

# Terms & Conditions

Welcome to **Easy Shipping UK** ("Easy Shipping", "we", "our", or "us"). These Terms & Conditions govern your use of our website <https://easyshipping.co.uk/> and any shipping, freight forwarding, logistics, warehousing, or related services provided by Easy Shipping UK.

By accessing our website or using our services, you agree to comply with these Terms & Conditions. If you do not agree, please refrain from using our website or services.

## Acceptance of Terms

By using our website, requesting a quotation, booking a shipment, or purchasing any of our services, you confirm that you have read, understood, and agreed to these Terms & Conditions.

These Terms apply to all customers, visitors, businesses, and users of our website.

## Our Services

Easy Shipping UK offers a range of logistics and shipping solutions, including but not limited to:

- International Parcel Delivery
- Domestic Courier Services
- Air Freight
- Sea Freight
- Freight Forwarding
- Import & Export Services
- Commercial Shipping
- Warehousing & Storage
- Customs Assistance (where applicable)
- Personal Effects Shipping

Service availability may vary depending on destination, regulations, and carrier restrictions.

## Quotes and Pricing

All quotations provided by Easy Shipping UK are based on the information supplied by the customer.

Prices may change if:

- Shipment dimensions differ from those provided.
- Shipment weight is incorrect.
- Additional services are requested.
- Customs duties or taxes apply.
- Fuel surcharges or carrier costs change.
- Delivery locations change.

All quotations are subject to availability and may be withdrawn or amended without notice until confirmed.

## Customer Responsibilities

Customers agree to:

- Provide accurate shipment information.
- Ensure goods are packed appropriately for transport.
- Declare the correct contents and value of shipments.
- Comply with all UK and international shipping regulations.
- Ensure shipments do not contain prohibited or restricted items.
- Provide all documentation required for customs clearance.

Failure to provide accurate information may result in delays, additional charges, or refusal of shipment.

## Prohibited and Restricted Goods

Customers must not ship any items prohibited by UK law, destination country regulations, or our carrier partners.

Examples include, but are not limited to:

- Illegal goods
- Explosives
- Firearms and ammunition
- Hazardous chemicals
- Flammable materials
- Counterfeit goods
- Perishable goods (unless specifically accepted)
- Live animals
- Controlled drugs
- Items prohibited by customs authorities

Easy Shipping UK reserves the right to refuse any shipment that breaches these requirements.

# Customs Duties and Taxes

International shipments may be subject to customs duties, VAT, import taxes, inspections, or clearance fees imposed by the destination country.

Unless otherwise agreed in writing, these charges are the responsibility of the recipient or customer.

Easy Shipping UK is not responsible for delays caused by customs authorities.

# Delivery Times

Estimated delivery times are provided for guidance only.

Although we work with trusted courier and freight partners, delivery dates cannot be guaranteed due to circumstances beyond our control, including:

- Customs inspections
- Severe weather
- Transport disruptions
- Public holidays
- Industrial action
- Carrier delays
- Government restrictions

Easy Shipping UK shall not be liable for indirect losses arising from delivery delays.

# Packaging Requirements

Customers are responsible for ensuring goods are securely packaged.

Improper packaging may result in:

- Damage during transit
- Shipment refusal
- Insurance limitations
- Additional repacking charges

Where requested, Easy Shipping UK may provide professional packing services at an additional cost.

# Insurance

Transit insurance may be available upon request.

Unless insurance has been purchased and confirmed, shipments travel at the customer's risk, subject to applicable carrier liability limits.

Customers are encouraged to insure valuable shipments before dispatch.

# Loss or Damage

In the unlikely event that goods are lost or damaged during transit:

- Customers should notify Easy Shipping UK as soon as reasonably possible.
- Supporting evidence may be required.
- Claims will be assessed in accordance with carrier terms and any applicable insurance policy.
- Compensation may be limited in accordance with applicable transport conventions and carrier liability rules.

# Payments

Payment terms will be agreed before shipment.

Unless otherwise stated:

- Payment is due before dispatch.
- Late payments may result in shipment delays.
- Outstanding balances may incur additional charges.
- Easy Shipping UK reserves the right to suspend services where payment has not been received.

# Website Use

When using our website, you agree not to:

- Use the website unlawfully.
- Attempt to gain unauthorised access to our systems.
- Upload malicious software.
- Copy website content without permission.
- Interfere with website functionality.

We reserve the right to restrict access where misuse is identified.

# Intellectual Property

All website content, including text, graphics, branding, logos, images, and design, is owned by or licensed to Easy Shipping UK.

No content may be copied, reproduced, distributed, or used without our prior written permission.

# Privacy

Your use of our website is also governed by our Privacy Policy and Cookie Policy.

We process personal information in accordance with applicable UK data protection legislation, including the UK GDPR and the Data Protection Act 2018.

# Limitation of Liability

To the fullest extent permitted by law, Easy Shipping UK shall not be liable for:

- Indirect or consequential losses
- Loss of profits
- Business interruption
- Delays caused by third parties
- Customs delays
- Force majeure events
- Incorrect information supplied by customers

Nothing in these Terms excludes liability where it cannot legally be excluded under UK law.

# Force Majeure

Easy Shipping UK shall not be responsible for delays or failure to perform services resulting from events beyond our reasonable control, including:

- Natural disasters
- Floods
- Fire
- War
- Civil unrest
- Government restrictions
- Pandemics
- Transport disruptions
- Industrial disputes

- Severe weather

## Changes to These Terms

We may amend these Terms & Conditions from time to time.

Any updates will be published on this page together with the revised "Last Updated" date.

Continued use of our website or services constitutes acceptance of the updated Terms.

## Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## Contact Us

If you have any questions regarding these Terms & Conditions, please contact us:

### Easy Shipping UK

#### Head Office

Unit 15–16, Liongate Enterprise Park  
80 Morden Road  
Mitcham, CR4 4NY

#### Warehouse

Unit DC2C  
Prologis Park  
Beddington Lane  
Croydon, CR0 4GG

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