
TERMS & CONDITIONS/USER AGREEMENT - SEALCORE INTERNATIONAL LINES

By signing up or using our services, you ("Client", "User", "You") agree to be bound by the following terms and conditions. Please read carefully before proceeding.

1. General Use

- You must be 18 years or older to use our services.
- You agree to provide accurate and complete information upon registration and throughout your engagement with Sealcore.
- Sealcore reserves the right to accept or reject any user or shipment at our sole discretion.

2. Shipping Responsibility

- Sealcore acts as a freight forwarding, consolidation, and logistics service provider and is not liable for errors or damages caused by third-party suppliers, couriers, or manufacturers.
- Clients are fully responsible for confirming that suppliers deliver goods to the correct warehouse address and providing accurate product details.

3. Missing or Misdelivered Items

- Sealcore is not responsible for items delivered to the wrong address by your supplier or external couriers.
- Clients are expected to follow up directly with their suppliers for misdeliveries, incorrect items, or incomplete orders.
- Only items physically received and confirmed in our warehouse system are eligible for processing and shipping.

4. Warehouse Policy

- Goods delivered without the **correct shipping mark** as it appears on your dashboard may not be identified and could be rejected.
- All goods sent to any of the Company's designated addresses — including consolidation warehouses, air cargo warehouses, and sea cargo warehouses — must be **correctly entered and declared in**

the client's shipping dashboard or account prior to or immediately upon dispatch to the Company.

- Clients must monitor their shipping dashboard regularly for updates, address changes, and billing information.
- Packages designated for a specific mode of shipment (e.g., air cargo or sea cargo or consolidation) must be sent to the warehouse assigned for that mode.
- Any package delivered to a warehouse designated for a different mode of shipment will require rerouting to the correct facility. The cost of such rerouting — including any applicable local courier or freight charges — shall be fully borne by the client. The Company shall not be liable for delays or additional handling times arising from incorrect warehouse delivery.
- For air cargo shipments from China to Nigeria, the Company's minimum chargeable weight is **1 kilogram (1kg)**.
- For sea cargo shipments from China to Nigeria, the Company's minimum chargeable volume is **0.1 cubic meters (0.1cbm)**.
- Goods sent directly to the Company's designated sea freight or air freight warehouses are **loaded on arrival**, subject to standard handling and operational schedules.
- Clients are advised to ensure their consignments meet the **applicable minimum weight or volume requirements** prior to delivery, as shipments below these thresholds will be charged at the minimum rate. This policy ensures operational efficiency, cost-effectiveness, and fairness in the handling of all shipments.
- The maximum free warehousing or storage period for orders delivered to the Company's China consolidation address is **fourteen (14) calendar days** from the date of receipt.
- Any goods that remain in storage beyond this period will be **automatically consolidated and dispatched without prior notice** to the client. Standard shipping charges will apply. This policy is designed to ensure efficient warehouse management, avoid congestion, and maintain smooth operational flow for all clients.

5. Consolidation Service Policy

- The Company provides consolidation services strictly for the purpose of combining sealed packages from one or more shipments into a single dispatch, without tampering with or altering the original packaging.

The Company does not:

1. Open clients' packages for any reason.

2. Remove cartons, inner packaging, or protective materials from clients' goods.

3. Pack one client's goods inside another client's goods.

- Clients who require repacking, removal of cartons, or any form of packaging alteration are advised to send their goods to a professional packing agent of their choice prior to delivery to our facility.
- Once the packing agent has completed the required service, goods may be forwarded directly to the Company's designated sea freight or air freight warehouse for onward shipment. This policy is in place to preserve the integrity of clients' goods, protect against loss or damage claims, and maintain compliance with handling regulations.

6. Package Sorting and Tracking Update Policy

- The Company's consolidation warehouses receive thousands of individual packages daily. Each package undergoes a structured process of sorting, verification, and confirmation before any tracking status updates are made on our website.
- This process requires significant attention to detail, careful handling, and adequate time to ensure accuracy and prevent errors.
- Clients are required to **exercise patience** while this process is ongoing and to refrain from undue pressure, repeated follow-ups, or excessive inquiries to shipping managers or customer service regarding tracking updates during the sorting and confirmation stage.
- Tracking status will be updated promptly once verification is complete. **Any premature requests** for updates before this stage may not be responded to, as operational focus must be maintained to ensure the safe and accurate handling of all consignments.
- By engaging our services, clients acknowledge and accept that the sorting and confirmation process is a necessary step in safeguarding their goods and ensuring accurate shipment records.

7. Payment Terms

- Shipping fees, customs charges, and service fees must be **paid in full** before dispatch or release of goods.

- All shipments must be paid for within **seven (7) calendar days** of arrival in the destination warehouse.
- Unpaid shipments after this period will attract a **daily storage fee** as stated in the official arrival notification.
- Shipments remaining unpaid **thirty (30) days** after arrival may be sold, auctioned, or otherwise disposed of to recover costs, without any liability to the Company for loss or inconvenience to the client.

