 Payments online, will be refund within 5 working days.

## 7. Prohibited items

- Liquids
- Passports, birth and death certificates or financial documents
- Mobile Phones (prohibition only in Colombia)
- Flammable/ Toxic products
- Perfumes/ Aftershave
- Nail Vanish/Polish
- China such as vases, pots etc.
- Chemical Products
- Aerosols
- Batteries
- Guns, ammunition or any other weaponry and their parts
- Corrosive products
- Explosive, oxidizing or radioactive material
- Radioactive materials
- Dangerous goods
- Perishable goods
- Livestock, /Animals skins/Animal Parts such as ivory and ivory products
- Hazardous goods
- Gases (compressed, liquefied or dissolved under pressure)
- Unpackaged or damaged goods
- Alcohol
- Money (cash, bank notes, credit cards, personal cheques, travelers cheques and currency)
- Pre-paid phone/ phone cards and activated SIM cards
- Antiques/ Works of Arts with value over USD\$1000.00
- Jewelry
- Body or human remains
- Flowers or plants
- Engine, gearbox
- Tickets such as airplane ticket or lottery tickets
- Food and beverages (that requires refrigeration or other temperature controls)

7.1 This list is not exhaustive and 24HL may update/modify this list at any time. If a customer/sender send prohibited items they will be charge for £50.00 for admin and labour cost or in other case depending the AA regulation it might be confiscating or destroyed, also if any of the items in the list reach destination and is held by customs and the item is prohibited it might be confiscated by them and destroyed, 24 H Logistics would not be liable for any of the cases mentioned above

These Terms and Conditions, and our other terms incorporated by reference shall be governed by English law and you agree that any dispute between us regarding these our Terms and Conditions will be subject to the exclusive jurisdiction of the English courts. By accepting this Terms & conditions the customer/sender gives to 24HL absolute power on their consignments and the way they will be transported as soon as it has been collected from 24HL or their carriers.

## 2.Labelling / Packaging

- 2.1 Customers/sender must ensure that all consignment is well packaged and labelled correctly and are adequate for transport. The content of each parcel must be securely packaged inside the box, document envelop or courier bag.
- 2.2 24HL recommended that customers use a 24HL cardboard box or strong external packaging. It is advisable to wrap each item individually, using protective material such as bubble wrap or polystyrene for added protection. The contents should be cushioned and protected inside. The packaging must also be sufficient to protect the weight of the consignment.
- 2.3 Parcels should be tightly sealed with strong plastic tape to prevent it from splitting during transit; however, it must be noted that consignment may be opened by Customs authorities for inspection. Customers should ensure that parcels are not attached together as they may become separated in transit. Customers are advice not to use string, paper or decorative material as external packaging. 24HL will not be liable if a consignment is damaged due to it being inadequately packaged by the customer/sender.
- 2.4 Customers/sender must ensure that all consignment is labeled accurately and correctly. All labels must be clearly legible, with a full and accurate name and address of the recipient, including postcode (or the county equivalent), e-mail address, and contact telephone number of both the recipient and sender. If the customer has failed to provide all necessary data, 24HL reserves the right to the refuse to send the customer's consignment. If this does occur the customer will be billed the cost of returning the consignment to their collection address.
- 2.5 Shipment can be delayed due to incorrect address; customers must ensure that the delivery address is valid and correct. If the address is wrong, the customer will be charge an administrative fee of £10 to rectify any errors, plus if the correct information is not providing by the customer within 24 Hours any consignment will be send back to the customer/sender and will face extra charges.
- 2.6 All labels must be securely attached on flat side of the parcel. The label should be clearly visible and not obscured in any way (labels should not be affix on the edge or folds of the parcel) .24HL will accept no liability for any failure, delay to delivery or missed delivery due to inadequately labeling by the customer/sender and no refund will be issued. If you are reusing an old box, please ensure that all old labels are removed.
- 2.7 Customers/sender are solely responsible for providing accurate information on the weight and size of their consignment. If there are any weight/size discrepancies such as the consignment being heavier or incorrect dimensions than initial state, 24HL reserves the right to charge an additional extra charge.
- 2.8 Customer/sender are solely responsible for providing an accurate description of the content of the consignment. Competent authorities such as Customs Officials or any international entities are entitled to open and inspect any consignment for safety and security reasons. 24HL will not liable for the damage during inspection if this does occur.

