

Terms & Conditions - Ranoove Pvt. Ltd.

Terms & Conditions of Freight Forwarding Services

Company Name: Ranoove Pvt. Ltd.

Registered Office: Chennai, India

Website: www.ranoovee.com

1. Introduction

These Terms & Conditions apply to all freight forwarding and logistics services offered by Ranoove Pvt. Ltd. ("Ranoove", "we", "our", or "us"). By engaging our services, you ("Client", "Customer") agree to be bound by the terms stated herein.

2. Scope of Services

Ranoove provides:

- International & domestic freight forwarding (air, sea, and land)
- Customs clearance and documentation
- Cargo consolidation
- Warehousing and distribution
- Cargo insurance facilitation
- Third-party logistics and allied services

Our operations adhere to global standards and regulations under:

- IATA (International Air Transport Association) for air freight
- FITA (Federation of International Trade Associations) compliance
- IMDG Code and SOLAS for maritime safety
- Incoterms® for trade terms interpretation

3. Client Obligations

Clients must:

- Provide accurate and lawful details about the cargo.
- Disclose hazardous, perishable, or restricted goods in advance.

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- Furnish all necessary shipping documents in time.
- Ensure proper packing and labeling of cargo.

Failure to comply may result in service disruption or legal consequences, for which Ranoove bears no responsibility.

4. Pricing and Payment Terms

- All quotes are subject to change based on carrier rates, fuel surcharge, government levies, and currency fluctuations.
- Payments are due as per invoice terms; overdue payments attract a 2% monthly interest.
- Charges are exclusive of customs duties, port charges, or local delivery unless expressly included.

5. Liability & Limitations

- Ranoove acts as an agent and not as a principal unless otherwise agreed in writing.
- Our liability is governed by applicable international conventions:
 - Hague-Visby Rules or Hamburg Rules (for sea)
 - Warsaw/Montreal Convention (for air)
 - CMR Convention (for road freight)
- In case of loss, damage, or delay, liability is limited to SDR/kg or as specified in the governing convention.

6. General Average and Salvage

In the event of General Average (maritime emergency loss-sharing), you agree to share proportionately in costs incurred to preserve the vessel and cargo, as per international maritime law. We may request a General Average Guarantee or Bond from your insurer.

7. Cargo Insurance

Cargo is not automatically insured. We can arrange insurance on written request before shipment dispatch. We are not liable for uninsured cargo beyond conventionally defined limits.

8. Claims Procedure

- All claims must be submitted in writing within 7 days of cargo delivery or loss discovery.
- Claims must be accompanied by:

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- Original invoice
- Packing list
- Surveyor's report (if applicable)
- Photos and proof of loss
- Ranoove is not liable for concealed damage, improper packaging, or acts of force majeure.

9. Force Majeure

We are not liable for delays, losses, or failure to perform due to events beyond our control, including but not limited to:

- Natural disasters
- War or terrorism
- Port strikes or congestion
- Government embargoes
- Pandemic or health crises

10. Lien on Goods

We retain a general and particular lien on all goods and related documents for any outstanding charges, including freight, storage, demurrage, and legal costs.

11. Dispute Resolution & Jurisdiction

All disputes shall be subject to the exclusive jurisdiction of the courts in Chennai, India, and governed by the laws of India, unless otherwise agreed under international arbitration for cross-border disputes.

12. Revisions

Ranoove Pvt. Ltd. reserves the right to amend these terms at any time. Updated terms will be posted on our website and will apply to all future transactions.