




A TO Z COURIER 4U LTD

TERMS AND CONDITIONS

International Courier & Logistics Services
(UK to Worldwide – Air & Sea Freight)

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SECTION 1: CORE TERMS AND CONDITIONS

(Applies to ALL shipments)

1. Definitions

1.1 “Company” means **A TO Z COURIER 4U LTD.**

1.2 “Customer” means the person or entity sending the Shipment.

1.3 “Receiver” means the final recipient of the Shipment.

1.4 “Shipment” means any parcel, box, or consignment accepted by the Company for transportation or handling.

2. Scope of Services

2.1 The Company provides logistics and forwarding services, including the collection, consolidation, and shipment of goods via third-party carriers.

2.2 The Company acts as an intermediary service provider only and does not undertake carriage itself unless expressly stated.

2.3 The Customer acknowledges that Shipments may be handled by third parties, including but not limited to courier companies, airlines, shipping lines, and local delivery partners.

2.4 All services are provided subject to these Terms and Conditions and the applicable terms of any third-party carriers involved.

3. Prohibited and Restricted Items

3.1 The Customer shall not send any prohibited or restricted items, including but not limited to:

- Batteries or battery-powered items
 - Liquids, oils, perfumes, or sprays
 - Flammable, hazardous, or explosive materials
 - Any goods restricted under IATA regulations or applicable laws
-

3.2 The Customer must not conceal or misdeclare the contents of any Shipment.

3.3 Where prohibited items are identified at any stage, the Company reserves the right, at its sole discretion, to:

- Refuse or cancel the Shipment
- Remove, dispose of, or destroy the prohibited items or the entire Shipment where required



- Return the Shipment at the Customer's cost
 - Hold the Shipment pending further instruction
-

3.4 Charges for Prohibited Items.

Where prohibited or restricted items are identified at any stage of the shipment process, including during security screening (such as at airport facilities including Heathrow), the Company will apply a penalty charge or cost recovery charge based on the charges imposed by the relevant authority or handling agent.

Such charges are typically **£500 or more per Shipment**, depending on the nature of the breach.

The Company reserves the right to recover the full amount of any such charges, including any associated handling, return, or disposal costs.

Failure to settle these charges may result in the Shipment being withheld, returned, or destroyed without further notice.

4. Packing and Customer Responsibilities

4.1 General Obligations

The Customer shall:

- Provide a complete and accurate itemised list of contents and declared values
 - Ensure that all goods are suitable for transport
 - Provide accurate sender and receiver details
 - Comply with all applicable legal and customs requirements
-

4.2 Branch Drop-Off Shipments.

Where a Shipment is accepted at a Company branch:

- Packing may be carried out by the Company in the presence of the Customer
 - The Customer shall verify the contents prior to final sealing
 - Acceptance of the Shipment confirms that all contents are correctly declared
 - The Company shall take reasonable care in packing but shall not be liable for:
 - Pre-existing damage
 - Damage due to inherent nature of goods
 - Incorrect or incomplete declarations
-

4.3 Collection / Pickup Shipments

For Shipments collected from the Customer:

- The Customer is solely responsible for packing and securing the Shipment
- The Company reserves the right to open and inspect any Shipment for safety,



compliance, and verification purposes

- Any inspection does not constitute a detailed inventory or condition report
- The Customer remains fully responsible for the accuracy of declared contents.
- The Company shall not be liable for damage arising from inadequate or improper packaging.

4.4 Packaging Standards

All Shipments must:

- Be securely packed in suitable boxes
- Be capable of withstanding handling and stacking
- Be properly protected where fragile
- The Company reserves the right to refuse or re-pack any Shipment at the Customer's cost.

5. Charges, Deposits and Payments

5.1 All services are subject to applicable charges, fees, and duties.

5.2 An advance payment ("Deposit") is required prior to processing.

5.3 The Deposit shall:

- Be deducted from the final invoice where the Shipment proceeds, or
- Be retained as service credit where the Customer does not proceed

5.4 Deposits are non-refundable in monetary form.

5.5 The Company reserves the right to retain the Deposit where:

- Collection fails due to Customer fault
- Incorrect details are provided
- The Shipment is not ready

5.6 All prices are subject to change without prior notice.

5.7 Cancellation After Processing:

Where the Customer requests cancellation after the Shipment has been processed (including packing, preparation, or documentation), the Company reserves the right to apply a **cancellation fee of £25 per Shipment** to cover operational costs, including labour, materials, and administrative work.

This charge may be deducted from any advance payment (Deposit) held by the Company, with any remaining balance retained as service credit in accordance with Clause 5.3.



