



SHIPSURGE WAREHOUSING AND FREIGHT FORWARDING SERVICES COURIER PARTNERSHIP & WHOLESALE SHIPPING AGREEMENT

This Courier Partnership & Wholesale Shipping Agreement ("Agreement") is entered into by and between **Shipsurge Warehousing and Freight Forwarding Services** ("Shipsurge") and the Courier Company identified below ("Courier").

SHIPSURGE WAREHOUSING & FREIGHT FORWARDING SERVICES

WHOLESALE COURIER SHIPPING AGREEMENT

1. PURPOSE

This Wholesale Courier Shipping Agreement governs wholesale shipping, warehousing, freight forwarding, consolidation, and related logistics services provided by ShipSurge Warehousing & Freight Forwarding Services to registered courier companies operating in Jamaica and the wider Caribbean.

The objective of this agreement is to provide reliable, scalable, and structured logistics support while maintaining operational efficiency, transparency, and cost control.

2. SERVICE TIERS

Wholesale Basic

Standard package processing and consolidation, where required, space-available airline booking, and standard customer service.

Wholesale Priority

Faster package processing, priority airline space where available, and priority customer support.

Wholesale Partner – Invitation Only

Locked or preferential rates, priority space, flexible billing arrangements, dedicated account support, and direct warehouse access where applicable.

Courier companies will be reviewed and placed into an appropriate service tier after their first two (2) months of partnership.

3. RATE STRUCTURE

Wholesale rates may vary depending on the courier's shipment volume, frequency, and overall business relationship with ShipSurge.

Courier partners are encouraged to consistently increase and maintain their shipment volume, as higher and more consistent volumes may qualify them for improved rates.

Any applicable rate changes will be communicated in accordance with the terms of this agreement.

4. MINIMUM COMMITMENT

The minimum wholesale commitment is 10 packages per month.

Courier companies that do not meet the minimum monthly volume may be billed according to the applicable standard package/clearance rate charged by the local clearing or processing company.

5. ADDITIONAL FEES

The following fees may apply:

- Improper labeling or missing mailbox/prefix number: US\$2.00 per package
- Repacking or special handling: US\$10.00 per package
- Special handling requests outside the normal processing procedure: Fee may vary depending on the request.

ShipSurge reserves the right to introduce or update special handling fees with reasonable notice.

6. PEAK SEASON SURCHARGE

A peak-season surcharge may apply during periods when airline, warehouse, customs, transportation, or operational costs increase.

Peak periods may include, but are not limited to:

- November–December / Christmas Season
- Back-to-School Period
- Easter Season
- Emergency or disaster-related shipping surges
- Other periods designated as peak operational periods

The applicable peak-season surcharge may range from 6%–10% and will be mandatory when applicable.

7. LIABILITY

ShipSurge Warehousing & Freight Forwarding Services shall not be held responsible for delays, losses, or disruptions caused by circumstances outside of its reasonable control, including but not limited to:

- Airline delays
- Weather conditions
- Strikes or industrial action

- Customs holds or inspections
- Government restrictions
- Force majeure events
- Airline operational issues
- Delays caused by incorrect customer information or documentation

Liability for loss or damage shall be subject to the applicable airline, warehouse, freight forwarding, and handling policies.

Courier companies are responsible for communicating realistic delivery timelines and expectations to their customers.

8. PAYMENT TERMS

All invoices and charges must be paid according to the agreed payment terms.

Late payment penalties may apply to overdue balances.

ShipSurge reserves the right to suspend processing, shipping, clearance, delivery, or other services for accounts with outstanding or delinquent balances.

9. RATE ADJUSTMENTS

ShipSurge reserves the right to adjust its rates based on changes in airline charges, fuel costs, warehouse expenses, customs-related costs, transportation expenses, currency fluctuations, operational costs, or other factors affecting the cost of providing services.

Where reasonably possible, rate adjustments will be communicated with 7–30 days' notice.

10. TERMINATION

Either party may terminate this agreement by providing written notice.

ShipSurge reserves the right to immediately suspend or terminate the agreement in circumstances including, but not limited to:

- Breach of this agreement
- Non-payment or repeated late payment
- Fraudulent activity
- Repeated compliance violations
- Incorrect or misleading shipping information
- Abuse of ShipSurge's services or personnel
- Any activity that creates significant operational, financial, or legal risk

Any outstanding balance remains payable following termination.

11. RECEIVED-IN-FLORIDA NOTIFICATION

Packages are generally updated as received in Florida within 1–36 hours after delivery to the designated warehouse address.

If a package has not been updated within this timeframe, the courier should first verify:

1. That the package was sent to the correct warehouse address.
2. That the correct mailbox number, prefix, or courier code was provided.
3. That the customer properly included the required identifying information.
4. That the carrier's tracking information confirms delivery.

If these details have been verified and the package still has not been updated, the courier may contact the ShipSurge team for assistance.

12. JAMAICA OPERATIONS, CLEARANCE & LOCAL CHARGES

ShipSurge Warehousing & Freight Forwarding Services manages the receipt, processing, freight forwarding, consolidation, and related logistics services associated with shipments.

Local clearing, transportation, customs, delivery, and other third-party charges may apply depending on the shipment.

