

Disclaimer

Disclaimer Terms

Payment:

All shipments are prepaid shipments. Full payment of the estimated cost of shipment is required before shipment items can be accepted at Ravena Logistics premises or picked up for shipment. (A 50% deposit of the estimated shipping cost may be considered at the discretion of the Ravena Logistics manager). Full payment is due upon presentation of the freight invoice. Shipment items for which payment is not received by the due date will be subject to storage fees and may be considered abandoned and subsequently discarded as per the "Storage Fees / Abandoned Cargo" stipulation in the Terms and Conditions.

All transactions are in US Dollars:

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Banking Fees and Other Charges

There is a 4% processing fee on all Card or CashApp Transactions. You (the client) are responsible for all banking fees associated with the wire transfer, which may include not only the fees charged by the sending bank (typically \$35-\$50 per wire transfer), but also the fees of intermediary banks, through which the money travels before reaching our account (add another \$10-\$20 for each correspondent bank). Our receiving bank (US Bank) has no control over intermediary banks' fees.

Late payment fees:

Items shipped by Crane Cargo with outstanding balances on the invoices are subject to late payment fees if balances are not cleared within 30 days after pick-up notice of the shipment has been issued to the client.

Late payment fees are \$50 after which Storage fees will apply as stipulated under the "Storage fees/ Abandoned cargo" clause of the Terms and Conditions.

Any additional fees incurred by Ravena Logistics due to the late payment will be billed to the client.

Transit Time:

We cannot guarantee on time arrivals, mainly because of factors that are beyond our control like Weather, Security, Port Delays or other problems. However, be assured that we will make every effort to have it on time and in good shape.

Documentation:

It's the shipper's responsibility to fill out an accurate Packing List Form and the current Disclaimer Form, and submit them Online, in Person by Mail or Fax. If you are exporting Personal Effects by Air Cargo or Ocean Freight, we will require a copy of your Personal

Identification document like a valid Driver License or Passport. Please note that we cannot ship Freight without proper Documentation.

Export Charges:

Because of tight security, U.S. Customs or TSA MAY require your Cargo to be inspected and there could be charges related to such action. These charges will be billed to You (The shipper). Shipping charges do NOT include Insurance coverage.

Destination Charges:

All international shipments are subject to Destination Fees: Custom Duties, Taxes, (if applicable) Handling, Terminal / Port Fees, Storage and Door Delivery which are beyond our control. These charges are included in your shipping fees. We rely on you for an accurate description of your freight.

In and Out fees:

Items sent or dropped off to Ravena Logistics premises which are not shipped and need to be retrieved by the client as stipulated in the "Cancellation policy" clause in Terms and Conditions are subject to this fee.

This fee must be paid by the client before items can be released by Ravena Logistics.

This fee is \$50.00 for the first 50 pounds and \$0.50 per pound for every incremental pound after that for air freight shipments. It is \$15 per cubic foot for ocean freight shipments.

This is in addition to any other chargeable fee that may apply to the shipment or invoice for services already offered like Pick- up fees, Packing fees and Storage fees.

Pickup Charges

If applicable, we require over 50 pounds (23kgs) to organize pick-ups or drop-offs to our various drop -off points across the USA.

Residential/ store pick-ups are at an additional cost. These charges depend on the size and weight of the items to be shipped plus distance from our pick-up agent/ location.

We require a deposit for all shipments before or upon pick-up of items. Small packages can be mailed to our USA offices.

Destination Charges:

All international shipments are subject to Destination Fees: Custom Duties, Taxes, (if applicable) Handling, Terminal / Port Fees, Storage and Door Delivery which are beyond our control. These charges vary according to destination. Although our rates are customs inclusive unless otherwise indicated. Country and are accepted practices in the shipping industry.

Although our rates are customs inclusive, unless otherwise indicated, some high value items attract additional costs during the customs clearance process. These additional costs are the responsibility of the client.

A pick-up fee is collected at the destination by a Ravena Logistics employee before freight is released. These fees are calculated based on the cost of handling and extra payment which occurred at the destination.

Loss or Damaged Items:

Ravena Logistics is committed to providing the utmost and safest condition to load, unload and convey your freight to its destination. Shipping fees do not include insurance protection for your freight. We are not liable for any Loss freight or damage to your freight, as handling of the goods at the destination is done by port authorities. We do our best to oversee these workers but cannot guarantee their work ethic and quality of work completed.

Contraband Items:

Contraband refers to any item that, relating to its nature, is considered too dangerous or offensive in the eyes of the legislator and is accordingly illegal for import or export. Ravena Logistics will not ship contraband items. The classification of an item as contraband may vary from country to country and it is the responsibility of the shipper to declare ALL the items in their shipment and to confirm with Ravena Logistics that the items, they intend to ship are not contraband in the destination country. Contraband items sent to Ravena Logistics will be retrieved by the shipper at the shipper's expense upon notification and will be subject to storage fees or even discarded as per the "Storage Fees / Abandoned Cargo" stipulation in the Terms and Conditions.

Storage Fees / Abandoned Cargo:

Items delivered to Ravena Logistics premises which are not shipped due to non-payment or classification as contraband, will be subject to storage and/or return fees if not picked up within 45 days of invoice. In addition, items shipped by Ravena Logistics that are not retrieved due to non-payment or otherwise will also be subject to storage and/or return fees if not picked up within 7 days after arriving at a Ravena Logistics Warehouse. Such items will be considered abandoned if not retrieved within 90 days. Abandoned items will be discarded or sold to recover the shipping fees and custom fees. Storage fees are \$5 per cubic foot per day and will accrue daily for 90 days.

Cancellation Policy:

After items are picked up for shipping from Ravena Logistics' premises, all sales are final, and accordingly, non-cancellable and non-refundable. Shippers have the option to request for cancellation of a shipment at least 24 hours before the items are picked up from Ravena Logistics' premises for shipping to their destination. Cancellation requests must be made in writing through the channels provided on the Contact Us page and must clearly state the Shipper's information, the Vessel Number and the Invoice Number. Upon successful cancellation of the shipping service, all the money paid by the Shipper (except money paid for services that have already been performed such as packing and crating) will be refunded after the items have been retrieved from Ravena Logistics premises by the shipper or rebooked. After

cancellation of a shipment, the Shipper is responsible for all costs associated with retrieving their items from Ravena Logistics' premises, and such items are subject to the "Storage Fees / Abandoned Cargo" clause of the Terms and Conditions.

Refund Policy:

If a service associated with shipment of items--including packing, crating, or the actual shipment of the items--has been performed, then it is non-refundable. If a service has not yet been performed, it is eligible for a refund upon successful cancellation. All refunds associated with a shipment will be made after the shipment items have been retrieved from Ravena Logistics premises by the shipper or rebooked onto a future Ravena Logistics shipment. Please refer to the Cancellation Policy below for more information on how to cancel a shipment service.

Packing Charges:

If applicable, Online purchases are often delivered in multiple packages. Such items require consolidation to reduce costs to client and to be secured for international shipping. Some items will require special packing and or crating. These charges are valid and will be applied to client's invoice before shipping.

Purchase Processing Fees:

If applicable, these fees are applied when Crane Cargo makes purchases on client's behalf. Details available upon request.

Shipper's First & Last Name

Shipper's Signature & Date