

FRENCHYTRANSPORT

Logistics Service Terms and Conditions

Effective Date: June 12, 2026

Company Name: FRENCHYTRANSPORT

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Applicable Service Regions / Jurisdictions: European Union, United States, Canada, and Australia

Important: *These Terms apply to quotations, bookings, warehousing, consolidation, freight forwarding, customs-related coordination, and other logistics services arranged by FRENCHYTRANSPORT, unless a separate written agreement signed by both parties states otherwise.*

1. Introduction and Acceptance

These Logistics Service Terms and Conditions (the "Terms") form the service agreement between FRENCHYTRANSPORT ("FRENCHYTRANSPORT", "we", "us", or "our") and the customer, shipper, consignee, importer, exporter, cargo owner, or any person or entity requesting or using our services ("Customer", "you", or "your").

By requesting a quotation, submitting cargo information, placing a booking, delivering cargo to us or to our appointed warehouse, making payment, or otherwise using our services, you agree to be bound by these Terms and any written quotation, invoice, booking confirmation, shipping instruction, standard operating procedure, or special requirement accepted by us in writing.

If you do not agree with these Terms, you must not place a booking or use our services. If any term is unclear, you should contact FRENCHYTRANSPORT before submitting cargo or making payment.

2. Services Covered

FRENCHYTRANSPORT may arrange or coordinate one or more of the following services, depending on the confirmed quotation or booking:

- Freight forwarding and shipment coordination from China to designated destination countries or regions.
- Air freight, ocean freight, rail freight, truck delivery, express delivery, small parcel shipping, LCL, FCL, oversized cargo, and multimodal transport.
- Warehousing, receiving, inspection support, labeling, consolidation, repacking coordination, and cargo handover support.
- China sourcing agent support, supplier coordination, pickup arrangement, export documentation support, and customs-related coordination.
- Door-to-door, port-to-port, warehouse-to-door, DDP/DDU/DAP or other trade term arrangements, only when expressly confirmed in writing.
- Other logistics or value-added services agreed in a written quotation, invoice, email confirmation, or order confirmation.

FRENCHYTRANSPORT acts as a logistics coordinator, freight forwarder, warehouse coordinator, and/or agent unless the written booking expressly states that we act as a direct carrier. We may subcontract or appoint carriers, airlines, shipping lines, truckers, customs brokers, warehouses, couriers, agents, or other third-party service providers as reasonably required to perform the services.

3. Quotation, Booking, and Customer Information

3.1 Accuracy of Information

You must provide complete, accurate, and timely information for every shipment, including but not limited to: cargo description, commodity name, HS code if available, material, brand, model, quantity, value, weight, dimensions, number of cartons, packaging condition, pickup address, warehouse code or mark, shipper details, consignee details, importer of record, tax/VAT/EORI information if applicable, destination address, preferred shipping method, and any compliance or documentation requirement.

We are not responsible for loss, delay, additional charges, customs issues, return, seizure, penalty, storage, demurrage, detention, re-delivery, failed delivery, or other cost caused by incomplete, inaccurate, misleading, late, or inconsistent information provided by you, your supplier, your consignee, or anyone acting on your behalf.

3.2 Changes After Booking

Any change to cargo information, service route, consignee details, delivery address, declared value, shipping method, packaging, marks, or customs documents must be requested in writing and is subject to our approval and the

approval of any relevant carrier, warehouse, customs broker, or authority. You are responsible for all fees, delay, liability, and additional cost caused by the requested change.

3.3 Additional Documents

We may request product photos, packing lists, commercial invoices, purchase invoices, certificates, MSDS/SDS, battery documents, brand authorization letters, power of attorney, customs forms, tax documents, identity or company documents, or other materials reasonably necessary for service performance or compliance review. You must provide requested documents promptly and accurately.

