

- **GENERAL**

- In order for DANSA Logistics (hereinafter referred to as the “Agent”) to proceed with your shipment, you hereinafter referred to as the “Client”) are required to read, understand, and expressly agree to the following terms and conditions.
- By receiving this document and subsequently dispatching a package to the Agent, the Client shall be deemed to have accepted and agreed to be bound by all the terms and conditions contained herein.

- **PLACING AN ORDER**

- To initiate a shipment request, first, the Client shall be required to furnish the Agent with the Client’s full legal name and a valid telephone number. Upon receipt of such information, the Agent shall generate and provide the Client with the designated shipping address to which the Client’s goods shall be sent for further handling and processing.
- Upon dispatch of any package to the Agent, the Client shall promptly provide the Agent with the corresponding tracking number(s), along with a description of the package contents and the Client’s preferred method of onward shipment.
- Failure to provide the tracking information in a timely manner may result in processing or delivery delays, for which the Agent shall bear no responsibility.
- The Client is further required to confirm the Agent’s current and correct warehouse address prior to the dispatch of any package. The Agent shall not be held liable for any loss, mis delivery, or delay arising from the Client’s failure to verify the delivery address.
- The Agent shall not bear any responsibility or liability for any package dispatched by the Client until such time as the Agent has confirmed receipt of the said package at its designated warehouse facility.

- Packages that are small in size, lack proper identification, or are labeled with an incorrect name may require additional time to be identified and processed by the Agent. The Client acknowledges and accepts that such circumstances may lead to delays for which the Agent shall not be held liable.
- For all direct deliveries, the Client is advised and encouraged to request and obtain proof of delivery at the designated delivery location. The Agent shall not be held liable for any issues arising from the Client's failure to secure such proof.
- In the event that the Client requires consolidation of multiple packages, the Client must expressly notify the Agent in advance, indicating that additional packages will be arriving for the purpose of consolidation.
- In the absence of such prior notice, the Agent shall be entitled to process each package for shipment immediately upon receipt, without liability for any failure to consolidate.
- Once the Client has designated a shipping method for any package(s), such designation shall be deemed final and may not be altered. In circumstances where the package has not yet been dispatched but has already been prepared and packed for shipment, any request by the Client to change the shipping method shall be subject to a penalty fee, which the Client agrees to pay prior to further processing.
- Packages received at the Agent's Sea cargo warehouse are not eligible for transfer to the air cargo warehouse, and vice versa.
- For air cargo shipments, volumetric weight (also known as dimensional weight) shall apply where the volume weight of a package exceeds its actual weight. In the case of exceptionally heavy goods or packages, tonnage measurements shall apply in lieu of cubic meter (CBM) calculations, at a conversion rate of 450 kilograms = 1 CBM, 900 kilograms = 2 CBM, and so forth.
- Such heavy goods may also be subject to extended shipping durations, typically an additional two to three (2-3) weeks beyond standard delivery times.

- In the event that goods are mistakenly delivered to the incorrect DANSA Logistics warehouse, such goods shall only be eligible for transfer to the correct warehouse upon payment of a transfer fee, provided that the package has not already been processed for shipment. The applicable transfer fee shall be calculated and determined at the sole discretion of the Agent.
- Transfers between warehouses may require a processing period of three to seven (3–7) business days. The Agent shall bear no responsibility for any delays arising from such mis-delivery or the associated transfer process.
- All procurement and sourcing orders facilitated by or through the Agent must be shipped exclusively via DANSA Logistics. The Client agrees not to engage any third-party logistics provider for the shipment of such orders unless expressly authorized in writing by the Agent.

• DESCRIPTION OF GOODS

- Battery-powered devices and electronic goods containing batteries may be subject to varying shipping timeframes and costs, depending on prevailing regulations and carrier restrictions. The Client is required to contact the Agent in advance to confirm the applicable shipping cost and estimated delivery timeline for such goods. The Agent shall not be held liable for any delays or additional charges resulting from the Client's failure to obtain prior confirmation.
- The Agent does not open or inspect the contents of the Client's packages, except in cases involving special goods or as may be required under specific circumstances. However, customs authorities reserve the right to open and inspect any package deemed suspicious or subject to regulatory scrutiny.
- The Client is obligated to accurately declare the contents of all air cargo packages to the Agent prior to shipment. Any false or misleading information regarding package contents may result in penalties, including but not limited to fines, delays in shipment, or seizure by authorities. The Agent shall not be held liable for any consequences arising from the Client's misrepresentation or non-disclosure.

