



UGT LUX LOGISTICS LIMITED – Terms & Conditions

Effective Date: 09-05-2020

Company Registration: UGT LUX LOGISTICS LIMITED – Uganda

Contact: support@ugtluxlogistics.com | +256702206523

1. Definitions

“Company” means UGT LUX LOGISTICS LIMITED.

“Client” refers to anyone using our services.

“Services” include freight forwarding, customs clearance, warehousing, secured goods handling, and logistics coordination.

2. Our Services

UGT LUX provides national and international logistics services:

- Air, sea, and road freight
- Customs documentation and clearance
- Warehousing & consolidation
- Gold and high-value cargo handling
- Door-to-door and last-mile delivery

3. Client Obligations

- Clients must:
- Provide accurate shipment and documentation details
- Declare goods truthfully and in full
- Pay all service fees on time
- Comply with all relevant laws and international trade regulations
- Failure to comply may result in service delays, legal penalties, or cancellation.



4. Pricing & Payment

- Pricing is based on weight, volume, destination, and urgency.
- Payments must be made in advance unless agreed otherwise.
- Late payments may attract interest or lead to service suspension.

5. Customs & Legal Compliance

- While UGT LUX facilitates customs processes, clients are legally responsible for:
- Correct declarations
- Export/import licenses
- Any penalties from customs authorities due to misrepresentation or omission

6. Liability & Insurance

- UGT LUX is not liable for force majeure events (e.g., strikes, war, or natural disasters).
- Insurance is only arranged if requested in writing.
- If no insurance is purchased, UGT LUX's liability is limited under applicable transport laws.

7. Cancellation & Refunds

- Refunds are handled according to our Refund Policy.
- Cancellations must be submitted in writing and may incur a processing fee.

8. Confidentiality

- All client data is kept confidential and only disclosed:
- With written consent
- When required by law
- To fulfill regulatory or customs processes



9. Dispute Resolution

In case of any disputes:

- We encourage both parties to resolve matters amicably
- Unresolved issues will be referred to arbitration in Kampala, Uganda, under Ugandan law

10. Policy Updates

UGTLUX reserves the right to update these Terms at any time. Changes take effect upon posting on our website.

11. Governing Law

These Terms are governed by the laws of the Republic of Uganda.

Contact Us

For questions, concerns, or feedback, please contact:

✉ Email: support@ugtluxlogistics.com

📞 Phone: +256702206523

🌐 Website: www.ugtluxlogistics.com