4. Cargo Restrictions and Compliance

4.1 Prohibited or Restricted Cargo

Unless we expressly accept the cargo in writing before pickup or warehouse delivery, you must not tender, ship, conceal, misdeclare, or mix any prohibited or restricted cargo, including but not limited to:

- Dangerous, flammable, explosive, corrosive, toxic, radioactive, hazardous, contaminated, or regulated materials.
- Firearms, ammunition, weapons, controlled military or dual-use items, strategic goods, or items subject to sanctions or export control restrictions.
- Counterfeit, infringing, unauthorized branded goods, pirated goods, or cargo violating intellectual property rights.
- Illegal drugs, controlled substances, medical waste, biological samples, live animals, human remains, and other illegal or restricted articles.
- Currency, negotiable instruments, precious metals, jewelry, antiques, cultural relics, high-value collectibles, or other high-risk valuables unless accepted in writing.
- Perishable goods, temperature-sensitive goods, fragile goods without suitable packaging, liquids, powders, batteries, magnets, chemicals, cosmetics, food, medical devices, or products requiring special permits unless fully disclosed and accepted in writing.
- Cargo different from the description, quantity, value, weight, dimensions, brand, or model stated in the booking documents.
- Any cargo prohibited by the laws, regulations, customs rules, carrier rules, warehouse rules, destination country rules, or our published shipping restrictions.

We may reject, hold, return, dispose of, inspect, suspend, or report cargo if we reasonably believe the cargo is prohibited, restricted, unsafe, misdeclared, improperly packaged, infringing, non-compliant, unpaid, or otherwise unsuitable for transport. You are responsible for all resulting costs and liabilities.

4.2 Customer Compliance Obligations

You are responsible for ensuring that the cargo may be lawfully exported, imported, transported, sold, stored, and delivered. You must comply with all applicable export control, sanctions, customs, tax, product safety, consumer protection, labeling, certification, intellectual property, and destination country requirements.

FRENCHYTRANSPORT may refuse or suspend services if we believe performance may violate applicable law, carrier requirements, government instructions, sanctions rules, or reasonable compliance standards.

5. Packaging, Labeling, Loading, and Warehouse Handover

You must ensure that all cargo is properly packed, sealed, labeled, marked, and protected for the selected transport mode, route, handling process, warehouse storage, customs inspection, and last-mile delivery. Packaging must be suitable for normal logistics handling and must protect against compression, vibration, moisture, loading, unloading, sorting, consolidation, and transshipment.

Cargo delivered to our warehouse or a third-party warehouse must match the booking information and warehouse receiving requirements. Unidentified cargo, mixed cargo, damaged packaging, missing marks, wrong labels, overweight cartons, oversized packages, or cargo without required documents may be delayed, rejected, returned, repacked, remeasured, relabeled, or stored at your cost.

If we assist with inspection, repacking, labeling, photography, counting, or consolidation, such assistance is a coordination service only and does not transfer product quality, legal compliance, or packaging responsibility from you to us.

6. Service Arrangement and Transit Time

After receiving your booking and required information, we will assess whether the requested service can be arranged. If we cannot reasonably provide the service, we will inform you and may cancel, reject, or revise the booking.

Transit times, pickup times, sailing dates, flight dates, customs clearance times, delivery dates, and other schedules are estimates only unless we expressly provide a written guaranteed service. Delays may occur due to supplier delay, warehouse congestion, carrier space, customs inspection, documentation issues, strikes, weather, port congestion, government action, security inspection, peak season, force majeure, or other circumstances beyond our reasonable control.

We may choose or change carriers, routes, warehouses, customs brokers, truckers, flight schedules, sailing schedules, consolidation plans, transshipment ports, and delivery methods where reasonably necessary to perform the confirmed service, protect the cargo, comply with law, or manage operational risk.

7. Delivery, Inspection, and Proof of Delivery

Delivery may be made to the consignee, recipient, receiving warehouse, Amazon or e-commerce warehouse, port terminal, customs broker, pickup agent, freight station, or other party designated in the confirmed booking. Delivery to a building reception, dock, warehouse gate, front desk, mailroom, or other receiving point may be treated as delivery if permitted by the applicable carrier or destination practice.

The recipient must inspect the outer packaging and cargo condition upon receipt. If there is visible damage, shortage, wet packaging, torn packaging, missing cartons, or suspected loss, the recipient must note the issue on the proof of delivery, take clear photos and videos, keep all packaging, and notify us in writing as soon as possible. Signing a clean proof of delivery may limit or prevent a claim.

