

## PALAWAN CARGO LLC – CUSTOMER DECLARATION

I, the shipper, hereby confirm and acknowledge that:

### 1. Personal Effects Only

I agree and understand that **all items shipped are personal effects only** and not intended for commercial, resale, or business purposes.

### 2. Sender's Responsibility

I acknowledge and accept the following conditions:

- **Perishable, breakable, and liquid items** are shipped **at the sender's own risk**.
- I understand that Palawan Cargo LLC is **not liable** for leakage, spoilage, melting, breakage, or damage caused by improper packaging.
- I confirm that all items declared are accurate and truthful.

### 3. Prohibited Items

I understand that the following items are **strictly prohibited** and will not be accepted under any circumstance:

- Firearms, ammunition, weapon parts
- Illegal drugs or controlled substances
- Flammable or hazardous materials (e.g., gasoline, alcohol, lighter fluid)
- Paints, varnishes, chemicals
- Car accessories, batteries, or automotive parts

### 4. High-Value Items

I acknowledge that **jewelry, precious metals, gold, silver, gemstones, and other luxury valuables** are **strictly excluded** from shipment. Palawan Cargo LLC is **not responsible** for loss or damage if such items are included without disclosure.

### 5. Customs Compliance

I understand that all shipments are subject to **customs inspection**, and any undeclared or restricted items may cause delays, penalties, or confiscation.

### 6. Liability Limitation

I accept that Palawan Cargo LLC's liability is limited to the declared value of the shipment and does not cover:

- Consequential losses
- Undeclared items
- Damage caused by improper packing
- Items shipped against policy

### 7. Accuracy of Information

I certify that all information provided is true and correct. Any false declaration is my sole responsibility.

## ORDER & NO-REFUND POLICY AGREEMENT

### 1. Purpose of Agreement

By signing the invoice received, the Customer confirms that they are placing an order for goods/services with **Palawan Cargo LLC** and fully understands the terms and conditions stated below.

### 2. Order Confirmation

- All orders are considered **final** once payment is made or the order is submitted.
- The Customer confirms that all item details, quantities, and specifications provided are **accurate and complete**.
- The Company is **not responsible** for errors caused by incorrect information provided by the Customer.

### 3. No Refund Policy

- **All payments are strictly NON-REFUNDABLE**, regardless of reason, including but not limited to:
  - Change of mind
  - Incorrect order details provided by Customer
  - Delays caused by suppliers, shipping lines, customs, or external factors
  - Product availability issues beyond the Company's control
- Refunds will only be considered if the Company **fails to provide the service entirely**, and such failure is proven to be due to the Company's negligence.

### 4. Order Cancellation

- Once the order is processed, **cancellations are not allowed**.
- If the Customer insists on cancellation, any payments made will be **forfeited**.

### 5. Delivery, Delays & External Factors

- Delivery timelines are **estimates only** and not guaranteed.
- The Company is not liable for delays caused by:
  - Shipping lines or airlines
  - Customs inspections
  - Weather conditions
  - Government regulations
  - Supplier delays
- The Customer agrees that such delays **do not** entitle them to refunds, discounts, or compensation.

### 6. Liability Limitations

- The Company's liability is limited to the **value of the service fee** paid.
- The Company is not responsible for:
  - Manufacturer defects
  - Damage caused by third-party handlers
  - Loss due to force majeure events

- For cargo shipments, the Customer acknowledges that risk may be governed by **shipping line or airline policies**, not the Company.

## 7. Customer Responsibilities

The Customer agrees to:

- Provide accurate order details
- Ensure contact information is correct
- Respond promptly to Company communications
- Settle all required payments on time

## 8. Acceptance of Terms

By signing the invoice provided, the Customer confirms that they have **read, understood, and agreed** to all terms in this Order & No-Refund Policy Agreement.

## CUSTOMER IDENTITY & AUTHORIZATION AGREEMENT

### 1. Identity Confirmation

The Customer confirms that the personal information provided above is **true, correct, and complete**. The Customer agrees to present a **valid government-issued ID** upon request for verification.

### 2. Ownership of Goods

The Customer declares that:

- They are the **legal owner** of all items being shipped; **OR**
- They are fully authorized by the legal owner to ship the items.

The Customer accepts full responsibility for the **contents, value, and legality** of all goods.

### 3. Authorization to Ship

The Customer authorizes **Palawan Cargo LLC** to:

- Handle, transport, and ship the goods
- Submit required documents to shipping lines, airlines, or customs

### 4. Responsibility for Contents

The Customer agrees that:

- All items inside the package are **accurately declared**
- No prohibited, illegal, or restricted items are included
- The Company is **not liable** for undeclared or misdeclared items

Any penalties, confiscations, or delays caused by the contents of the shipment are the **sole responsibility of the Customer**.

### 5. Third-Party Disputes

The Customer agrees that the Company is **not responsible** for disputes involving:

- Family members
- Friends
- Buyers or sellers
- Any third party claiming ownership of the goods

The Customer indemnifies the Company from any claims arising from such disputes.

### 6. Liability Limitation

The Customer understands and agrees that:

- The Company's liability is limited to the **service fee paid**, unless otherwise stated in writing
- The Company is not responsible for:
  - Manufacturer defects
  - Hidden damage
  - Poor packaging done by the Customer
  - Loss or damage caused by third-party carriers, customs, or force majeure events



## 7. Acceptance of Terms

By signing, the Customer confirms that they have **read, understood, and voluntarily agreed** to all terms in this Customer Identity & Authorization Agreement.

