Mail Service Terms and Conditions

UCSA Mail Services Terms and Conditions

By using the UCSA Mail Service, you accept the following terms and conditions. UCSA, including our courier partner Aramex is not liable for any loss, damage, or delays related to the goods sent using this service. Please ensure you review and understand these conditions before using our service:

1. **No Liability**
   UCSA and *aramex* accept no liability for loss, damage, or delayed delivery of parcels. This includes, but is not limited to:
   - Loss or damage of goods during transit.
   - Delays in delivery beyond estimated timeframes.
   - Misplacement, damage, or theft of goods after delivery.
2. **Packaging Responsibility**
   All goods must be adequately packaged in the provided UCSA shipping boxes. The sender is responsible for ensuring the package is securely packed. Any claims arising from inadequately packaged goods will not be entertained.
3. **Address Accuracy**
   It is the sender's responsibility to ensure that all address details are correct and legible. UCSA and *aramex* are not liable for issues arising from incorrect or incomplete address details.
4. **Delivery Method**
   Goods must be sent using the designated UCSA delivery method, in line with our service limitations. Any items sent using a method outside of UCSA's agreed service (e.g., prohibited items or exceeding weight limits) are not covered by this service. If you do not utilise the provided box, ship a larger box, or exceed the weight limit, you will incur a fine and receive an invoice reflecting the charges.
5. **Prohibited Items**
   No liability will be accepted for prohibited items, including but not limited to:
   - Liquids
   - Perishables (e.g., food items)
   - Valuable or sentimental items (e.g., heirlooms, expensive electronics) UCSA reserves the right to refuse any shipment that contains prohibited goods.
6. **Timeframes**
   Shipping times can vary, and delivery can take up to two weeks. UCSA and *aramex* are not responsible for delays due to circumstances beyond our control, including weather events or courier disruptions.
7. **Insurance**
   Your package is not insured through UCSA or *aramex*. If you wish to insure your items,

you must arrange your own insurance independently. UCSA strongly recommends not sending valuable or sentimental items via this service.

8. **Claims**
   Any claims regarding loss, damage, or non-delivery must be submitted directly to *aramex*. UCSA does not accept claims for compensation or reimbursement for any issues with delivery.

9. **Return of Unacceptable Packages**
   If your package exceeds the weight or size limit, or includes prohibited items, UCSA reserves the right to refuse shipment. In such cases, you will need to repack or amend the contents of the box before it can be sent.

10. **Cancellation and refund policy**
    Please note that cancellation of your shipment cannot be done. Delivery is booked upon return of the box to the UCSA, with collection often the same day; therefore, once you buy a box and return it, you cannot cancel the delivery. Order refunds are not available; please be certain you will use the service upon buying a box.

11. By using the UCSA Mail service, you also agree to *aramex*' '**Conditions of Carriage**' and to not ship any of their '**prohibited items**'.

By using the UCSA Mail Service, you acknowledge and accept these terms. It is your responsibility to ensure that your package complies with the guidelines provided. UCSA will not be held responsible for any issues that arise during the mailing process.