



## TERMS AND CONDITIONS

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**DATE:** 10th December 2025

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**VERSION:** Version 1.0

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**PREPARED BY:** Salam Operations

## Executive Summary

This document outlines the Terms & Conditions (T&C) that govern your use of the website and the international shipping and logistics services provided by Salam Exporters. By utilizing our Services, you agree to be bound by these T&C, which serve as the binding contract between you and Salam Exporters.

As an export and logistics management company, we are committed to:

- Providing clear expectations regarding the ordering, pricing, and shipment process.
- Defining the responsibilities of the Client, including ensuring compliance with all customs, import, and export laws.
- Limiting our liability regarding delays, loss, or damage, particularly those caused by events beyond our control or incomplete client documentation.
- Maintaining security and preventing fraud within our systems.
- Handling your personal data in accordance with our Privacy Policy.

These T&C ensure that all parties understand the legal framework, rights, and obligations involved in exporting peace and delivering excellence.

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# OUR TERMS AND CONDITIONS

Effective Date: Dec 10th, 2025

## 1. Introduction & Acceptance

These Terms & Conditions govern your use of the website (salamexporters.com) and any services provided by Salam Exporters. By placing an order, requesting a quote, or otherwise using our Services, you agree to be bound by these T&C.

If you do not agree with these terms, you must not use our website or Services

## 2. Company Information & Contact Details

- **Company Name:** Salam Exporters
- **Address:** London, Nairobi & Mombasa
- **Contact Email / Phone:** info@salamexporters.com and 0706321909
- **Business Hours:** Monday to Friday, 9.00am - 6:00pm

Clients may contact Salam Exporters using the above contact details for queries, claims, or support.

## 3. Services Offered

Salam Exporters provides international shipping and logistics services (including door-to-door parcel pickup, air freight, sea freight, sea/air/road transport, customs handling, tracking, insurance, and related services) between Kenya, the UK, and possibly other destinations, as described on our website. (<https://salamexporters.com/>)

When you use our Services, you agree to supply accurate shipment details (e.g. content description, value, dimensions, weight, destination, pickup address).

## 4. Ordering, Quotes & Acceptance

Quotes or estimates provided (e.g. via cost estimator) are indicative only and subject to confirmation. A binding contract is only formed when we confirm acceptance of your order/request.

We reserve the right to refuse service or cancel orders if required information is lacking, incomplete or inaccurate, or if there are regulatory, customs, safety or logistical issues.

## 5. Pricing, Payment & Fees

Pricing depends on service type (air freight, sea freight, road transport), weight, volume, destination, customs duties, insurance, and any other applicable charges as shown or communicated.

(<https://salamexporters.com/>)

All payments must be made in the currency and method specified at checkout or in the quote.

Clients are responsible for any additional charges (custom duties, taxes, import/export fees, clearance costs) unless otherwise agreed in writing.

Failure to pay or additional unpaid charges may result in shipment delay, holding, or cancellation.

## 6. Shipment, Delivery & Risk

Once goods are handed over to Salam Exporters (or our logistics/transport partner), the risk passes to the carrier or to you as specified in the shipment agreement.

Estimated delivery times (e.g. 3–5 days for air freight, 14–21 days for sea freight) are estimates only, not guarantees. (<https://salamexporters.com/>)

Delays may occur due to customs clearance, regulatory issues, natural events, force majeure, or events beyond our control. We are not liable for such delays.

You are responsible for providing accurate delivery addresses and any required customs/import documentation. We are not responsible for delays, confiscation or refusal by customs authorities if documentation or information is inaccurate or incomplete.

## 7. Insurance & Liability

Salam Exporters is not liable for damage, loss, theft, or delay caused by: customs officials, import/export authorities, handling by carriers, force majeure events, inadequate packing by the sender or recipient, prohibited items, or misdeclaration of contents/value by the client.

Our liability is limited to the extent allowed by law. Under no circumstances will we be liable for indirect, consequential or lost-profit damages.

## 8. Prohibited and Restricted Items

You must not ship any goods prohibited by applicable laws or relevant jurisdictions (e.g. weapons, hazardous materials, illegal items).

If prohibited or restricted items are discovered, Salam Exporters reserves the right to cancel shipment and notify authorities, with no refund.

You warrant that all items shipped are legal, permissible, and correctly declared.

## 9. Customs, Duties & Import/Export Compliance

You are responsible for ensuring compliance with all customs, import and export laws, regulations, and restrictions in both origin and destination countries.

All customs duties, taxes, import/export fees, and related charges are your responsibility, unless explicitly agreed otherwise.

Salam Exporters may provide assistance with customs clearance, but this does not relieve you from legal obligations.

## 10. Client Responsibilities & Representations

By using our Services you confirm that:

- You have provided accurate and complete information about the shipment (contents, value, destination, sender/recipient).
- You have the legal right to ship the items.
- The packed items are packaged adequately for transport and comply with packaging requirements (if any).
- You comply with all relevant laws and regulations (export control, customs, restricted goods, import permits, etc.).

You agree to indemnify and hold us harmless from any claims, losses or liabilities arising from false declarations, prohibited items, or failure to comply with applicable laws.

## 11. Cancellations, Returns & Refunds

If you wish to cancel a shipment/order, you must inform us before we dispatch or pick up the goods.

Once shipment has started (goods collected or handed to the carrier), cancellation may not be possible; costs incurred will be borne by you.

Refunds (if any) will be processed minus applicable fees (handling, customs, documentation, processing).

We do not guarantee refunds or replacement for lost/damaged shipments unless insurance was included and applicable conditions are met.

## **12. Intellectual Property & Use of Website Content**

All content on salamexporters.com (text, images, logos, design, software) is owned by Salam Exporters or used with permission.

You may not reproduce, distribute, publish, or create derivative works from our website content without our written consent.

Unauthorized use of website content may lead to legal action.

## **13. Privacy & Data Protection**

We collect and process personal data (e.g. name, address, contact info, shipment details) to provide the Services.

We will handle your data in accordance with applicable privacy laws.

We advise you to read our Privacy Policy (if provided) to understand how data is collected, used, stored, and protected.

## 14. Amendments & Changes to Terms

Salam Exporters may update or change these Terms & Conditions at any time, without prior notice.

Updated terms will become effective once posted on our website.

Continued use of our Services after changes constitutes acceptance of the new terms.

## 15. Governing Law & Dispute Resolution

These Terms & Conditions shall be governed by the laws of the United Kingdom and Kenya. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of London or Nairobi, Kenya. Any dispute, claim or controversy arising out of or relating to these T&C or your use of the Services must be resolved through court.

## 16. Disclaimer & Limitation of Liability

To the fullest extent permitted by law, we disclaim all warranties — whether express or implied — including but not limited to suitability, fitness for purpose, non-infringement, or accuracy of information.

We do not warrant that the Services will be uninterrupted, secure, or error free, or that any defects will be corrected.

Our maximum aggregate liability shall be limited to the amount paid by you for the specific shipment or service. Under no circumstances will we be liable for indirect, incidental, consequential, or punitive damages.

## 17. Severability & Waiver

If any provision of these T&C is found invalid or unenforceable under applicable law, that provision will be struck out or limited to the minimum extent required, and the remaining provisions will remain in full force and effect.

Failure or delay by us in enforcing any right or provision does not constitute a waiver of that right or provision.

## 18. Entire Agreement

These Terms & Conditions, together with any quote, invoice, or service agreement, constitute the entire agreement between you and Salam Exporters regarding the subject matter and supersede all prior agreements or understandings, whether written or oral.