

1. General Terms

By sending a package through Dansa Logistics, you agree to follow their rules and procedures.

2. Placing an Order

- a. Give your full name and phone number to get a shipping address.
- b. After sending a package, send the tracking number and package details.
- c. Always confirm the correct warehouse address before sending.
- d. Dansa Logistics is not responsible until they confirm receiving the package.
- e. Small or wrongly labeled packages may take longer to process.
- f. Keep proof of delivery when sending items.
- g. Tell Dansa Logistics in advance if you want to combine (consolidate) packages.
- h. **Once you pick a shipping method, it can't be changed without a fee in a case where shipment is yet to be processed.**
- i. Air and sea warehouses are separate – you can't switch between them.
- j. For heavy items, special weight rules apply, and they may take longer to arrive.
- k. A retainer is charged for tracking numbers to be returned to suppliers/senders. Retainer may be up to 50% of the shipping fee.
- l. If a package is sent to the wrong warehouse, you'll pay a transfer fee.
- m. Moving packages between warehouses can take 3–7 business days.
- n. All goods bought through Dansa Logistics must be shipped by them only.

3. Goods Description

- a. Items with batteries may take longer to ship and may cost more. Ask first.
- b. Dansa Logistics doesn't usually open your packages but customs may.
- c. You must tell the truth about what's in your packages.

4. Liability

- a. You're responsible for making sure fragile or sensitive items are properly packed.
- b. Dansa Logistics won't pay for damages caused by poor packaging.

5. Consolidation

- a. The free consolidation period for sea cargo is 10 days and 4 days for air cargo. Time starts counting after the arrival of the first tracking number at the sea warehouse.
- b. After 10 days, Dansa Logistics will ship the items unless you say otherwise. Storage fees apply after this.
- c. When sending tracking numbers, send them all together. Add new ones to the bottom of the list and resend.
- d. Air cargo has minimum weight charges depending on how many packages you consolidate.
- e. For sea freight, minimum volume is 0.15 CBM. The minimum volume CBM recorded for consolidated packages is 0.01 CBM.
- f. Once a package is in the warehouse, it won't be returned – it'll be shipped.
- g. You get 4 days of free storage for air shipments. After that, storage fees apply.

6. Payment

- a. **Air Shipping Service:** Pay in full before shipping. Payment is based on Dansa Logistics's dollar rate. It is important to note that Volumetric weight applies for all packages with Volumetric weight surpassing the actual weight.
- b. **Sea Shipping:** Pay after the shipment arrives in Ghana. Based on the CBM rate at the time of loading and Dansa Logistics' dollar rate.
- c. Late payments may delay shipping.
- d. If you pay to the wrong account, your shipment may be delayed.
- e. Shipping weights are rounded up. Minimum charge is 1 kg (air) or 0.15 CBM (sea).
- f. Delivery fees within Ghana (local delivery) are not included in your international shipping fee.

7. Storage

- a. Collect your package in Ghana within 10 days. After that, daily storage fees apply.
- b. **After 30 days of arrival update in China or Ghana, unclaimed packages or packages with no shipping decision may be donated or discarded.**

8. Delivery Terms

- a. Dansa Logistics aims to deliver on time but delays can happen, especially during busy seasons.
- b. The time taken to prepare packages (consolidation) is not part of the delivery timeline.

9. Force Majeure (Uncontrollable Delays)

- a. Dansa Logistics isn't responsible for delays caused by things they can't control (e.g., airline delays).
 - **Express: Delay up to 5 days**
 - **Air: Delay up to 7 days**
 - **Sea: Delay up to 15-20 days**
- b. If shipping is delayed more than 30 days, you may get a discount or free shipping.
- c. **If the airline or shipping line loses your package, Dansa Logistics refunds two times (2x) your shipping fee.**
- d. Complaints must be made within 3 days of receiving goods.
- e. Follow their WhatsApp or Instagram for updates – they are the official channels.

10. Dansa Insurance (OPTIONAL)

To provide added protection for your cargo, Dansa Logistics offers optional insurance for both air and sea shipments.

AIR SHIPMENT INSURANCE

1. **SKY SHIELD:** 4% of declared value → Eligible for 40% refund of declared item value + shipping fee paid
2. **SKY SECURE:** 8% of declared value → Eligible for 100% refund of declared item value + shipping fee paid

Air insurance must be paid together with the final invoice.

SEA SHIPMENT INSURANCE

1. **OCEAN SHIELD:** 5% of declared value → Eligible for 40% refund of declared item value + shipping fee paid
2. **OCEAN SECURE:** 10% of declared value → Eligible for 100% refund of declared item value + shipping fee paid

Sea insurance must be paid together with the provisional invoice.

Under standard Dansa Logistics policy, compensation for missing packages is limited to double the shipping fee per tracking number. However, insured shipments qualify for partial or full reimbursement of the declared item value, depending on the insurance plan selected.

PLEASE NOTE: Value of items should be in Ghana cedis. Where an invoice contains multiple tracking numbers, insurance coverage applies only to the specific tracking number/package insured and does not affect other tracking numbers on the same invoice.

11. Alternative Dispute Resolution

a. Negotiation First

If a dispute arises from this policy, both parties must try to resolve it **amicably through negotiation.**

b. Mediation Option

If no agreement is reached within **30 days**, either party can request **mediation** with a **mutually agreed independent mediator.**

c. Final Resolution: Arbitration

If mediation fails or is not accepted, the matter goes to **binding arbitration** under the **Ghana Arbitration Centre's rules.**

NOTE: Arbitration will take place in Accra, Ghana and the proceedings will be in English.

12. Legal Formalities

- a. This document is the full agreement.
- b. Dansa Logistics can change the terms at any time, and updates will be posted on their official pages.
- c. If one rule is invalid, the rest still apply.