



Shipping Policy

Island Haul Shipping

Nassau, The Bahamas

Effective Date: October 1st, 2025

1. Introduction

Island Haul Shipping is a licensed freight forwarding company operating under the laws of The Commonwealth of The Bahamas. This policy outlines our shipping procedures and the obligations of our customers in compliance with Bahamian customs, trade, and transportation regulations.

By using our services, customers agree to the terms outlined in this policy.

2. Our Services

We provide the following services:

Sea freight forwarding

Air freight

Package consolidation

Online Ordering

Local delivery within The Bahamas

3. Regulatory Compliance

3.1 Bahamian Customs Law

All imports are subject to The Bahamas Customs Management Act. Customers must:

Provide truthful and accurate declarations

Pay applicable customs duties and VAT according to Bahamas Customs

Submit proper documentation for restricted goods

3.2 Prohibited and Restricted Items

The following items are prohibited or restricted under Bahamian law:

Firearms and ammunition (without permits)

Explosives and hazardous materials

Illegal drugs or narcotics

Counterfeit goods and pirated media

Pornographic material

Certain agricultural and animal products

Attempting to ship prohibited items can result in penalties, legal action, or seizure by customs authorities.

4. Shipping Terms and Delivery Estimates

4.1 Ocean Freight

Estimated delivery time: 7 to 21 business days, depending on origin and vessel schedule.

Please note that delivery times may vary due to customs inspection, adverse weather, or port delays.

4.2 Air Freight

Estimated delivery time: 1 to 5 business days, depending on origin, airline schedule, and flight availability.

Please note that delivery times may vary due to customs inspections, weather conditions, airline delays, or security checks.

5. Customs Clearance and Duties

Island Haul Shipping offers customs clearance assistance for a fee. However, all duties, VAT, and taxes are the sole responsibility of the consignee unless a prior agreement is made.

Unclaimed shipments may be considered abandoned after 30 days and are subject to forfeiture as per Bahamian customs law.

6. Insurance and Liability

We recommend that customers purchase cargo insurance to protect against damage or loss.

Island Haul Shipping is not liable for:

The Company shall not be liable for any loss, damage, delay, or expense arising from:

1. **Force Majeure Events**

Natural disasters, war, strikes, government actions, or other events beyond the Company's control.

2. **Incorrect Information or Improper Packaging**

Loss or damage resulting from the client's failure to provide accurate information, or from inadequate packing, labeling, or marking.

3. **Third Parties & Subcontractors**

Any acts, omissions, or delays caused by carriers, customs, warehouse operators, or other third parties not under the direct control of the Company.

4. **Delay in Delivery**

Unless expressly agreed in writing, the Company is not responsible for delivery delays or any resulting financial losses.

5. **Perishable, High-Risk, or Uninsured Goods**

The Company assumes no liability for damage to perishable items or loss of high-value cargo unless insurance has been arranged in writing.

6. **Customs Delays or Penalties**

Any customs-related delays, fines, or seizures due to incorrect or incomplete documentation provided by the client.

7. Payment Terms

Shipping fees must be paid in full before goods are released or delivered unless otherwise agreed in writing.

We accept:

Cash

Debit or credit cards

Bank transfers

Online payment (if available)

Overdue accounts may incur a 2% monthly interest fee.

7.1 Storage Fees

Clients are required to arrange pickup or delivery immediately upon cargo arrival. A grace period of two (2) days will be granted from the date of arrival.

After the two-day grace period, a storage fee of \$5.00 per day will be applied until the package is collected or delivery arrangements are made.

Packages remaining unclaimed for more than fourteen (14) days after arrival may be considered abandoned. The company reserves the right to dispose of, auction, or otherwise release abandoned items to recover outstanding storage and handling fees without further notice.

8. Claims and Disputes

All claims must be submitted in writing within 3 days of delivery. Claims should include:

Description of damage or loss

Supporting documents (e.g., invoice, photos)

Proof of value

Unresolved claims may be settled through arbitration under The Arbitration Act of The Bahamas or through the Bahamian court system.

9. Privacy Policy

We collect and store customer data for shipping and logistics purposes in accordance with The Bahamas Data Protection (Privacy of Personal Information) Act, 2003.

Customer information is not shared or sold to third parties without explicit consent, except where required by law.

10. Amendments

Island Haul Shipping reserves the right to amend this shipping policy at any time. Updates will be published on our website and will take effect immediately unless stated otherwise.

11. Contact Information

Island Haul Shipping

Nassau, The Bahamas

Phone: 1(242)816-4543

Email: islandhaulshipping@outlook.com or
islandhaulinvoice@outlook.com

Website: www.islandhaulshipping.com

Thank you for choosing Island Haul Shipping.

We are committed to serving you with transparency, integrity, and efficiency.