



WYNN IMPORTS AND LOGISTICS LIMITED

LEGAL DISCLAIMER

Version Release Date – August 11, 2025

The following terms constitute an agreement between WYNN IMPORTS AND LOGISTICS LIMITED (the “Company”) and the customer (“Customer”) utilizing services provided through the Company’s website, www.shipwithynn.com (the “Site”). By using our services, you acknowledge and agree to all applicable policies, terms, and conditions. Please ensure you review these terms thoroughly.

Acknowledgment

This Agreement constitutes the complete understanding between you and us regarding our relationship, and it overrides any previous statements or representations. By creating a Customer Account or using our services, you acknowledge and agree to this Disclaimer.

Indemnification

The Customer agrees to indemnify, defend, and hold harmless Wynn Imports & Logistics Limited, its affiliates, officers, directors, employees, agents, licensors, and service providers from and against any and all claims, liabilities, losses, damages, costs, and expenses (including, without limitation, reasonable attorneys’ fees) arising out of or related to:

- (a) the Customer’s use of the Company’s website, premises, or services;
- (b) any violation of this Disclaimer or the Company’s terms and conditions; or
- (c) any infringement or alleged infringement of any intellectual property or other rights of a third party by the Customer.

This obligation shall survive the termination of the Customer’s relationship with the Company and the use of its services.

Shipping Address Policy

Your Wynn Imports & Logistics Limited shipping address and mailbox number are for registered customers only and must not be shared with others.

For the fastest and most reliable service, use our Premium Air Shipping Address. A Sea Shipping Address is available for heavier or bulky items, but customers must contact our support team for guidance before using this option to avoid delays or complications.

Customers are responsible for any fees or issues resulting from the use of an incorrect shipping address. For assistance, please reach out to our support team.



International Warehouse Operational Hours

Monday to Friday – 09:00 A.M. to 05:00 P.M.

Saturday – 10:00 A.M. to 3:00 P.M.

Sunday – Closed

Please update your Delivery Instructions/Window to correspond with the operational hours mentioned, as we won't be liable or responsible for packages that are delivered outside our operational hours.

Right to Refuse Shipments

Wynn Imports & Logistics Limited reserves the right, at its sole discretion, to refuse acceptance of any package or shipment at any time and for any reason. In such cases, the customer will be promptly notified and will be responsible for retrieving the refused package or shipment within the specified timeframe provided.

Furthermore, all packages designated for international shipment from our Florida, USA warehouse to overseas destinations will be transported solely at the discretion of Wynn Imports & Logistics Limited. The Company reserves the right to determine the method, carrier, and conditions of shipment in accordance with its operational policies and compliance requirements.

Identification (ID)

A valid government identification card must be presented for pickup or delivery. If you are unable to pick up your shipment, you can authorize an individual to collect it by sending a text message or an email notifying Wynn Imports & Logistics of the authorized person's name. The authorized person must present proof of identity before we can distribute your shipment to the said person.

TRN Requirement for Clearance

A valid Taxpayer Registration Number (TRN) is required for Wynn Imports & Logistics Limited to clear any package or shipment on your behalf. Failure to provide your TRN during account registration or prior to shipment arrival will result in delays, and we will be unable to process customs clearance for your package.

Package Weight

All package weights are rounded up to the nearest whole pound for shipping and billing. For example, 1.1 lbs is billed as 2 lbs.

Personalized Package Disclaimer

All personalized packages intended for shipment to friends or family must be pre-approved by an authorized agent prior to being sent to our international warehouse. Upon approval, both the sender and recipient are required to provide valid identification, Tax ID documentation, and complete all necessary warehouse forms, including a detailed packing list.

Fragile Items

Wynn Imports & Logistics Limited and its affiliates are not responsible for any loss or damage to fragile items during transit. Customers who choose to ship items that are breakable, delicate, or easily damaged do so at their own risk. We strongly recommend that such items be securely packaged and, where applicable, insured by the customer prior to shipment. By proceeding with the shipment of fragile goods, the customer acknowledges and accepts full responsibility for any potential damage incurred during handling or delivery.