6. Customs and Regulatory Compliance

6.1 All Shipments are subject to inspection by customs authorities.

6.2 Duties, Clearance and Delivery:

Customs clearance, duties, and applicable taxes (including GST, where applicable) are generally handled by the Company as part of the service provided.

Delivery charges within the scope of the agreed service are included in the price quoted by the Company.

However, in the event that:

Additional duties, taxes, or charges arise due to incorrect declaration, under-declaration, or restricted items Or

Any exceptional charges are imposed by customs authorities or local delivery partners such charges shall remain the responsibility of the Customer.

The Company reserves the right to recover any such additional charges prior to final delivery.

7. Transit and Delivery

7.1 Delivery times are estimates only and are not guaranteed.

7.2 The Company shall not be liable for delays arising from circumstances beyond its reasonable control.

8. Delivery and Proof of Delivery (POD)

8.1 The Receiver must inspect the Shipment upon delivery for:

- Damage
 - Tampering
 - Missing items
 - Packaging integrity, including Company sealing
-

8.2 Where Company sealing or branded tape has been used, the Receiver must verify that it remains intact.

8.3 If any issue is identified, the Receiver must:

- Refuse delivery or clearly note the issue
 - Notify the delivery agent immediately
-

8.4 The Receiver must obtain evidence at the time of delivery, including photographs and/or video.



8.5 Once the Proof of Delivery (POD) is signed:

- The Shipment shall be deemed delivered in good condition
- No claims for loss, damage, or missing items shall be accepted

8.6 The Customer acknowledges that, in certain jurisdictions (including India), liability cannot be pursued once delivery is accepted.

8.7 Unauthorised Charges by Delivery Drivers:

Delivery charges are included within the service provided by the Company and no additional payment is required to be made to any delivery driver at the time of delivery.

If any delivery driver requests payment, the Receiver must:

- Refuse to make any payment
- Refuse to sign the Proof of Delivery (POD)
- Immediately report the incident to the Company
- Any payment made directly to a delivery driver without the Company's knowledge or approval shall be entirely at the Customer's risk, and the Company shall not be liable for any such payments.

8.8 Failure to comply with the above requirements will result in the Company being unable to process any claim.

9. Liability

9.1 Total Loss

Where a Shipment is confirmed as completely lost, the Company's liability shall be limited to **USD \$50 per Shipment**.

9.2 Exclusions

The Company shall not be liable for:

- Damage to goods
- Delay in delivery
- Third-party failures
- Packaging issues
- Customs actions
- Airline-related issues, including but not limited to flight delays, cancellations, offloading, missed connections, or capacity limitations
- Delays or disruption caused by weather conditions, natural disasters, or global events
- Operational disruptions including but not limited to strikes, port congestion, or transport restrictions
- Indirect or consequential losses



- The Company shall not be liable for any delay or failure in performance caused by circumstances beyond its reasonable control.
-

9.3 Damage

No compensation shall be provided for damage or breakage under any circumstances.

9.4 Claims Outcome (Total Loss Only)

Compensation shall:

- Be limited to USD \$50
 - Be issued via the original payment method where possible
-

9.5 Partial Loss (Discretionary)

The Company may, at its sole discretion, consider claims for partial loss where:

- POD requirements are met
 - Evidence is provided
 - Records support the claim
 - Any compensation shall be limited to:
 - The lower of:
 - The value of the missing item(s), or
 - USD \$50
-

10. Insurance

10.1 The Company provides logistics and forwarding services, and all pricing is based on the weight and/or volume of the Shipment (whichever is higher), and not on the declared or actual value of the contents.

10.2 The Company does not provide insurance and will not arrange insurance on behalf of the Customer under any circumstances.

10.3 The Customer acknowledges that the price paid for the shipment does not reflect the value of the goods being transported.

10.4 In the event of loss, damage, or partial loss, compensation shall be limited strictly in accordance with Section 9 (Liability), regardless of the value of the contents.

10.5 Customers sending high-value items do so entirely at their own risk and are strongly advised to arrange independent insurance prior to shipment.

10.6 The Company shall not be liable for any claims based on the declared or actual value of goods exceeding the compensation limits set out in these Terms and Conditions.

11. Claims

Claims must:



- Be raised at the time of delivery
 - Be supported with evidence
 - Failure to comply will result in rejection.
-

12. Third-Party Carriers

The Company utilises third-party carriers. Their terms shall apply, and the Company shall not be liable for their actions or omissions.

13. Refusal, Return and Disposal

The Company may refuse, return, hold, or dispose of any Shipment where necessary. If no instruction is received, the Company may destroy the Shipment without notice. All associated costs shall be payable by the Customer.

