



## Parcel Service Agreement

**ACCEPTANCE** – All Services described in this Contract must be utilized in conformity with local and international laws and restrictions regarding courier and maritime parcel transportation which THE CUSTOMER declares to accept. “Tropic Consolidators” is entitled to end this Contract without any legal responsibility or repercussion in case of non-compliance by THE CUSTOMER with the responsibilities and Payments stated in this agreement.

**RESPONSIBILITIES** – Tropic Consolidators is responsible for the administrative process of receiving the merchandise at the current Florida address. Tropic Consolidators will do the classification, international transportation, customs declaration and clearing to make the parcels available for THE CUSTOMER in the “Tropic Consolidators” offices. “Tropic Consolidators” is not responsible for the quality, quantity, brand or any other aspect of merchandise purchased in The United States. All claims must be resolved directly with the establishment where the product was purchased. It is THE CUSTOMER’S responsibility to place in their orders to the current and correct address and label as directed by “Tropic Consolidators”. THE CUSTOMER is responsible for providing the correct and real information in the declaration of the merchandise as well as paying for the associated costs of transportation and customs clearing of the merchandise and picking the parcels up at “Tropic Consolidators” offices. Tropic Consolidators only allows one household or company per account and one pick up per Invoice.

**PARCEL SIZE RESTRICTIONS** — Parcel must be **no more than 10 cubic feet in size**. Size of boxes are calculated based on Height x Width x Length / 1728. Boxes over 10 cubic feet may be subject to additional fees.

**RESTRICTED MERCHANDISE** – Merchandise that cannot be transported includes: perishables, dangerous substances, live animals, toxic products, improperly or insecurely packaged items, money, guns and all other “restricted merchandise” as classified by international treaties. All items must be securely packaged with sufficient packing material to prevent loss of or damage to the items. Packages will not be covered by insurance (\$100) if the outside of box does not present visible damage or items are packed incorrectly. **“Tropic Consolidators” does NOT PERMIT SHIPPING OF THE FOLLOWING: NO HAZMAT MATERIALS, NO AMMUNITION, NO EXPLOSIVES, NO WEAPONS, and NO DRUGS.**

**INSURANCE COVERAGE** – “Tropic Consolidators” will insure only up to \$100.00 in value of cargo. If you want additional insurance, please ask for our Insurance Form. Insurance claims must be made at the time of pick up. We will not cover for articles missing or broken once packages have left our facility.

**LOCATION AND HOURS OF OPERATION**- Parcel delivery is 1st Floor, 2nd door to left of NAVIERA Hybur Office at the Ace/Hybur Plaza in French Harbour. OPEN from 10am to 5pm Wednesday, Thursday and Friday.

**DELIVERY STANDARDS** – Delivery standards depend on ship arrival itinerary and schedules. This information will be available upon request at “Tropic Consolidators” office. Cut off dates are Thursday prior to ship departure as it appears on Weekly ship schedule. Upon receiving merchandise in the US items will be shipped following week with pick up usually available the week later, once it passes customs inspection and clearance. Certain time of year may be weekly and other times it could be twice a month.

**LABELS AND DOCUMENTATION REQUIRED** – All international parcel items MUST be labeled correctly. Customer receives identification # (number) at time of signing agreement to ship with “Tropic Consolidators”

**IMPORTANT NOTICE** – The Florida address is exclusive for parcels and THE CUSTOMER who signs this agreement is responsible for all parcels including unwanted items shipped in his (her) name according to Customer number. Any unpaid for parcels will result in a refusal to deliver future parcels. Also, your

account or customer number is only for persons signing this contract. We do not allow loaning or borrowing of accounts.

**RETURN TO SENDER** – We do not offer a return to sender service. All International parcel items cannot be redirected or returned thru “Tropic Consolidators”. They would need to be sent directly by THE CUSTOMER and payable by them.

**PRICES** – THE CUSTOMER will agree to pay a cost per piece per cubic ft in the amounts as follows:

- 0-0.99 cubic ft =\$16.00
- 1 cubic ft AND OVER and under 50lbs = \$24.00 per cubic ft.
- Over 1 cubic foot and over 50lbs = \$29.00 per cubic ft.
- Invoices valued at \$2,500.00 will be applied a \$100.00 Customs fee surcharge.

**INVOICES** – Customer should present purchase invoices one week prior to arrival of parcels for customs clearance.

**STORAGE AND RESTRICTIONS:** Certain restrictions will apply such as; limit per invoice value is \$1,000.00. Maximum weight is 50lbs per piece for \$24.00 cubic foot charge. Parcels over 50lbs will have the surcharge mentioned above. “Tropic Consolidators” is not responsible for mislabeled parcels. All parcels must be picked up within 20 days of arrival date. There are extra fees associated with parcels not picked up after 20 days. There will be a \$5 storage fee per invoice. Parcel older than 90 days are subject to disposal without notice and Tropic Consolidators will not be held responsible.

**SERVICE AGREEMENT:**

By this Contract, I \_\_\_\_\_ further known as THE CUSTOMER, accept that “Tropic Consolidators” provide me the service of international transportation of parcels (packages of goods, merchandise and / or other articles) from their US Address to Roatan, Honduras

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Customer Name

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Customer Contact Details

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Date