The Company further reserves the right to:

1. Refuse the release of any additional goods to any client with uncleared goods in our warehouses.

2. Withhold goods sent to our China offices from being shipped to the client if that client has outstanding, uncleared goods in our Nigeria warehouses.

This policy ensures operational efficiency, prevents warehouse congestion, and protects the Company from unnecessary financial exposure.

- For all first-time or new clients, any shipment intended for air freight with a total weight of twenty-five kilograms (25kg) or more must be fully paid for in cleared funds prior to the commencement of shipment. This requirement is non-negotiable and is implemented as a standard risk mitigation measure due to the higher value, higher handling costs, and increased potential for non-payment associated with heavier consignments.

In the event that a client is unwilling or unable to make full payment under this policy, they may elect to:

1. Pay only the applicable consolidation and handling fee, and

2. Arrange for the shipment to be transferred to another logistics provider of their choice, at their own cost and responsibility.

- Shipments that do not comply with this payment requirement shall not be dispatched, and the Company shall have no liability for any delay, inconvenience, or loss arising herefrom.

8. Client Conduct

- Clients must maintain **respectful and professional** communication at all times.
- Threats, harassment, or abuse of staff will result in account suspension or permanent termination.

9. Complaint Resolution & Communication Protocol

All complaints, disputes, or service-related queries must be lodged via the Company's designated complaint channels, which include:

1. The official customer service email address
 2. The official customer service telephone line
 3. Any other formal platform explicitly designated by the Company for complaints
- Posting, broadcasting, or discussing complaints, disputes, or grievances in public or semi-public forums managed by the Company — including but not limited to Telegram groups, WhatsApp groups, social media comment sections, or any other public discussion boards — without first engaging the Company's designated complaint resolution channels is **strictly prohibited**.
 - The Company reserves the right, without prior notice, to remove any client from such public forums who engages in conduct contrary to this policy, and to suspend or terminate services to any client who repeatedly violates this provision.
 - Compliance with this communication protocol is a condition precedent to the Company's continued provision of services to the client.

10. Additional Handling, Compliance, and Special Packaging Costs

- For goods requiring regulatory clearance or inspection by agencies such as **NAFDAC** or similar authorities, any and all additional costs incurred — including but not limited to inspection fees, testing fees, penalties, or compliance charges — shall be borne solely by the client.
- For **heavy goods** requiring special handling equipment such as forklifts, cranes, or similar machinery, the cost of such handling will be charged to the client.

- For **fragile items** requiring additional protective packaging, such as wooden crates, foam inserts, or reinforced cartons, the cost of such packaging materials and associated labour will be billed to the client.
- These costs will be communicated to the client where possible prior to execution; however, in cases where immediate action is necessary to protect the goods or comply with regulatory requirements, the Company reserves the right to proceed and bill the client accordingly.

12. Insurance & Risk Coverage Policy

General Disclaimer of Risk

All shipments are handled with **due care** and in accordance with **industry best practices**. However, clients acknowledge that international freight is subject to various risks outside the Company's direct control, including but not limited to customs inspections, port delays, airline scheduling changes, handling by third-party carriers, and unforeseen incidents during transit.

Standard Liability

Unless otherwise stated in a signed agreement, the Company's maximum liability for loss or damage is limited to the provisions outlined in this policy. Clients shipping goods of significant value are strongly advised to arrange independent cargo insurance prior to shipment.

Loss of Goods – China to Destination Country

If a package is confirmed as received by the Company at its China warehouse but is ultimately not delivered in the destination country and cannot be located after a full investigation, the Company (Sealcore) will, at its own cost, repurchase the item for the client.

The client shall remain responsible for paying the applicable shipping fee for the replacement item.

This coverage applies only where:

- Receipt of the package at the China warehouse is officially confirmed by the Company's records;
- The loss is determined to have occurred while the goods were in the Company's custody and control; and
- The client has provided all necessary documentation and information for the replacement process.

Liability Cap

The Company's maximum liability for repurchase or compensation is capped at **USD 100 (or equivalent in local currency) per package**, regardless of the item's declared or actual value. Shipments exceeding this value threshold require independent insurance coverage, which is the sole responsibility of the client.

Excluded Risks

The Company shall not be liable for:

- Loss or damage caused by inadequate packaging or mislabelling by the client.
- Confiscation, seizure, or destruction by customs or regulatory authorities.
- Loss or damage due to prohibited or undeclared goods. The Client shall bear all costs and legal consequences for violations of prohibited items regulations.
- Delays or loss caused by natural disasters, war, strikes, or other force majeure events.

Insurance Add-On

Clients may request additional cargo insurance through the Company or a third-party provider, subject to the terms and premiums of the insurance provider. Requests for insurance must be made **before** shipment departure from the origin warehouse. Insurance is available upon request for high-value shipments.

12. Policy Changes

- Sealcore reserves the right to update these terms at any time without prior notice.
- Continued use of our services after changes implies agreement to the updated terms.

✔ **By signing up, you confirm that you have read, understood, and agreed to all the above terms and conditions.**