14. Limitation of Liability

Nothing in these Terms shall exclude liability where it cannot be excluded under applicable law.

15. Governing Law

These Terms shall be governed by the laws of England and Wales.



SECTION 2: AIR SERVICE TERMS AND CONDITIONS

(Applies to AIR shipments only)

1. Scope of Air Service

1.1 This Section applies to all Shipments sent via air freight services arranged by the Company.

1.2 Air shipments are transported via third-party airline carriers and handling agents.

1.3 All air shipments remain subject to Section 1 (Core Terms and Conditions) in addition to this Section.

2. Transit Time

2.1 Estimated delivery time for air shipments is approximately **10–14 working days** from the date of departure.

2.2 Delivery timelines are **estimates only and are not guaranteed**.

2.3 Delays may occur due to:

- Airline scheduling
- Flight delays or cancellations
- Security screening (including Heathrow)
- Customs clearance
- Weather conditions
- Operational or global disruptions

2.4 The Company shall not be liable for any delays arising from the above.

3. Security Screening

3.1 All air shipments are subject to strict airport security screening, including at Heathrow.

3.2 Any prohibited or undeclared items may result in:

- Shipment rejection
- Additional charges (typically £500 or more)
- Delays or destruction of the entire Shipment

3.3 The Customer is fully responsible for ensuring compliance with all air freight regulations.



4. Packaging, Handling and Damage

4.1 All shipments must be packed to withstand multiple stages of handling, screening, stacking, and air transport conditions.

4.2 Air shipments are handled by multiple third parties, including security authorities, airline handlers, and delivery partners.

4.3 The Company provides **no guarantee whatsoever against damage, breakage, or internal disturbance of contents during transit.**

4.4 The Company shall not be liable for:

- Damage caused during security screening
- Compression, stacking, or impact during handling
- Movement or disturbance of contents within the box
- Fragile, delicate, or improperly protected items

4.5 The Customer sends all items **entirely at their own risk** with respect to damage or breakage.

5. Tracking and Visibility

5.1 Air shipments may include tracking; however:

- Tracking updates may not be real-time
- Certain stages may show no updates

5.2 The Company shall not be responsible for gaps or delays in tracking visibility caused by third-party systems.

6. Customs Clearance

6.1 Customs clearance is handled as part of the service provided by the Company.

6.2 Any additional charges arising from:

- Incorrect declaration
- Undervaluation
- Restricted items

shall be payable by the Customer in accordance with Section 1, Clause 6.2.



7. Delivery Conditions

7.1 Delivery is carried out by third-party local delivery partners in the destination country.

7.2 Delivery standards and practices may differ from those in the UK.

7.3 The Customer acknowledges that:

- Local delivery procedures may vary
 - Once Proof of Delivery (POD) is signed, no claims can be processed
-

8. Risk Acknowledgement

8.1 Air shipments involve multiple stages of handling, inspection, and transportation.

8.2 The Customer accepts that such processes carry inherent risks, including but not limited to:

- Airline handling delays
 - Security inspections
 - External intervention (e.g. customs or screening authorities)
-

9. Insurance

9.1 The Company does **not provide any insurance cover** for air shipments.

9.2 All shipments are sent entirely at the Customer's own risk with respect to loss, damage, or delay.

9.3 Customers who require insurance must arrange their own independent cover prior to shipment.

9.4 The Company shall not be liable for any uninsured loss, damage, or breakage beyond the limits set out in Section 1 (Core Terms and Conditions).

10. Acceptance of Terms

By selecting air service, the Customer confirms that they:

- Understand the nature of air freight handling
- Accept all risks associated with international air transport
- Agree that no guarantee is provided in relation to damage or breakage
- Accept all terms outlined in this Section and Section 1 (Core Terms and Conditions)



SECTION 3: SEA SERVICE TERMS AND CONDITIONS

(Applies to SEA shipments only)

1. Scope of Sea Service

1.1 This Section applies to all Shipments sent via sea freight services arranged by the Company.

1.2 Sea shipments are transported via third-party shipping lines, freight consolidators, and handling agents.

1.3 All sea shipments remain subject to Section 1 (Core Terms and Conditions) in addition to this Section.

2. Transit Time

2.1 Estimated delivery time for sea shipments is approximately **8 to 12 weeks (minimum) from port departure**.

2.2 The Customer acknowledges that **this timeframe begins only once the container has departed from the port**, and additional time may be required prior to departure for consolidation, container loading, and scheduling.