Export Packages Policy

All exported packages handled by Wynn Imports & Logistics Limited are processed through a trusted third-party exporter. Once a package is handed over for export, Wynn Imports & Logistics Limited is no longer liable for any loss, theft, or damage that may occur during transit.

Unknown Packages

Packages received without a valid **mailbox number** and **branch code** and held in the **Unknown Department for over two weeks** will require the customer to **reorder the item at their own expense**. Wynn Imports & Logistics Limited and its international affiliates will **not be held liable** for such packages.

If a package includes the correct mailbox number and branch code and is delivered during regular warehouse hours, customers may submit a support ticket for investigation. If delivery to our warehouse is **confirmed**, Wynn Imports will take responsibility for reordering the missing item. If **delivery cannot be verified within two weeks**, the customer will be responsible for reordering.

All unknown packages are subject to a **minimum handling fee of \$250 JMD**, which may increase based on **package size, weight, or other factors**.

Chat Support – For Quick Assistance

Our 24/7 Chat Support team is available at your fingertips or via the Mobile App:

- General Inquiries



- Order Assistance
- Technical Support
- Any **minor queries** that can be resolved in a single interaction

This channel is not intended for detailed invoice matters or complex shipping issues.

Communication Channels

All queries regarding invoices, disputes, or discrepancies must be directed to:

email: support@shipwithwynn.com or create a support ticket by visiting the support center on our mobile application.

This is the only channel for invoice-related concerns. Please allow up to 24-48 hours for a response from our support team.

We are committed to resolving all issues in a timely and professional manner.

Invoice Submission:

email: mypackageinvoice@gmail.com

Invoice Submission

An invoice is required for all items imported on behalf of all customers using our shipping service. To ensure timely processing and customs clearance, all invoices must be submitted via email to: mypackageinvoice@gmail.com

- Invoices can also be uploaded using the Client Portal or Mobile App.
- We will share your shipping costs via email, the client portal, and the mobile app.

Important: Invoices must be submitted within 24 hours of your package's delivery to our warehouse.

For example, if your package arrives on Friday, August 08, 2025, at 10:00 AM, you must submit your invoice by Saturday, August 9, 2025, at 10:00 AM.

Accepted Formats:

- Preferred: **PDF**
If submitting JPEG/PNG images, please include:
- Complete order details
- Item descriptions
- Joint shipment/payment details
- Tracking number
- All pages of the invoice

DO NOT:

- Submitted invoices before the package arrives at the warehouse
 - Use WhatsApp for invoice-related communication or submission
- Failure to comply** with the 24-hour window, resulting in late submission or no submission at all, may incur a **Missing Invoice Fee** (starting at **JMD 500**, increasing based on item value/weight/declared value upon clearance).

Should customs authorities detain your package due to the absence of invoices, you will be subject to additional **re-clearance fees**. Furthermore, if your invoice is determined to be falsified, you may incur a fine three times the value of the item, as stipulated by the Jamaica Customs Agency.

By signing this invoice, the customer acknowledges and agrees to all fees and costs listed herein. The customer confirms that the amounts are accurate and accepts responsibility for payment following the terms outlined.

Processing Fee

Wynn Imports & Logistics Limited applies a minimum processing fee JM\$ 350 per shipment

This fee contributes to the range of operational and administrative services required to support a smooth and efficient shipping process. It ensures we continue to deliver reliable,



high-quality service while maintaining a competitive edge in the logistics industry. This fee may increase based on **package size, weight, or other factors**.

Service Duty

All packages with a declared value of US\$100.00 or more are subject to a service duty fee. Please note that charges are determined based on various factors, including the item category, brand, manufacturer, and applicable regulations.

Wynn Imports & Logistics Limited ensures full compliance with customs requirements while providing transparent and efficient processing for high-value shipments.

No Partial Shipment Pick-Up

Wynn Imports & Logistics Limited does not accommodate partial shipment clearances. Customers must collect all items within a shipment together; selective item pickup is not permitted.

Additionally, shipments cleared in different weeks must be collected in the order they were processed, in accordance with our first-in, first-out (FIFO) policy. Requests to collect newer shipments while leaving earlier ones uncollected will not be honored.