- **LIABILITY**

- The Client is responsible for ensuring that all fragile goods are adequately packaged by the supplier to prevent damage during transportation. For example, items such as televisions or other delicate electronics should be securely enclosed in protective packaging, such as wooden crates, to minimize the risk of breakage.
- Similarly, liquids, gases, chemicals, and other sensitive materials must be appropriately sealed and covered to prevent leakage, spills, or damage to other goods during transit.
- The Agent shall not be held liable for any damage arising from insufficient or improper packaging by the Client or the Client's supplier.

- **CONSOLIDATION**

- The Agent offers free complimentary consolidation services for sea cargo shipments, provided that the Agent receives all corresponding tracking numbers provided by the Client within ten (10) calendar days of the first package's arrival at the Agent's warehouse in China.
- Upon expiration of the ten-day window, the Agent shall proceed to package all received items for shipment, unless the Client expressly instructs the Agent to continue waiting for additional packages. In such a case, a storage fee shall apply at a rate of thirty Chinese Yuan (¥30) per day for each cubic meter (CBM) of stored goods, subject to a minimum charge based on 0.15 CBM.
- When the Client submits tracking numbers, they must provide them collectively. Any new tracking number should be added to the list of previously submitted tracking numbers. Upon completion of the list, the Client is required to notify the Agent that no additional packages will be added.
- In the case of consolidated air cargo shipments, the following minimum weight charges shall apply:
 - For a total of up to five (5) consolidated packages, if the combined weight is less than two (2) kilograms, the Client shall be charged for a minimum of two (2) kilograms.
 - For six (6) to ten (10) consolidated packages, if the total weight is less than three (3) kilograms, the Client shall be charged for a minimum of three (3) kilograms.

- For more than ten (10) consolidated packages, the minimum chargeable weight is four (4) kilograms, regardless of whether the actual total weight is less.

NOTE: Please take note that these minimum weight thresholds are mandatory and non-negotiable.

• **MINIMUM VOLUME AND CONSOLIDATION TERMS**

• Minimum Volume Requirements

- In these Terms, “CBM” means cubic meter (the standard unit of volume)
- Sea Cargo: The Client shall ensure that each sea freight shipment has a total volume of at least 0.15 CBM. Shipments below this minimum volume shall be subject to the Agent’s minimum volume charge for carriage at the Agent’s discretion

• Consolidated Packages

The minimum for normal sea cargo (identified by a tracking number) is at least 0.15 CBM. However, the minimum recorded volume for each consolidated package is 0.01 CBM. Thus, if any package falls below this minimum volume, the Agent will still charge or levy the minimum-volume fees.

• Warehouse Receipt and Return Policy

All packages delivered by the Client to the Agent’s warehouse in China shall be deemed ready for shipment. Under no circumstances shall the Agent return any package to the sender or the Client; instead, the Agent will process all packages for shipment as directed by the Client. The Client is responsible for ensuring that all instructions and documentations are correct before and after delivery to the warehouse, as the Agent will not reverse or cancel shipments once a package has been received.

• Air Cargo Consolidation Period and Billing

- For air freight shipments, the Agent provides a free consolidation period of four (4) calendar days. This period begins from the arrival of the first package to be consolidated at the Agent’s warehouse. If the Client does not arrange for shipment within this free period, the Agent shall invoice the Client or any applicable storage or handling fees.

- Such charges accrue from the fifth calendar day onward at the Agent's standard rates. The Client shall pay all fees invoiced after the expiration of the free consolidation period in accordance with the Agent's current rate schedule

• PAYMENT OBLIGATIONS

• Payment Terms

• Air Freight

- Payment for air freight services shall be made in full and in advance of shipment. The amount payable shall be calculated in local currency, using the Agent's prevailing U.S. dollar exchange rate at the time of invoicing.
- The Client may request confirmation of the Agent's current exchange rate at any time prior to making payment. No shipment shall be processed or dispatched until full payment has been received and confirmed.

• Sea Freight

- Payment for sea freight services shall be made upon arrival of the shipment in Ghana, in local currency, and based on the Agent's prevailing U.S. dollar exchange rate at the time of invoicing.
- Charges for sea cargo shall be determined according to the CBM (cubic meter) rate applicable at the time of loading of the shipment.
- The Client may request the Agent's current exchange rate at any time prior to making payment.

• Payment Delays and Misrouting

- Timely Payment Requirement: The Client acknowledges that delayed payment for air freight shipments may result in corresponding delays in the processing and dispatch of the packages. The Agent shall not be held liable for any such delay arising from late payment by the Client.
- Incorrect Payment Routing: Payments made to an incorrect Dansa Logistics account, or any account not expressly designated by the Agent may require an extended period for verification and confirmation, potentially resulting in delays in service provision. The Client bears full responsibility for ensuring that payments are directed to the correct and authorized account as

provided by the Agent.