2.3 The Company does **not guarantee specific sailing dates or departure timelines**.

2.4 Delivery timelines are **estimates only and are not guaranteed**. Sea shipments are not time-sensitive services and are not suitable for urgent deliveries.

2.5 Sea shipments are subject to extended transit times and may take significantly longer due to:

- Container consolidation and scheduling prior to departure
- Port congestion (UK and destination)
- Vessel delays or route changes
- Customs clearance
- Local delivery delays
- Weather conditions or sea conditions
- Global shipping disruptions

2.6 The Company shall not be liable for any delays arising from the above.



3. Shipping and Container Handling

3.1 Sea shipments are consolidated into containers along with other cargo.

3.2 Shipments may be:

- Loaded and unloaded multiple times
- Subject to stacking and compression
- Handled by multiple third parties

3.3 The Company has no control over container handling once the shipment is dispatched.

4. Packaging, Handling and Damage

4.1 All shipments must be packed to withstand long-distance sea transport, stacking, and extended handling conditions.

4.2 Sea shipments are exposed to:

- Compression from other cargo
- Movement within containers
- Long transit durations
- Environmental conditions including humidity and temperature changes

4.3 The Company provides **no guarantee whatsoever against damage, breakage, or internal disturbance of contents during transit.**

4.4 The Company shall not be liable for:

- Damage caused during loading or unloading
- Compression or shifting within containers
- Moisture, humidity, or environmental exposure
- Fragile or sensitive items not adequately protected

4.5 The Customer sends all items **entirely at their own risk** with respect to damage or breakage.



5. Tracking and Visibility

5.1 Tracking for sea shipments is **limited**.

5.2 Updates may only be available at key stages, such as:

- Departure from port
- Arrival at destination port
- Customs clearance
- Final dispatch

5.3 There may be extended periods with **no tracking updates**.

5.4 The Company shall not be responsible for lack of tracking visibility.

6. Customs Clearance

6.1 Customs clearance is handled as part of the service provided by the Company.

6.2 Any additional charges arising from:

- Incorrect declaration
- Undervaluation
- Restricted items

shall be payable by the Customer in accordance with Section 1, Clause 6.2.

7. Delivery Conditions

7.1 Delivery is carried out by third-party local delivery partners in the destination country.

7.2 Delivery timelines may vary depending on location and local infrastructure.

7.3 The Customer acknowledges that:

- Delivery standards may differ from those in the UK
 - Once Proof of Delivery (POD) is signed, no claims can be processed
-



7.4 Proof of Delivery (POD)

The Customer and Receiver must strictly follow the Proof of Delivery (POD) requirements outlined in Section 1.

Due to the nature of sea freight handling and extended transit conditions, it is especially important that the Receiver:

- Inspects the Shipment thoroughly upon delivery
- Checks for any damage, tampering, or missing items
- Verifies packaging condition before signing

If any issue is identified, the Receiver must:

- Refuse delivery or clearly record the issue
- Obtain photographic and/or video evidence at the time of delivery

Once the Proof of Delivery (POD) is signed, the Shipment shall be deemed accepted in good condition and **no claims will be accepted thereafter**.

8. Risk Acknowledgement

8.1 Sea shipments involve extended transit times and multiple handling stages.

8.2 The Customer accepts that such processes carry inherent risks, including but not limited to:

- Delays
 - Handling damage
 - Environmental exposure
 - Port congestion and shipping disruptions
-

9. Insurance

9.1 The Company does **not provide any insurance cover** for sea shipments.

9.2 All shipments are sent entirely at the Customer's own risk with respect to loss, damage, or delay.

9.3 Customers who require insurance must arrange their own independent cover prior to shipment.



9.4 The Company shall not be liable for any uninsured loss, damage, or breakage beyond the limits set out in Section 1 (Core Terms and Conditions).

10. Acceptance of Terms

By selecting sea service, the Customer confirms that they:

- Understand the extended nature of sea freight transit
- Accept that delivery timelines are not guaranteed
- Accept limited tracking visibility
- Agree that no guarantee is provided in relation to damage or breakage



SECTION 4: PICKUP / COLLECTION TERMS AND CONDITIONS

(Applies where collection service is used)

1. Scope of Collection Service

1.1 This Section applies to all Shipments collected from the Customer's address.

1.2 Collections are primarily carried out via third-party courier partners (including but not limited to DPD or similar providers).

1.3 The Company acts as an intermediary in arranging collection services and does not carry out standard collections directly.

