



| Terms and Conditions

Ordering

1. Customers are responsible to send their shipments to the correct address. Bearing in mind that the air and ocean freight addresses are separate.
2. Original invoices from vendors must be sent to NCI immediately after purchase. Without the original invoices, your shipment(s) will not be shipped from Miami to Grand Cayman. All customers will require to complete an **Appointment of Agent** Form for customs clearance in Grand Cayman.
3. Customers are responsible to provide all accurate invoices for all shipments. If a fine is levied on NCI by the customs department as a result of inaccurate invoices provided by customers, this fine will be passed on to customers in addition to an administrative fee of 25%.

Shipment & Delivery

1. Airfreight shipments arrive every two to three days. Airfreight shipments are scheduled to arrive in Grand Cayman on Tuesdays and Thursdays. Cut off time for Tuesday's shipment is Friday at 5pm EST and cut off for Thursday's shipment is Tuesday at 5pm EST. Cargo may miss a shipment schedule if NCI does not have the proper documentation (invoices) and or if the cargo was not properly addressed. When a shipment is not properly addressed, it becomes unknown, and can only be assigned to an account when a customer investigates the delay and claims the cargo.
2. Ocean Freight schedule is once per week. The ocean freighter leaves Miami every Thursday and arrives in Grand Cayman port on Saturdays. Cut of time for weekly ocean freight is Monday's at 10am.
3. All cargo arrival is subject to periodical delays by airline or ocean freighter, customs clearance processing and customs inspections if applicable.

Air Freight vs Ocean Freight- what's best for your cargo?

1. We recommend air freight for small 1lb. to mid-size (50lbs) cargo. Bearing in mind that dimensional weight plays a factor in the chargeable weight of an air freight shipment. For example, a package that weighs 5lbs. on the scale, but the box in which it was shipped bears measurement in inches L*W*H (10*15*10), this equates to a dimensional weight of 9lbs. This means, compared to the scale weight of 5 lbs. vs dimensional weight of 9lbs., the greater of the two will become the chargeable weight.
2. The value of your cargo doesn't determine your air freight charges, the weight and dimensions do. Give value to your air freight cargo to justify associated air freight charges to Grand Cayman.
3. We recommend ocean freight for heavy and bulky shipments. This means any cargo in excess of 50 lbs.in actual or dimensional weight. Ocean freight is perfect for household furnishing, appliances, construction material and light but bulky items (toys, small kitchen appliances, comforter sets, car part(bumper), etc. Ocean freight uses the dimensions of your cargo to determine chargeable volume (cubic feet) for cargo.

Consolidation

1. There is a consolidation service for both air and ocean freight shipments. Consolidation is the most effective way of saving on freight and handling charges and some government fees. In general, consolidation service is not automatic and must be requested. All invoices and tracking numbers for shipments to be consolidated must be sent to NCI ahead of shipments arriving at the Miami warehouse. This is necessary for a successful consolidation for both air and ocean freight shipments. The estimated arrival of your consolidation will be the next shipping schedule after the last shipment arrives in the consolidation, bearing in mind the cut off times for both air and ocean freight shipments.

Pricing

1. All rates are uncontracted and are subject to change without notice. Standard air freight rates are applied to the chargeable weight of a shipment, either the actual weight or the volume weight, whichever is greater. The value of the items shipped does not determine the freight charges, the weight and or dimensions do. Additional standard service fees include handling, consolidation (if applicable) and insurance. Special rates established under our flat rate shipping for air freight only apply if an airfreight consolidation can fit in one of NCI's custom boxes, and at the maximum weight permitted for that box. If there is a consolidation that does not fit in our custom boxes, then standard rates will apply. Standard ocean freight rates apply to the total cubic feet of a shipment. A cubic foot is determined by the dimensions of the shipment. There are no established special rates for consolidated ocean freight shipments. There are certain exceptions where cubic feet volume does not determine the volume to which ocean freight rates are applied. These are for extremely heavy shipments, for example, a shipment of tiles, and another is a shipment of a vehicle and or equipment. Additional standard service fees for ocean freight include handling, warehousing, FCL trucking (if applicable) and insurance. Our rates do not include duties, government taxes and other government fees.

Payment Terms

1. Payment terms for all shipments are cost on pickup or delivery. Customers will receive an electronic invoice when shipments have arrived and are available for collection at counter or delivery.
2. A customer who wants delivery must pay invoice balance plus additional delivery charge online or by credit card charge before delivery is scheduled.

Product Return

1. A faulty product that is not the result of damage caused during handling will be excluded from insurance claims.
2. Cost associated with the return of a faulty product to the vendor is the responsibility of the customer.

Insurance Claims

1. NCI's insurance coverage commences from the moment shipments are delivered to either one of our warehouses in Miami. Coverage in Miami is limited to actual value of an invoice, value in part or in whole. NCI's insurance further covers for pro-rated freight and duty upon arrival of shipments in Grand

Cayman. Our insurance policy is limited to two days after cargo has arrived into Grand Cayman, and claims must be submitted within this time frame.

2. There are items which are automatically exempted from insurance, these are, Antiques / Fine artwork: paintings, drawings, statues, rare books and other works of art
Fine jewelry, fine watches
Precious stones, diamonds
Precious metals and bullion (gold, platinum, silver, and other precious metals or articles)
Money and currency in any form (including phone cards and gift cards)
Accounts, bills, deeds, notes, securities, stock certificates, trading stamps, valuable papers or documents, evidences of debt, letters of credit, tickets, passports, manuscripts, mechanical drawings
Recorded or electronic data and media
Contraband or property in the course of illegal transportation or trade
Furs / Animal Hide
Used household goods and personal effects
Perishables
High value consolidations of cell phones.
3. Customers will also need to sign a separate agreement which outlines the delivery terms and insurance coverage as it relates to **White Glove Delivery**. This agreement will be sent separately on service request by customer.

Indemnity

1. Customers agree to indemnify and hold harmless NCI, its affiliates companies and their respective officers, directors, employees, agents and representatives from any and all claims.