



## **TERMS AND CONDITIONS OF SERVICE – IMPORTS**

1. We require a valid government-issued ID card and for you to be a registered customer with us. If you are not a registered customer with us, your items would not be shipped down to Nigeria. Please always inform us of items being shipped with invoices/receipts from the purchasing shop.
2. Our fees are charged based on the exchange rate on the date of payment, this is subject to change as economic circumstances may demand and are exclusive of VAT. Payments are invoiced in USD or GBP or CAD. All rates are inclusive of clearing charges.
3. Prices are for landing cost in Lagos. Delivery within Lagos and outside Lagos come with additional charges.
4. Storage fees apply to items still with us 7days after customers have been notified of the availability of their shipments. N200/day for items below 10kg and N1000/day for items above 10kg. Maximum duration of items in storage is 60days. Items still with us after the 60-day period would be disposed of as we see fit either via auction or destruction and all payments made forfeited.
5. Our liability per transaction is limited to \$20/equivalent per transaction. If the customer considers this limit insufficient, you are required to make a special declaration of value and to request for additional insurance or make personal insurance arrangements.
6. Weights of parcels are calculated based on volume or actual weight, whichever is higher. Volumetric weight is calculated based on the dimension of the box - Length(cm) x Breadth(cm) x Height (cm)/6000



7. Please ensure your packages are properly addressed in the exact address we have provided to you. We will not be liable for improperly labelled packages.

8. A valid photo ID would be required from you or your representative for pick-up of your goods from our Lagos Office.

9. Shipping days are 7 to 10 working days from shipment date.

Our rates for shipment are as follows:

#### **UK Shipments (Middlesex)**

Shipping Fee - 5GBP/kg.

*\*Minimum weight is 5kg. Anything less than 5kg attracts a fee of 30GBP flat. Drop off is latest on Thursday as shipping is every Friday.*

#### **USA Shipments (Texas)**

Shipping Fee - \$3.99/lb

Cut off time for dropping off is 11am on Thursdays as shipping is same day.

*\*Minimum weight is 5lbs. Anything less than 5lbs attracts a fee of \$25 flat. Shipping of phones/laptops is \$60 per phone/laptop. Dangerous goods like perfumes, compressed cans and co are charged at \$6.50/lb with \$20 documentation fee. Please contact us for more details when shipping dangerous goods.*



### Canada Shipments (Ontario)

Shipping Fee – CAD\$14.00/kg

*\*Minimum weight is 10kg and shipping is every Thursday. Anything less than 10kg is calculated as 10kg. Single phones are charged at \$50 and laptop is \$80. Perfume is \$25 each. Supplements and medication costs \$18/kg. Drop off is latest on Thursdays as shipping is every Friday.*

10. Customers must disclose the full contents of all parcels being sent. Yemisi Vese Logistics will not be responsible for loss or damage to undisclosed items such as fragile or luxury goods. Repackaging of items may be required and will attract an additional charge which depends on the size and type of repackaging required.

11. Regardless of who is at fault the liability of Yemisi Vese Logistics is limited to the value of the goods or \$20 per shipment, whichever is lower. If the customer regards this limit as insufficient, the customer is required to make a special declaration of value and request additional cargo insurance. In the absence of insurance cover, Yemisi Vese Logistics will not be liable for any loss or damage to the goods in transit beyond stated value above.

12. All parcels received by Yemisi Vese Logistics are subject to being opened for controlled inspection as they make their way to you in Nigeria. Edible items, furniture and other goods imported may attract additional government levies including NAFDAC. Importation of items containing lithium batteries for instance will attract additional charges as they need to be handled as **dangerous goods**.

13. We shall make every effort to deliver your shipment according to our advertised delivery schedules but this is not guaranteed as we will not be liable for any delay that we deem to be beyond our control. Weekends, public holidays, delays caused by customs or by compliance with mandatory local security requirements or other events beyond our control are not included when we quote our delivery times.