Claims for loss, shortage, visible damage, or delivery dispute must be submitted in writing within 30 calendar days after delivery or expected delivery completion, together with supporting documents. Late or unsupported claims may be rejected.

8. Insurance

Unless we confirm cargo insurance in writing and you pay the required insurance premium before shipment, cargo is not insured by FRENCHYTRANSPORT. We strongly recommend that you purchase cargo insurance covering the full commercial value of the goods and all insurable risks, especially for high-value, fragile, seasonal, branded, customized, or time-sensitive cargo.

If you request us to assist with insurance, coverage is subject to the terms, exclusions, claim requirements, deductibles, and approval of the relevant insurer. FRENCHYTRANSPORT is not an insurer and does not guarantee that any insurance claim will be accepted.

9. Fees, Payment, Taxes, and Additional Charges

9.1 Quoted Fees

Fees are based on the information provided by you and the service scope confirmed by us. Quotes may be revised if actual cargo weight, dimensions, volume, chargeable weight, carton count, destination, address type, commodity, packaging, customs requirements, carrier charges, fuel surcharge, exchange rate, tax, duty, or other relevant information differs from the original quote.

Unless expressly stated otherwise, quotations do not include customs duties, import taxes, VAT/GST, customs penalties, storage, demurrage, detention, inspection fees, remote area surcharges, residential delivery charges, appointment charges, liftgate charges, tail-lift charges, re-delivery fees, address correction fees, return charges, oversized charges, overweight charges, repacking, relabeling, disposal, insurance, or other third-party charges arising outside the quoted scope.

9.2 Payment Obligation

You must pay all confirmed charges, deposits, balance payments, duties, taxes, surcharges, and additional fees when due. We may require full or partial payment before pickup, warehouse release, customs filing, shipment departure, delivery, or document release. We may suspend, hold, cancel, return, or withhold cargo or documents if payment is overdue or if credit risk increases.

If payment remains unpaid for more than 30 calendar days after fee confirmation or invoice issuance, we may cancel the booking, suspend services, charge storage or administrative fees, and exercise any lawful lien or retention rights over cargo and documents to the extent permitted by applicable law.

9.3 Taxes and Withholding

You are responsible for all taxes, duties, tariffs, levies, assessments, customs charges, VAT/GST, withholding, bank fees, currency conversion charges, and other government or payment-related charges arising from the shipment, unless a written quote expressly states otherwise. Payments to FRENCHYTRANSPORT must be made free and clear of withholding or deduction unless required by law; if withholding is required, you must gross up the payment so that we receive the full amount invoiced, unless prohibited by law.

10. Claims and Compensation Limits

If FRENCHYTRANSPORT is legally liable for direct physical loss of or damage to cargo, compensation will be limited to the lower of: (a) the proven actual value of the lost or damaged cargo; (b) the declared value accepted by us in writing before shipment; or (c) the applicable maximum liability limit below, unless a different written liability limit is expressly agreed and paid for before shipment.

Service Type	Maximum Liability Limit	Notes
Ocean freight + express or ocean freight + truck multimodal service	USD 3 per kilogram of chargeable weight	Applies to direct physical cargo loss or damage only.
Air freight + express or air freight + truck multimodal service	USD 6 per kilogram of chargeable weight	Applies to direct physical cargo loss or damage only.
Cross-border express / small parcel service	USD 100 per shipment	Subject to carrier rules and proof of loss or damage.
Ocean freight FCL service	USD 500 per container	Applies unless a carrier bill of lading or mandatory law provides otherwise.
Warehousing, consolidation,	Fees paid for the affected service, or	Does not cover product defects,

labeling, or other value-added handling service	proven direct loss, whichever is lower	market loss, or indirect loss.
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The above limits do not apply where a mandatory convention, law, carrier tariff, bill of lading, air waybill, waybill, courier terms, warehouse receipt, or other compulsory rule imposes a different limit that cannot be contractually modified. If a third-party carrier or provider accepts liability, your recovery may be limited by that provider's terms.

