



Leeward Highway, Providenciales ,Turks & Caicos Islands
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Insurance & Claims Policy

Insurance

All goods shipped to Air & Sea Agency is subject to shipping Insurance, based on the declared value of the goods. Insurance is calculated at a rate of 1.5% of the declared value of goods. Coverage commences from the time the goods leave the shipper, and continues in transit to the Providenciales warehouse location.

Limitation of Liability

Air & Sea Agency shall in no circumstances be liable for direct, indirect, or consequential loss, damage, confiscation caused by delay of any events we cannot control. This includes but is not limited to acts of God, the acts of another carrier or third party with whom we contract, or the action of confiscation by any government or public authority (including but not limited to customs, law enforcement or health officials).

Claims/Refund Process

We must receive notice of a claim due to damage (visible or concealed), delay (including spoilage claims), shortage, within 7 calendar days after collection or delivery of the shipment. For us to consider any claim for damage, you must also make the contents and original shipping cartons and packing materials available for inspection.

A claim/refund form must be completed and submitted to an agent. Claims must be submitted with proper documentation, such documentation may include original purchase invoices, estimates or invoices for repair, expense statements, appraisals, final confirmation screen if online order with proof of payment, or other records. These documents must be verifiable to our satisfaction.

Management individually assesses each claim and reserves the right to approve or deny. We are not obligated to act on any claim until all relevant charges have been paid. The claim amount may not be deducted from these charges or from any outstanding balance owed to us unless permission is granted from management. The consignee may be compensated in the following forms:

- Repair of cargo
- Replacement of cargo
- Account credit
- Monetary compensation

Claims will be settled within 30 business days of filing.