



Terms and Conditions

Becoming a registered member of Primelink means that you have agreed to our terms and conditions which will be reviewed occasionally for updates.

Each registered customer will be provided with our U.S mailing address along with a customer number (PL#).

All packages will attract a processing fee of \$240 JMD and packages exceeding US\$50 are subject to a Customs Duty Fee. Please note that it is your responsibility to familiarize yourself with the customs duty policies (For more information please visit <https://www.jacustoms.gov.jm/>)

Customers who would like for us to **Shop on their behalf**, will be required to make their payment in full before the order is placed. Funds are payable in USD or JMD equivalent to the standard exchange rate. All invoices must be paid for in full to collect your packages.

Package(s) held in storage after 30 calendar days will attract a storage fee of JMD\$150 per day henceforth. If a package remains at our local warehouse after 60 calendar days, there will be a notification to customers, after which the package(s) will be auctioned to recover any expenses related to the importation of the package(s).

It is the responsibility of the customer to ensure all contents are accounted for and in good order before leaving the place of business or the presence of the delivery personnel, failure to do so means the customer has no claim for compensation. Additionally, customers should ensure that clear instructions are sent to merchants, suppliers, family or friends to securely package fragile or sensitive contents.

Customers having missing packages must show clear proof that it occurred while in our possession. (eg. must be signed for by personnel at our overseas warehouse)

Any restricted items imported without proper permits may be subjected to customs detention or seizure. Prohibited items will be seized by Customs and the relevant authorities notified. Additional costs may be associated with items imported in the contravention of the Customs Act. Please refer to the below document for additional info on restricted/prohibited items: <https://www.jacustoms.gov.jm/sites/default/files/docs/Restriction%20Items.pdf>

Customers who wish to use their passenger declaration (PD or the yellow form), please accompany with these necessary documents (copy of TRN, ID, Passport with landed date) signed by a Justice of the Peace before the shipment arrives in Kingston.

By signing up with Primelink you are authorizing our agents to act on your behalf for the customs clearance of packages.