To make a claim, you must provide complete evidence, including shipment reference, commercial invoice, packing list, photos or videos, delivery record, damage notation, repair report if applicable, proof of value, proof of loss, and any other documents we reasonably request. You must preserve the damaged cargo and packaging for inspection. We may reject claims where evidence is missing, late, inconsistent, or where the cargo was signed for without damage notation.

11. Exclusions and Limitation of Liability

FRENCHYTRANSPORT is not liable for loss, damage, delay, penalty, seizure, return, destruction, storage, additional charges, failed delivery, customs issue, or other consequence caused by:

- Force majeure events or circumstances outside our reasonable control.
- Manufacturing defect, inherent vice, natural deterioration, leakage, evaporation, rust, mold, odor, color change, battery discharge, data loss, or product quality issue.
- Improper, insufficient, damaged, reused, or unsuitable packaging, labeling, marks, pallets, cartons, or seals.
- Incomplete, inaccurate, late, fraudulent, misleading, or inconsistent information or documents provided by you or any party acting on your behalf.
- Customs inspection, customs hold, government action, law enforcement action, sanctions screening, tax review, port authority action, or regulatory decision.
- Prohibited or restricted cargo, undeclared hazardous materials, counterfeit goods, infringing goods, or goods requiring permits or certifications not provided by you.
- Delay, failed delivery, re-delivery, storage, remote area fee, address correction, appointment issue, recipient unavailability, refusal by recipient, or incorrect delivery instructions.
- Acts, omissions, negligence, breach, or fault of you, your supplier, consignee, buyer, seller, importer, exporter, platform, warehouse, customs broker, carrier, courier, or any third party not under our direct control.

To the maximum extent permitted by applicable law, FRENCHYTRANSPORT will not be liable for indirect, incidental, special, punitive, exemplary, or consequential damages, including loss of profit, loss of revenue, loss of business opportunity, loss of market, product recall, platform penalty, customer claim, reputational loss, data loss, production interruption, business interruption, or delay-related loss.

Any action or claim against FRENCHYTRANSPORT must be brought within the time limit required by applicable law or, if no mandatory time limit applies, within one year after the date of delivery, expected delivery, or the event giving rise to the claim, whichever is earlier.

12. Force Majeure

FRENCHYTRANSPORT will not be responsible for failure or delay in performance caused directly or indirectly by events beyond our reasonable control, including but not limited to natural disasters, extreme weather, fire, flood, earthquake, pandemic, epidemic, quarantine, public health restriction, war, terrorism, civil unrest, riot, strike, labor dispute, port congestion, airport congestion, carrier cancellation, shortage of space or equipment, customs inspection, government action, sanctions, cyber incident, power outage, communication failure, transportation disruption, accident, or other event generally recognized as force majeure in the logistics industry.

When a force majeure event occurs, we will use commercially reasonable efforts consistent with logistics industry practice to resume or adjust service as soon as reasonably practicable, but we are not responsible for additional cost, delay, or loss resulting from such event.

13. Export Controls, Sanctions, and Trade Compliance

You must comply with all applicable export control laws, sanctions laws, customs laws, import/export licensing rules, and trade compliance requirements of China, destination countries, transit countries, the United States, the European Union, the United Kingdom, and any other relevant jurisdiction. You must not use our services to ship goods to, from, or through any sanctioned party, restricted party, embargoed destination, prohibited end user, or prohibited end use.

You represent that the cargo, shipper, consignee, buyer, seller, importer, exporter, end user, and all related parties are not prohibited or restricted under applicable sanctions, export control, customs, or trade compliance laws. You must provide accurate classification, licensing, end-use, end-user, and product information when requested.

14. Data Authorization and Privacy

You authorize FRENCHYTRANSPORT and our affiliates, employees, agents, warehouses, carriers, brokers, couriers, payment providers, IT providers, and other service providers to collect, use, process, store, transmit, and disclose shipment-related data as necessary to provide services, manage accounts, process payments, perform compliance checks, arrange transport, clear customs, deliver cargo, handle claims, meet legal obligations, and protect our rights.

