

# Terms & Conditions

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## Pro Max 5 Promotion – Icypeed Logistics

These Terms and Conditions govern the use of the Pro Max 5 promotional service provided by Icypeed Logistics. By subscribing to this promotion, the customer agrees to the following terms:

### 1. Promotion Overview

The Pro Max 5 offers customers an affordable, prepaid courier option for small parcels shipped from:

- United Kingdom: Up to 5 parcels per week, each weighing a maximum of 2kg.
- South Africa: Up to 5 parcels per week, each weighing a maximum of 7.5kg.

Only parcels that are received at our warehouse either in the United Kingdom or South Africa after customer activates subscription qualify for courier.

The pass is valid for 30 days from the date of subscription and is non-transferable and non-refundable. Weekly courier allocation (Maximum 5 Parcels) is non-transferable.

Clients' subscription expires after the 30day period, whether used or not.

### 2. Ineligible Items

The following items are not allowed under this promotional courier plan:

- Perishables (e.g., fresh food, fruits, meats)
- Beverages (alcoholic or non-alcoholic)
- Live plants without a permit.
- Restricted or prohibited items under international shipping laws and the laws of Zambia, the United Kingdom, and South Africa

Icypeed Logistics reserves the right to reject or dispose of any prohibited items at the sender's cost and risk.

### 3. Parcel Limitations

- A maximum of 5 parcels per week is allowed per subscription per country.
- Parcel weight limits:
  - UK Pass: 2kg max per parcel (Volumetric weight above 2kg is not eligible).
  - SA Pass: 7.5kg max per parcel (Volumetric weight above 7.5kg is not eligible).
- Unused parcel slots do not carry over to the following week.
- The pass does not apply to consolidated or bulk shipments (e.g., a 20kg cargo shipment will not qualify for any deduction under this subscription).
- Weight from a single large item cannot be split across multiple parcel slots.

#### 4. Packaging and Labeling Requirements

All parcels must:

- Be securely packed and clearly labeled
- Include sender and receiver details
- Comply with packaging standards for international courier
- Be submitted through verified Icypeed drop-off or partner collection points

Improperly packed or unlabeled items may be delayed or rejected.

#### 5. Customs and Legal Compliance

- All shipments are subject to customs inspection and must comply with Zambian import laws as well as UK and SA export laws.
- Any duties, taxes, or clearance fees incurred are the responsibility of the recipient.
- Icypeed is not liable for delays due to customs or items held or confiscated by authorities.

#### 6. Right of Refusal

Icypeed Logistics reserves the right to:

- Refuse parcels that do not comply with these terms
- Cancel or suspend access to the courier pass in the event of abuse, fraud, or misuse
- Amend or discontinue this promotion without prior notice in line with legal or operational changes

#### 7. Limitation of Liability

Icypeed will not be held liable for:


- Damage or loss of prohibited or improperly packed items
- Delays caused by force majeure, customs inspections, or misdeclarations
- Force Majeure refers to events beyond our reasonable control, including but not limited to acts of God, natural disasters, strikes, wars, government actions, pandemics, civil unrest or transportation disruptions, which may delay or prevent the provision of our services.
- Indirect losses, such as loss of income or opportunity due to delivery issues

#### 8. Customer Support

For questions, clarifications, or support regarding your courier pass, please contact us at:

 [info@icypeed.com](mailto:info@icypeed.com)

 [www.icypeed.com](http://www.icypeed.com)

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