ShipSurge reserves the right to pass applicable local charges to the courier, including but not limited to:

- Local trucking
- Transportation expenses
- Customs charges
- Storage charges

- Examination or inspection fees
 - Special handling charges
 - Other government or third-party charges associated with the shipment
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13. TAX-FREE CERTIFICATE

Where applicable, the ShipSurge warehouse address may qualify for tax-exempt treatment on goods being exported.

Courier partners may contact ShipSurge at 1-876-295-6409 for information regarding the applicable tax-free documentation and certification process.

WHOLESALE SHIPPING RATES

PACKAGE WEIGHT / WAREHOUSE PROCESSING

Package Weight| Warehouse Processing

0–100 lbs.| US\$1.55 per package

Over 100 lbs.| US\$15.00 per package

EXPRESS AIR SHIPPING SERVICE

Express air shipping services may be available for up to five (5) shipments per week, subject to airline schedules, available space, cut-off times, and operational requirements.

Bundled Courier / Co-Load vs. Unbundled

ShipSurge can provide a bundled courier/co-load option where ShipSurge manages the applicable freight and clearance process.

Established courier companies that prefer to clear their shipments independently in Jamaica may select the Unbundled option, subject to approval and applicable requirements.

Service	Bundled Courier / Co-Load	Unbundled
Freight per Pound	US\$1.55/lb.	Pay Airline Directly
AWB	Free	Pay Airline Directly
Miami Delivery	US\$10 per trip*	US\$60 per trip
Bag / Seal	Free	US\$1.60
Pallet	US\$2.00, if used	US\$18.00
Unknown Package	US\$2.00	US\$2.00

Miami Delivery: Available for high-volume courier partners moving approximately two (2) or more courier bags per day. One courier bag may hold up to approximately 25 packages depending on package size.

UNKNOWN PACKAGES

An unknown package is a package that does not contain the required mailbox number, prefix, courier code, or other identifying information.

This may also include packages that are sent to an incorrect warehouse address.

An US\$2.00 fee per unknown package may apply.

Courier companies are responsible for ensuring that customers properly enter the required mailbox/prefix number and warehouse information before placing orders.

14. LOCAL PARTNERS IN JAMAICA & THE CARIBBEAN

ShipSurge Warehousing & Freight Forwarding Services is always open to establishing partnerships with qualified logistics companies, courier companies, freight forwarders, and clearing agents throughout Jamaica and the wider Caribbean.

If your company clears shipments independently in Jamaica or another Caribbean territory and wishes to partner with ShipSurge to provide clearance or related services for other courier companies and customers, please contact us.

Phone: 1-876-295-6409

15. AIR SHIPMENT SCHEDULE & CUT-OFF TIMES

Weekly Air Shipment Schedule

Monday: 2:00 PM

Tuesday: 2:00 PM

Wednesday: 12:00 PM

Thursday: 2:00 PM

Friday: 2:00 PM

ShipSurge does not normally ship on weekends unless otherwise requested and approved.

Packages will be processed and prepared according to the applicable daily operational schedule.

Airline schedules, cut-off times, and shipment frequency are subject to change based on airline availability and operational requirements.

16. SEA FREIGHT

A separate rate sheet will be provided for ShipSurge sea freight services upon request.

Sea freight rates may vary based on shipment volume, weight, destination, container availability, customs requirements, and other applicable charges.

COURIER PARTNER INFORMATION

Courier Company: _____

Contact Name: _____

Phone Number: _____

Email: _____

Business Address: _____

Mailbox / Prefix / Courier Code: _____

Service Selection

☐ Bundled

☐ Unbundled

17. ACKNOWLEDGEMENT & ACCEPTANCE

By signing this agreement, the courier company acknowledges that it has read, understood, and agrees to the terms, conditions, rates, fees, and operational policies outlined herein.

The courier company accepts responsibility for any additional costs associated with the clearance, handling, storage, transportation, or processing of its goods that are not specifically included in the published rates.

Such costs may include, but are not limited to:

- Customs charges
- Hazmat charges
- Storage charges
- Transportation charges

- Examination fees
- Special handling charges
- Government fees
- Airline charges
- Other third-party costs associated with the shipment

The courier company further acknowledges that failure to settle outstanding balances within sixty (60) days may result in ShipSurge taking appropriate action to recover outstanding costs, including disposal or other lawful disposition of goods where permitted by applicable law.

18. ONBOARDING & WAREHOUSE MANAGEMENT PORTAL

A US 50 one-time processing and onboarding fee may apply upon signing this agreement.

This fee covers the onboarding and integration process.

ShipSurge may provide courier partners with access to a Warehouse Management Portal, allowing them to track and manage packages.

Where available, an API key may also be provided to courier companies that choose to integrate ShipSurge's package information with their own local management system.

PAYMENT INFORMATION

Payment instructions and banking information will be provided directly by ShipSurge to approved courier partners.

For payment options and account details, please contact ShipSurge.

Phone: 1-876-295-6409

SHIPSURGE WAREHOUSING & FREIGHT FORWARDING SERVICES

Phone: 1-876-295-6409

USA Warehouse Address:

Jamaica Address:

AUTHORIZATION

Authorized Name: _____

Authorized Signature: _____

Courier Company: _____

Date: _____

ShipSurge Authorized Representative: _____

Signature: _____

Date: _____