

Terms and Conditions

The following are services provided and restrictions applied by Web Source Co. Ltd.

Packages can be shipped to your Web Source address via

- Any Postal Service
- Domestic or Courier Services
- Hand or personal delivery. Valid photo ID must be submitted at the point of delivery for Customs records.

Common Package Examples

- Clothing, shoes, electronics, books,
- Parts and replacements
- Product samples
- Retail Purchases

Restricted Commodities

- Hazardous materials, perishables, animal skins, firearms, aerosol cans, perfumes etc.
- We do not accept nor deliver any mail or magazines subscriptions.
- We do not accept for shipment cash, currency, or other security instruments.
- Our website also lists a more comprehensive but not all-inclusive list of restricted items
- As a shipper, you are ultimately responsible for your own awareness of any restrictions on shipping

Hazardous Materials and Dangerous Goods

Any packages or goods, which are considered by the Department of Transportation (DOT), the International Air Transportation Association (IATA), and/or the International Civil Aviation Organization (ICAO) as "restricted articles", "hazardous material", or "dangerous goods", may be sent into Trinidad as specially-designated "hazmat" cargo via airfreight or via Ocean shipping.

We will request confirmation of the desired shipping option prior to shipping any hazmat items. Hazmat shipping costs are varied and are not solely based on the rates mentioned on this site. This is primarily due to the cost associated with the special handling, packaging and paperwork required to handle these items.

Weight and Package Information

Web Source fees are calculated based on the actual weight of items rounded up to the nearest pound(lb) e.g. a 2.3lb package will attract a 3lb rate.

Packages that are excessively bulky may require repacking at client's cost. Contact our office for further details.

Door to door delivery

Web Source Co. Ltd utilizes the service of delivery drivers to deliver packages to our customers who opt in to that service. We will to provide this service at no additional cost to the greatest extent possible.

To maintain the efficiency of this free service, there are conditions we must apply:

- Customers must make all reasonable effort to facilitate delivery and payment e.g.:
 - the delivery driver cannot wait for an extended period of time for the customer to become available
 - The delivery driver cannot transport the customer to another location to obtain payment
 - The delivery driver cannot accept any updated delivery address unless authorized by the Company
- Deliveries are to be done within or at the most publicly-accessible area of the customer's delivery address e.g. front gate/door, ground floor lobby
- Updates to the customer's delivery address can delay deliveries by a minimum of 2 business days
- The customer is responsible for transporting all items into their premises

While the delivery drivers will attempt to offer the highest level of convenience, they are still bound by this policy, which seeks to protect all parties.

Liability

C.O.D. shipments will be refused

Web Source is not liable for damage or loss of items while handled by overseas Postal and Courier authorities

Persons may share the service. However, one individual or company will be listed as the Primary account holder and a maximum of two other individuals can be listed as Authorized Contacts.

The Primary Account Holder will be responsible for all charges and delivery is made to only one address. All reasonable attempts must be made to clear all packages within 30 days of invoicing and packages are to be cleared in the order in which we received them. i.e. a newer package cannot be cleared prior to an older item.

Occasionally, packages shipped from non-US suppliers may attract import duties from US Customs at the port of entry in the USA. As the ultimate receiver, you will be notified of these fees once they are communicated to us. This can sometimes occur even after your item has been shipped to Trinidad.

Dutiable Shipments

A commercial invoice (or any invoice), regardless of the value must accompany all non-document shipments. As many shippers have adopted a paperless model, they often do not send printed invoices. As a result, you are required to submit your invoices prior to your item's arrival locally.

We provide such a facility via our mobile app via the "prealert" function which enables you to submit your invoice, tracking number, purchase price and item descriptions even prior to your item's arrival at our Miami office.

Failing this, a final opportunity will be provided via an "Upload Invoice" button in our email confirmation from Miami. This option is strictly time-limited due to the time-sensitivity of the subsequent processes. Without an invoice, Trinidad Customs will be forced to assign a value to be used for taxation.

Customer's shipments consisting of books, CD's, clothes, e etc., will be cleared automatically as "Non Trade", unless prior arrangements have been made in writing.

Customs & Excise requests that a "Formal Entry" be done for "Trade" shipments that are "Dutiable". Therefore, you will receive the necessary documentation for clearance in these instances.

Web Source can advise on the preparation and lodging of "Formal Entries", should you so require.

Duty paid on "Non-Trade" shipments (on your behalf) is C.O.D. ONLY.

Note*

'Non Trade' shipments are packages imported for personal use.

Trade shipments are packages imported for commercial use and/or whose value exceeds the legal amount of \$20,000 TTD for 'Non Trade'

LIMITATION OF CLAIMS

We will refuse any item shipped to our address damaged or opened and will notify the consignee provided the package still permits identification of the relevant consignee. No claims will be accepted nor honoured by us with respect to these items, and we will have no liability or responsibility.

LIABILITIES NOT ASSUMED

The responsibility of Web Source Co. Ltd begins when the packages are received at the warehouse of its agent in Miami. Web Source Co. Ltd will not be held liable for packages that are lost, delayed or damaged while in transit to the warehouse.

We are not liable for delays in delivery, damages of any kind (whether direct, indirect, incidental, special, or consequential) including but not limited to loss of income, loss of interest, loss of profit, loss of business opportunity, loss of use of contents, breach of other contracts, or any loss or damage arising from the inherent nature of the goods, whether or not we had knowledge that such damage might be incurred, even if the delay is our fault in retrieving the shipment, transporting the shipment, or delivering the shipment.

We will not be liable for your acts or omissions, including but not limited to incorrect declaration of goods, improper or insufficient packaging or marking or addressing of the shipment, or for acts or omissions by the consignor or consignee or anyone else with an interest in the shipment.

The customer shall be responsible for ensuring that an invoice accompanies every shipment. Failure to do so may result in delays and abandonment of shipments. Where shipments arrive without proper documentation Web Source Co. Ltd will ship the goods into Trinidad and notify the consignee in Trinidad. Web Source Co. Ltd will provide the customers with a delivery notification and a copy of the air way bill to be presented for clearance. This will end Web Source Co. Ltd. responsibility for the goods and payment will become due immediately. The customer may choose to have the supplier produce a duplicate invoice and have it sent to Trinidad or may present evidence of value to Customs for clearance. All necessary storage fees will be for the consignee's account pending an invoice being produced for clearance.

We will not be liable if you or the consignor violates any of the terms of the agreement.

Also, we will not be held liable for loss, damage, or delay caused by any events we cannot control, including but not limited to acts of God, "force majeure", or the action or omissions of any governmental or public authority (including but not limited to customs or health officials), or omission by anyone outside of us. We reserve the right, without admitting liability, to refund transportation charges at our sole discretion, but are not obligated to do so.

Insurance

Insurance is charged at a rate of \$1.00 USD per \$100 USD value of your package

Any package received without an invoice will only be insured for maximum of USD\$100.00.

Your rate of \$1.00 USD does not cover the following:

- Flatbed scanners
- Microwave ovens
- Monitors
- Any other glass, porcelain, ceramic or concrete products.
- Any improperly or inadequately packaged items from shipper.

Shipping charges are not covered by the insurance.

This policy and the included Insurance rates and services are subject to change without notice.