Storage Fee

A storage fee of JM\$100.00 per day will be charged to all packages that have been left in the store after five (5) working days. **Effective June 1, 2023:** All packages left unclaimed for over 30 days will be disposed of.

Delivery Policy

Wynn Imports & Logistics Limited provides one complimentary delivery per shipment. Missed deliveries will incur a rescheduling fee.

All delivery requests must be submitted via our mobile app, and payment confirmation must be sent through WhatsApp to schedule.

Customers may request standard delivery (24–48 hours) or next-day delivery (available at an additional cost).

Credit Card & Online Payment Fee

A 5% processing fee applies to all payments made via credit card or online payment link. To avoid this fee, customers may use cash, direct deposit, or online bank transfer.

Payment Policy for Online and In-Store Transactions

WYNN IMPORTS AND LOGISTICS LIMITED (the "Company") accepts multiple payment methods for both online and in-store transactions, ensuring flexibility and convenience for our customers. This Payment Policy outlines the acceptable forms of payment and terms for each method, including cash, debit cards, and credit cards.

1. Online Payments

For online transactions via the Company's website, customers may use the following payment methods:

- Debit Card
- Credit Card

Terms for Online Payments:

- All debit and credit card information provided must be accurate, valid, and complete.
- Charges will be processed at the time of transaction, and the customer is responsible for ensuring sufficient funds or credit availability.
- The customer agrees that the charges incurred will be honored by their card issuer. - In the event of a declined transaction, the customer is responsible for providing an alternate method of payment.

2. In-Store Payments

For in-store transactions, the Company accepts the following forms of payment:

- Cash (local currency only)
- Debit Card
- Credit Card

Terms for In-Store Payments:

- **Cash Payments:** Customers must provide the exact amount or expect change to be provided based on availability.

- **Debit and Credit Card Payments:** Customers must present a valid, authorized card at the point of sale. Payment is processed at the time of the transaction.
- The customer is responsible for ensuring that sufficient funds or credit is available for payment.

3. General Terms for All Payment Methods:

- **Payment Authorization:** By completing a transaction with the Company, the customer authorizes the Company to charge the selected payment method for the total transaction amount, including any applicable taxes or fees.
- **Receipts:** A receipt for the transaction will be provided upon request or electronically for online payments.

Refunds: All payments are subject to the Company's Refund Policy. -

Confidentiality: The customer agrees to protect their payment details and credentials and is responsible for unauthorized transactions resulting from their negligence.

4. Dispute Resolution:

In the event of any payment discrepancies, the customer must notify the Company within 24 hours. The Company will work to resolve the issue, but reserves the right to refuse unauthorized or disputed payments until resolved.

Refund Policy

At Wynn Imports & Logistics Limited, we take full responsibility for ensuring that all packages are delivered accurately and efficiently. Once a package has been successfully delivered to the shipping address and confirmed by our warehouse personnel, it is considered fulfilled and complete.

In the event that we are unable to deliver a package to the customer, we offer two options:

A store credit equal to the original invoice value, which will be applied to the customer's Wynn Imports & Logistics account for future use; or

The option to have the package reordered and reshipped at no additional cost, subject to availability.

Please note that we do not issue refunds in the form of cash or credit card reimbursements.

For any concerns regarding a delivery or to inquire about your credit or reorder options, please contact our support team via email at support@shipwithwynn.com



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If you believe that your copyrighted material has been used on our platform without authorization, please contact us promptly with detailed supporting documentation. We will review the claim and take appropriate action in accordance with applicable copyright laws.

By using our services, whether online or in-store, you agree to abide by this Payment Policy.

Contact Information

If you have any questions regarding the Disclaimer, please contact the Company by using any of the following media:

WYNN IMPORTS & LOGISTICS LIMITED

SAVANNA-LA-MAR Address:

97 GREAT GEORGE'S ST
SHOP #15 GREAT GEORGE'S MALL
SAVANNA-LA-MAR, WESTMORELAND, JAMAICA

SANTA Address:

LOT 47-48 SANTA PLAZA,



SANTA CRUZ, ST. ELIZABETH, JAMAICA

Telephone:

+1 876 931-4314

+1 876 513-5193

Email:

SUPPORT@SHIPWITHWYNN.COM