

## Refund Policy:

Thank you for choosing Package4U for your shipping needs. We strive to provide exceptional service to all our customers. In the event that you need to request a refund, please review our refund policy below:

### **1. Refund Eligibility:**

- Refunds are only available for shipments that meet the following criteria:
- The shipment was not delivered within the specified timeframe as outlined in our service agreement.
- The shipment was damaged during transit due to mishandling by our courier staff.
- The shipment was lost during transit and cannot be located by our tracking system.
- Any other circumstances deemed eligible by Package4U management.

### **2. Refund Request:**

- To request a refund, customers must submit a refund request form within [insert number] days from the date of shipment.
- The refund request form can be obtained by contacting our customer service team at (876) 613-7255, (876) 613-7292].

### **3. Refund Processing:**

- Once a refund request is received, it will be reviewed by our refund department.
- Refunds will be processed within 7 business days of approval.
- Refunds will be issued to the original form of payment used for the shipment.

#### **4. Refund Amount:**

- The refund amount will be based on the value of the shipment as declared at the time of booking, excluding any additional fees or charges.
- Package4U reserves the right to withhold a portion of the refund if the shipment was partially delivered or if there is evidence of customer negligence.

#### **5. Non-Refundable Items:**

- The following items are not eligible for refunds:
- Shipments delayed due to reasons beyond our control (e.g., weather conditions, customs delays, etc.).
- Shipments where the recipient refused delivery.
- Shipments containing prohibited items as outlined in our terms and conditions.

#### **6. Policy Revisions:**

- Package4U reserves the right to revise, amend, or modify this refund policy at any time without prior notice. Any changes will be effective immediately upon posting on our website.

By using the services of Package4U, you agree to abide by the terms and conditions outlined in this refund policy. If you have any questions or concerns regarding our refund policy, please contact us at (876) 613-7255, (876) 613-7292.

Package4U

Shop #9 Premier Plaza, 8 Constant Spring Road, Kingston  
(876) 613-7255, (876) 613-7292