**1. Definitions**

1.1 **The Company**:

Smart Shipping Services, a freight forwarding company.

1.2 **The Client**:

The individual or entity engaging The Company for part or complete freight forwarding services.

1.3 **The Goods**:

Items being transported by The Company on behalf of The Client.

**2. Company Obligations**

2.1 The Company agrees to provide all or any part of their freight forwarding services as requested by The Client, and will endeavour to transport and deliver The goods in a timely, cost-effective and secure manner to The Client, subject to the Terms and Conditions

1.4 **Services**:

All services provided by The Company, including but not limited to transportation, handling, storage, and customs clearance operations, are outlined herein.

2.2 The Company may subcontract any part of its services to carefullly selected third parties.

If this is done within the original quotation supplied to The Client, this this can be done without notifying The Client.

2.3 In certain circumstances, where The Company is not found to be at fault, but is required to source a subcontractor/s to fulfil an order, this will be done with notification to The Client, at the The Client's expense.

**3. Client Obligations**

3.1 The Client must provide accurate and complete information regarding the Goods, including descriptions, weights, dimensions, and any special handling requirements.

3.2 The Company will not be held liable for charges, penalties, fines or loss of profit, or parts thereof, arising from the late OR incorrect submission/provision of required documentation, by The Client.

3.3 The Client is responsible for ensuring that The Goods are properly packaged and labeled for transportation.

3.4 The Client must comply with all applicable laws and regulations in the relevant jurisdictions, regarding the shipment of Goods.

**4. Rates and Payment**

4.1 Rates for The Company’s services will be agreed upon in the service agreement or quotation provided to The Client.

4.2 Payment terms:

Payment on Delivery/Collection.

Payment method:

Cash/Bank Transfer.

4.3 The Company reserves the right to withhold delivery/collection of any goods in their possession, if payment is not received as agreed.

**5. Liabilities and Limitations**

5.1 The Company’s liability for loss or damage to Goods will be limited to an amount agreed in writing, at quotation stage.

5.2 The Company is not liable for any indirect, incidental, or consequential damages, including but not limited to loss of profit or business interruption.

5.3 The Company is not liable for delays in delivery caused by circumstances beyond its control, including but not limited to natural disasters, acts of terrorism, and labor disputes.

**6. Insurance**

6.1 The Company does not provide insurance coverage for The Goods, beyond what is required UK business law.

It is the Client’s responsibility to obtain insurance if desired.

6.2 Upon request, The Company can arrange for insurance coverage at The Client’s expense.

**7. Claims and Disputes**

7.1 Any claims for loss or damage to Goods must be submitted in writing to the Company within 30 days of delivery.

7.2 Any disputes arising from these terms and conditions, will be resolved through negotiation, in good faith, between The Client and The Company or an authorised representative of either party.

7.3 If a satifactory resolution to both parties cannot be reached, then the dispute will be referred to the relevant industry body/Ombudsman.

**8. Governing Law**

8.1 These terms and conditions are governed by the laws, and in the jurisdiction of, The United Kingdom of Great Britain and Northern Ireland.

8.2 Any legal action arising from these terms and conditions will be brought before the courts of The United Kingdom of Great Britain and Northern Ireland.

**9. Amendments**

9.1 The Company reserves the right to amend these terms and conditions at any time. Any amendments will be

effective upon posting on the Company’s website or upon notification to the Client.

**10. Entire Agreement**

10.1 These terms and conditions, along with any service agreement or quotation, constitute the entire agreement between the Company and the Client and supersede any prior agreements or understandings.

Signed:

M. Ndubisi

Director

On behalf of Smart Shipping Services Limited