



## Apex Shippers Logistics Terms and Conditions of Shipping Service

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### Introduction

Welcome to **Apex Shippers Logistics**. These Terms and Conditions ("Terms") govern your use of our shipping, logistics, and related services (the "Services") provided by **Apex Shippers Logistics**, headquartered at Apex Courier Centre, 13 Seagrave Rd, London SW6 1RP, United Kingdom.

By accessing or using any part of our Services, including placing shipping orders, requesting deliveries, or interacting with our website or support teams, you agree to be bound by these Terms. If you do not agree with any part of these Terms, please do not use our Services.

These Terms constitute a legally binding agreement between you (the "Customer", "Client", or "User") and **Apex Shippers Logistics**.

We may update these Terms at any time without prior notice. Continued use of our Services following any changes indicates your acceptance of the updated Terms.

Please read the following carefully to understand your rights and obligations when using our Services.

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### 1. Definitions

- **Carrier:** Apex Shippers Logistics.
  - **Shipper/Customer:** The individual or entity requesting the shipping service.
  - **Consignment:** The goods being shipped.
  - **Delivery Address:** The final destination for the consignment.
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### 2. Scope of Services

The Carrier agrees to transport consignments from the origin to the designated Delivery Address using available service types (e.g., standard, express), based on the selected shipping option.

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### 3. Shipping Charges

- All shipping charges must be paid in full **before** dispatch unless otherwise agreed.
  - Requests to ship prior to payment may incur additional administrative charges.
  - Charges vary depending on weight, size, destination, declared value, and service level.
  - Customs duties, import taxes, and other local fees are the sole responsibility of the recipient, unless explicitly agreed otherwise in writing.
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### 4. Prohibited Items

The Carrier does not accept for transport:

- Hazardous materials
  - Firearms or ammunition
  - Perishable goods (unless pre-arranged and approved in writing)
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### 5. Insurance

- Standard shipments are not insured.
  - Optional declared value coverage is available upon request and must be confirmed before shipment.
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### 6. Delivery & Delays

- All delivery timelines are **estimated** and not guaranteed.
  - The Carrier is not liable for delays caused by customs clearance, adverse weather, or incorrect/incomplete addresses.
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### 7. Customs Clearance

- The Carrier may act on the Customer's behalf as a customs broker where permitted.
  - The Customer is responsible for providing accurate and complete documentation.
  - Any fines, penalties, or delays arising from inaccurate, false, or incomplete information are the sole responsibility of the Customer.
  - **All duties, taxes, and customs-related charges must be settled by the Customer.**
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### 8. Claims & Refunds

- Claims for lost, missing, or damaged items must be submitted in writing within **7 calendar days** of the expected delivery date.
  - Refunds are limited to shipping charges and do **not** include customs fees, duties, or third-party taxes.
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## 9. Cancellation & Changes

- Shipments may be canceled at no cost **prior to pickup or dispatch**.
  - Any request to modify destination or recipient details must be submitted in writing and may incur additional charges.
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## 10. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the **United Kingdom**, without regard to its conflict of law provisions.

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## 11. Acceptance

By using our Services or shipping a consignment through Apex Shippers Logistics, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.

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### For Apex Shippers Logistics

Authorized Representative:

**Rachel Winston.**

Signature:



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