- Chargeable Weight and Volume Rounding

- Air Shipping Service : For all air shipments, the chargeable weight shall be determined by rounding up the total weight on the invoice to the next 0.5 kilogram, with a minimum billable weight of 1 kilogram. The Client shall be invoiced based on this rounded weight, regardless of the actual weight falling below the minimum threshold.
- For shipments under the air normal service charge, the chargeable fee shall be calculated at eighty-five percent (85%) of the volumetric weight, provided that the resulting figure is not less or equal to the actual (gross) weight of the shipment.
- In instances where 85% of the volumetric weight is less than or equal to the actual weight, the chargeable weight shall be computed as follows:
 - Determine the difference between the volumetric weight and the actual weight;
 - Divide the resulting value by two (2);
 - Add the resulting figure to the actual weight;
 - Round the final sum up to the nearest 0.5 kilograms.

NB: This final figure shall constitute the chargeable weight for billing purposes.

- For Express Services, the chargeable fee shall be calculated at one hundred percent (100%) volumetric weight .
- Sea Shipping Service: Sea cargo shipments shall be subject to a minimum chargeable volume of 0.15 CBM (cubic meters). Where the actual volume of the shipment is less than 0.15 CBM, the Client shall nonetheless be charged as if the shipment were 0.15 CBM. This minimum charge is mandatory and non-negotiable.
- Scope of Shipping Costs
 - Unless otherwise stated in writing, all quoted or invoiced shipping costs are inclusive of all charges associated with international freight, handling and customs clearance, except for local delivery charges within Ghana.

- Client acknowledges and agrees that local delivery within Ghana is not included in the standard shipping fee and shall be billed separately, based on the delivery destination and applicable local rates. For the avoidance of doubt, local delivery or pickup within Ghana is not the sole responsibility of the Agent. However, such services may be arranged by the Agent upon the Client's request, subject to availability and additional charges.

• **STORAGE SERVICE**

Clients are required to collect their packages from our warehouse in Ghana within ten (10) days of arrival. Failure to do so will incur a daily storage fee starting on the 11th day post-arrival. If a package remains unclaimed and storage fees remain unpaid for a period exceeding thirty (30) days, the package will be deemed abandoned. (and may be donated to charity at our discretion,) with no further liability to the Agent.

• **DELIVERY TERMS**

- The Agent shall ensure that all packages are delivered within the agreed delivery timeframe. However, during peak seasons, air shipping may experience delays of several days.
- Please note that the consolidation period—the time taken to gather and prepare items for shipment—is not included in the stated delivery timeframe.

• **FORCE MAJEURE, SHIPPING EXCEPTIONS, LIABILITY, AND CUSTOMER RESPONSIBILITIES**

- The Agent reserves the right to delay deliveries under certain uncontrollable circumstances (e.g., delays caused by airlines, port authorities, or clearing agents) without incurring liability. The permissible delay periods are as follows:
 - Express packages: up to 5 days
 - Air freight packages: up to 7 days
 - Sea freight packages: up to 15–20 days
- Should shipping be delayed by more than 30 days beyond the agreed timeframe, the Agent shall offer the

Client either a discount on shipping charges or free shipping, as deemed appropriate.

- In the event that a package is lost due to airline or shipping line error, the Agent shall refund the Client twice the value of the freight charge paid for that package.

- Clients must submit any complaints or claims regarding delivered goods within three (3) days of receipt. Failure to do so within the specified timeframe releases the Agent from further liability regarding the delivery.

- Clients are required to regularly consult Dansa Logistics' official WhatsApp catalog or Instagram page for all updates, including shipping schedules, policy changes, rates and special goods list and service announcements. These platforms shall serve as the official channels for all notices and updates.

• **GOVERNING LAW AND JURISDICTION**

These Terms and Conditions shall be governed by and construed in accordance with the laws of Ghana.

• **ALTERNATIVE DISPUTE RESOLUTION (ADR)**

- In the event of any dispute, claim, or disagreement arising out of or in connection with this Policy, the parties shall first attempt to resolve the matter amicably through negotiation.
- If the dispute cannot be resolved through negotiation within thirty (30) days, either party may propose to settle the dispute through mediation conducted by a mutually agreed independent mediator.
- If Mediation fails or is not agreed upon, the dispute shall be referred to binding arbitration in accordance with the rules of the Ghana Arbitration Centre. The seat of arbitration shall be Accra, Ghana, and the language of a orbitration shall be English.

• **ENTIRE AGREEMENT**

his document constitutes the entire agreement between the parties and supersedes all prior understandings or agreements, whether written or oral.

- **AMENDMENT**

The Agent reserves the right to amend these Terms and Conditions at any time. Notice of changes shall be communicated via official channels.

- **SEVERABILITY**

If any provision herein is held to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.