## 4.Customs & Duties/Clearance

- 4.1 Please be aware all prices, tariffs and quotes do not include customs/duties and clearance charges. Our tariffs only include inbound or outbound postages charges. 24HL has no control over customs charges/duties/tax, this charges are at the discretions of the local Customs/Government Authorities.
- 4.2 Customs & Duties/Clearance charges must be paid by the recipient of the parcel. If the recipient refuses to pay duties & taxes. The consignment will be send back to the sender and extra charges of importation will apply plus Customs & Duties in the country of origin. If in the period of three months, the recipient or sender do not give us any of the instruction required. The consignment will be destroyed and the sender/customer will be billed for those costs. If a consignment is held or destroyed by customs; 24HL is not liable for the damages and shipping cost is not refundable.
- 4.3 Please note 24H L is not a customs agent broker.

## 6. Damage/Loss

- 6.1 All consignments are covered for £50 in case of total loss or total damage of the consignment, this is our standard cover. Shipping will not be refundable after the consignment has been shipped.
- 6.2 If the Customer feels the standard cover is not sufficient, additional enhanced cover is available to be purchased.
- 6.3 24HL shall not be liable for the loss and damage of a consignment if the value exceeds the standard cover and additional cover is not purchase, 24HL will only pay the customer the value of the consignment up to a limit of £50.
- 6.4 24HL have the right to reject a claim for reasonable reasons such as inadequately/insufficient packaging, incorrect labeling, incomplete dispatch or customs documentation, incorrect addresses and incorrect descriptions of the goods.
- 6.5 24HL shall not be liable for any Loss or Damage, late collection, or Late Delivery resulting from circumstances beyond 24HL's or the Carrier's control such as seizure under legal process, nature causes, weather conditions, Consequences of War, Civil Wars, Force Majeure - flood, earthquakes, bad weather, road traffics industrial action etc., road traffic accident, flight delayed etc., pressure waves caused by aircraft or other aerial devices.
- 6.6 Prohibited items and items at your own risk are not included in our liability cover and not valid for enhanced cover.
- 6.7 24HL shall only be liable for Loss/Damage or Late Delivery when it proved that 24HL has acted negligently.

## 8. Damage/Loss

- Food items (Perishable)
- Important Documents
- Retail Items or for exhibition
- Paintings
- Souvenirs
- Furniture
- Expensive watches and accessories
- Motor parts and accessories
- Porcelain, ceramics, or fragile items.
- Televisions/Monitors – LED, /LDC/CRT/Plasma Screens
- Laptops
- Computers
- Mobile Phones
- Glass or mirrored items
- Fragile goods
- Pharmaceutical products including prescription drugs
- Musical Instruments
- Electronic devices such as tablets, I pad, smart phones

8.1 In the event of a claim, the Customer/sender must notify 24HL immediately and 24HL will provide a claim form which must be fully completely.

8.2 The customer/ sender must provide two clear photos of the consignment, making sure the shipping label and the consignment number is visible.

8.3 All claims must be brought to us within 10 days' maximum of the receipt of dispatch. Either by e-mail [info@24hlogistics.com](mailto:info@24hlogistics.com) or by post 163 Robert Dashwood Way; SE17 3PZ.

8.4 If the customer/ sender fails to do so, 24HL shall not be liable for loss or damage.

You will need to provide:  
Stating the consignment number.  
Your name, Address, Contact phone number, Email address.  
Date of Dispatch.  
Proof of consignment's dispatch.  
Estimates for the repair of the Goods  
Description of the packaging  
Proof of its value e.g. receipts  
Details of the weight and nature of the Goods  
Detail clear description of the content of the package (e.g. make, model, serial number.  
Recipient's name and address including postcode or equivalent.

Once you provide us with all the necessary information 24HL will review your case and contact you in 15 working days. Before you make claim be aware of the policies and regulation we already mentioned above.

## Information about us

24H Logistics' office (trading) address is:  
163 Robert Dashwood Way / service  
London SE17 3PZ

Working Hours – 9.00 am – 6.00 pm (Monday to Friday)  
Contact Number – 0203 670 0424  
General email enquiries - [info@24hlogistics.com](mailto:info@24hlogistics.com)  
Customer Service - [info@24hlogistics.com](mailto:info@24hlogistics.com)