

CFC Express - Terms & Conditions

1. Chargeable Weight

- The greater of either dimensional or actual gross weight will be considered as the chargeable weight. (Greater round up figure will be applied as final weight)

2. Sender & Receiver Details

- Sender and Receiver details must be accurately provided through www.myceylonfresh.lk or to the official WhatsApp number.

3. Rate Flexibility

- Rates are subject to change without prior notice according to the US dollar and Sri Lanka rupee conversion and airline rates.

4. Collection of Parcels

• Home Pickup:

- Available in Colombo and Galle City Limit & Suburbs. (Subject to pick up fee)
- Pickup within 1 - 3 working days prior to shipment cut-off dates.
- Quick handover option available at domestic parcel delivery companies.

CFC Express Pvt Ltd, 59A, Wanatha Road, Pamunuwa, Maharagama, (Contact No +94773922700)

- Senders' name and destination country should be mentioned on the parcel.
- No payment required at the time of parcel collection.

• Communication:

- Sender receives the tracking number through a WhatsApp message.

5. Conditions of Accepting Documents & Parcels

• Documentation:

- Item list with the value of each item in USD should be submitted with the parcels.
- Avoid sending valuables such as money & passports. etc.

• Prohibited Items:

- Items should be personal use only.
- Special Medicines are strictly prohibited and we are not responsible for any inconvenience caused by sending medication.
- We do not accept fragile items unless they are properly packed in original factory sealed cartons or containers with protective lining designed to courier such items domestically and internationally.
- You must check the country specific regulations with the Destination Customs authorities to obtain necessary preapprovals

• Packaging and Customs:

- Only high-quality packaged items with labels and expiration dates accepted. No outside caned allowed
- Items sent will be repackaged in a box provided by **CFC Express**.
- We are not responsible for the packaging and we do standard packing as a complimentary service. You can do your own packaging to avoid potential damages but only with our inspection.
- We will not recalculate your items. The list of items sent by you will be forwarded to Customs.
- Goods that you send for a business, resale, or in excess of the quantity that Destination Customs has restricted / prohibited from importing may be subject to customs levy or destruction of prohibited items.
- Should not be exceeded the approved quantities.

6. Prohibited Items

- Items such as alcoholic beverages, dangerous goods, firearms, perishable goods, etc., are not accepted.
- Shippers advised to refer to each country's Import Prohibited Articles list before handing over the parcel.
- Not all commodities can be shipped to all countries.
- We reserves the right to refuse or suspend transportation of any package which does not provide detailed contact information for shipper and receiver and of goods that, in our opinion, are not practicable for transportation or are not adequately described, classified or packed and labeled in a manner suitable for transportation and accompanied by necessary documentation.

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7. European Union Regulations

- EU VAT will be charged from July 1, 2021.
- ICS2 regulations effective from March 1, 2023.
- Compliance with regulations, including detailed goods description, HS codes, and EORI number, is necessary.
- You must check the country specific regulations with the Destination Customs authorities to obtain necessary preapprovals

8. Insurance

- Maximum insurance cover per parcel is USD 50.00. (by CFC Express)
- Additional Insurance cover is available with an additional fee. With insurance, the value of the goods declared shall not in any event exceed USD 1,000 or its LKR equivalent per package.
- Shippers can insure goods for emergencies and potential losses.
- When declaring a value in excess of \$50, the customer needs to provide the commercial invoice with correct values, proper bills and payment receipts for includes. If unable to provide, will continue the process with agency limitations.

9. International Shipping

- CFC Express is responsible until the item is passed to the appointed Service Provider.
- Loss or damage outside our possession is subject to the terms and conditions of the Service Provider.

10. Parcel Inspection and Rejection

- Customs may inspect parcels at the destination.
- All additional payments including customs duties, inspection charges in addition to freight charges are payable by the recipient of the parcel.
- Retention, parts or complete destruction may occur after the parcel is inspected by Customs at the destination and all losses incurred therein shall be borne by you as the sender of the parcel.
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11. Payment and Liability

- Online payments are accepted.
- Bank deposit or ATM payments require sharing payment slip for confirmation.
- Carrier/Agent's standard terms and conditions apply, limiting liability.

12. Seal and Damage

- Do not accept parcels with broken seals or damage. Take a picture and return it with the same delivery person
- Damages of the shipments should be notified to your destination local delivery team within the day and should obtain a complain reference number and inform CFC Express team same day with the reference number.
- In the event of loss or damage out of CFC Express's Possession, CFC Express's will facilitate the communication, using our best efforts, with the appointed Service Provider and transfer along to you any reimbursement received in accordance with the terms and conditions of the appointed Service Provider used. The Client agrees that they shall have no claim against CFC Express's under such circumstances and will look to the Service Provider in respect of any claim arising out of the loss or damage to their Shipment.

13. Changes and Acceptance

- Terms & Conditions may change over time.
- Agreement that the Carrier/Agent's standard terms and conditions apply to this shipment.

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Prohibited Articles

Ammunition

APO

Bank Bills, Notes, and Currency
(other than checks or collectible coins)

BFPO

Carnet

Corpses, Cremated, or Disinterred Remains

DPO

Fireworks

Fleet Post Office Box (FPO)

Hazardous Waste

Industrial Diamonds

Ivory

Letter of Credit

Loose Precious Stones

Marijuana, including Marijuana intended for medical use

Pornographic Materials

Postage Stamps

Restricted Articles

Alcoholic Beverages

Animal Products (Non-domesticated)

Articles of Unusual Value

Biological Substance, Category B

Dry Ice

Electronic cigarettes and Tobacco

Firearms and Weapons

Furs

Gold or Other Precious Metals

International Dangerous Goods (IDG)

Jewelry

Knives / Sword

Stand Alone Lithium Batteries

Live Animals (Fish, Insects, and Reptiles)

Loose Pearls

Negotiable Items

Other Regulated Material (ORM-D) Service

Perishables

Personal Effects

Plants / Seeds

Precious Metal

Televisions

Used Merchandise

Watches

Perfume, Cologne and items which contain alcohol and spirit

WE
DELIVER
HAPPINESS

