

## Refund Policy

Effective date: 2025-12-18

ShipRight Courier provides freight forwarding and courier services. Service fees cover logistics, handling, freight, customs processing where applicable, and delivery coordination.

Refunds may be considered only where:

- A duplicate or incorrect charge was applied by us.
- A paid service was not provided and no costs were incurred.

Refunds are not provided for:

- Airline, customs, weather, or third-party delays.
- Incorrect or incomplete shipping addresses.
- Storage, handling, freight, or third-party fees already incurred.
- Change of mind after processing has begun.

Lost packages are investigated and handled in line with carrier policies and any declared value or insurance.

To request a refund review, email [info@shiprightcourier.com](mailto:info@shiprightcourier.com) with transaction details and supporting documents.