1.4 All collection services remain subject to Section 1 (Core Terms and Conditions) in addition to this Section.

2. Packaging Requirements

2.1 The Customer is fully responsible for ensuring that all Shipments are:

- Fully packed
- Securely sealed
- Ready for immediate collection

2.2 Only standard cardboard boxes are accepted for collection. Suitcases, luggage, backpacks, holdalls, or any non-box items are strictly prohibited.

2.3 The Company shall not be responsible for:

- Poor or inadequate packaging
- Loose or improperly secured contents
- Open or unsealed boxes

2.4 Any Shipment not meeting the above requirements may be refused by the collection driver without notice.

3. Labeling Requirements

3.1 All Shipments must have the correct label applied prior to collection.

3.2 The Customer must ensure that:

- The label is clearly visible



- The label is securely attached
- The label matches the booking details

3.3 If a Shipment is handed over without a valid or correctly applied label:

- The Company accepts no responsibility for the Shipment
 - The Shipment may be delayed, lost, or rejected
-

4. Mandatory Photo Evidence

4.1 The Customer must take and retain photographic evidence of:

- The packed box(es) prior to collection
- The box(es) with label clearly applied
- The condition of the Shipment at the point of handover

4.2 Failure to provide such evidence may result in:

- Claims being rejected
 - Disputes not being investigated
-

5. Collection Procedure

5.1 Collections are carried out at **ground floor level only**.

5.2 Collection drivers are not obligated to:

- Enter premises
- Carry goods from upper floors
- Wait extended periods

5.3 The Customer must ensure that:

- Someone is present at the collection address
- The Shipment is ready at the agreed time
- The Shipment is accessible at the main door/gate

5.4 If the Customer is not ready at the time of collection or fails to present the Shipment to the driver promptly, the Company shall not be liable for:

- Failed collections
 - Missed collections
 - Any resulting delays
-



5.5 The collection driver is not obligated to contact the Customer upon arrival.

6. Failed Collection / No Show

6.1 A collection shall be considered failed if:

- The Customer is not present
- The Shipment is not ready
- The Shipment is not accessible
- Incorrect or incomplete details are provided

6.2 In such cases:

- The Deposit may be retained as service credit
- Rebooking may incur additional charges

6.3 The Company shall not be liable for any delays resulting from failed collections.

7. Handover and Scan Responsibility

7.1 The Customer must ensure that the Shipment is properly scanned by the driver at the time of collection.

7.2 If the Customer hands over a Shipment without:

- Scan confirmation, or
- Proof of collection

the Company shall not be liable for:

- Loss
- Delay
- Missing parcels

8. Box Count and Quantity Disputes

8.1 The number of boxes collected shall be determined by:

- The driver's scan records, and/or
- The Company's system records

8.2 Any discrepancy must be raised immediately at the time of collection.

8.3 The Company shall not be liable for:



- Claims of additional boxes handed over without proof

9. Third-Party Courier Responsibility

9.1 Collection services are primarily carried out by third-party courier providers (including but not limited to DPD).

9.2 All collections are subject to the respective courier company's terms and conditions, which shall apply in addition to the Company's Terms and Conditions.

9.3 The Company shall not be liable for:

- Courier delays
- Missed collections
- Driver conduct or operational issues
- Any failure by the courier to complete the collection

9.4 The Company will make reasonable efforts to assist but does not guarantee courier performance.

9.5 Private Collection Services

9.5.1 In certain cases, the Company may arrange dedicated or private collection services upon request.

9.5.2 Such services:

- Are subject to additional charges
- Must be confirmed in advance
- Are separate from standard courier collections

9.5.3 The terms, conditions, and pricing for private collections will be provided at the time of booking.

10. Delays and External Factors

10.1 Collection times are estimates only and are not guaranteed.

10.2 Delays may occur due to:

- Traffic conditions
- Weather conditions
- Courier scheduling



- Operational disruptions

10.3 The Company shall not be liable for such delays.

11. Acceptance of Terms

By booking a collection, the Customer confirms that they:

- Have read and understood these Terms
- Agree to comply with all requirements
- Accept the limitations set out in this Section



CUSTOMER ACKNOWLEDGEMENT

By proceeding with the shipment and/or using the services of **A TO Z COURIER 4U LTD**, the Customer confirms that they have:

- Read and understood the Terms and Conditions outlined in this document
- Agreed to all applicable sections, including Core Terms, Air, Sea, and Collection Terms where relevant
- Accepted all limitations of liability, including those relating to loss, delay, and damage
- Confirmed that all information provided (including contents and declared values) is accurate and complete
- Acknowledged that all shipments are subject to third-party handling, customs regulations, and operational factors beyond the Company's control

The Customer further agrees that use of the Company's services constitutes full acceptance of these Terms and Conditions.