Shipment-related data may include company information, contact names, email addresses, phone numbers, addresses, transaction records, cargo details, commercial invoices, packing lists, customs declaration information, tax/VAT/EORI numbers, sender and recipient information, tracking information, payment information, and communication records.

You must ensure that you have the right to provide personal data and business data to us and that all persons whose information is provided have been properly informed where required by applicable law.

15. Customer Indemnity

You agree to indemnify and hold harmless FRENCHYTRANSPORT, our employees, officers, agents, subcontractors, warehouses, carriers, and service providers from and against all claims, losses, damages, liabilities, penalties, fines, duties, taxes, storage, demurrage, detention, legal costs, and expenses arising out of or related to:

- Your breach of these Terms or any confirmed booking requirement.
- Incorrect, incomplete, late, misleading, or fraudulent information or documents.
- Prohibited, restricted, unsafe, infringing, counterfeit, misdeclared, or non-compliant cargo.
- Unpaid fees, duties, taxes, penalties, or government charges.
- Claims by your buyer, seller, supplier, consignee, platform, customer, insurer, customs broker, carrier, or any third party arising from your cargo or shipment instructions.

16. Suspension, Cancellation, Lien, and Disposal

We may suspend, cancel, reject, hold, return, or stop a shipment if information is incomplete, cargo is non-compliant, payment is overdue, compliance concerns exist, the service becomes unavailable, the destination is not serviceable, the cargo creates risk, or you fail to provide requested documents or instructions.

To the extent permitted by applicable law, we may exercise a lien or retention right over cargo, documents, refunds, or shipment proceeds for unpaid charges, duties, taxes, penalties, storage, demurrage, detention, legal costs, and other amounts owed to us or our service providers. If cargo remains unclaimed, unpaid, or undeliverable for a prolonged period, we may, after reasonable notice where practicable, return, sell, dispose of, abandon, or destroy the cargo in accordance with applicable law and recover our costs from you.

17. Governing Law and Dispute Resolution

The parties should first attempt to resolve any dispute through good-faith negotiation. You should contact FRENCHYTRANSPORT in writing with shipment reference, facts, requested resolution, and supporting documents.

Unless a mandatory law, transport convention, bill of lading, air waybill, carrier terms, or separately signed agreement requires otherwise, these Terms apply to services arranged by FRENCHYTRANSPORT for shipments to or from the European Union, United States, Canada, and Australia. The parties agree that applicable laws, mandatory transport rules, customs rules, and competent courts or authorities of the relevant service, origin, transit, or destination jurisdiction may apply to a shipment or dispute as required by law. The parties may also agree in writing to mediation, arbitration, or another dispute resolution method.

18. Miscellaneous

18.1 Entire Agreement

These Terms, together with the written quotation, invoice, booking confirmation, and written service instructions accepted by us, form the agreement for the relevant service. If there is a conflict, the more specific written booking confirmation or quotation will prevail for that shipment only, unless expressly stated otherwise.

18.2 Severability

If any provision of these Terms is held invalid, illegal, or unenforceable, the remaining provisions will continue in full force and effect. The invalid provision will be replaced or interpreted to the maximum extent permitted by law to achieve the original commercial purpose.

18.3 No Waiver

Failure or delay by FRENCHYTRANSPORT to enforce any right or provision does not constitute a waiver of that right or provision. Any waiver must be in writing and applies only to the specific matter stated in the waiver.

18.4 Assignment and Subcontracting

You may not assign or transfer your rights or obligations under these Terms without our prior written consent. We may subcontract, delegate, or assign performance of services to third-party providers as reasonably necessary for logistics operations.

18.5 Updates to Terms

FRENCHYTRANSPORT may update these Terms from time to time for business, operational, legal, compliance, or risk management reasons. The version published on our website or provided with the quotation at the time of booking will apply to that booking, unless otherwise required by law or agreed in writing.

19. Contact

For quotations, booking changes, cargo restrictions, claims, or questions about these Terms, please contact FRENCHYTRANSPORT through the contact details published on our website or the contact information stated in your quotation or invoice.

FRENCHYTRANSPORT

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