



caribou
C A R G O LOGISTICS
MADE EASY

CARIBOU CARGO STORAGE GUIDELINES

Storage charges will begin accruing after 14 days of receipt of a parcel. A notification will be sent to you via text and email registered with. Kindly ensure that if you have at any point changed your contact information, you notify us immediately to the email address **info.zm@cariboucargo.com**

- First 14 days on the arrival of the consignment, client will be contacted by email and text to collect a received parcel.
- On the 7th day, a re-contact email will be sent, and thereafter, will be periodically sent a message and reminders to collect the parcel until the 14th days elapsed before a parcel is collected does the parcel begin attracting storage.
- For each package stored beyond stipulated arrival notice time shall accrue a storage fee of ZMW 10.00 per day regardless of the weight.
- Storage charges will only be applicable on actual number business days such shipment is stored that client has been notified on.
- A final phone call will be given to you to before final auction and records logged.
- After 30 days, and parcel has still not been collected client will be notified that it has not been collected or no communication has been received, the parcel will be considered abandoned and moved to auction bin.

NOTE: When the receiver does not collect parcel or no communications received from the client with a promise to collect. Caribou Cargo is compelled to sell the item at auction value, to recover freight cost, only after all necessary communications have been done.