



Mailing Address

G-1/6 Upper Ground Floor, Sector-5,
Eldeco Estate, Panipat, Haryana 132103

Terms and Conditions

SINGLA GLOBAL FREIGHT LLP

These Terms & Conditions ("Terms") govern all services, transactions, and use of the website operated by **Singla Global Freight**. By accessing this website, requesting a quotation, or placing an order, the customer ("Buyer", "Client") agrees to be bound by these Terms.

1. Scope of Services

Singla Global Freight provides commercial freight forwarding, logistics coordination, and supply of goods (including hospitality textiles) as agreed in writing. All services are subject to availability and acceptance by the Company.

2. Quotations & Pricing

- 2.1 All quotations are indicative and valid only for the period stated.
- 2.2 Prices are subject to change due to variations in freight rates, fuel surcharges, currency exchange rates, customs duties, taxes, or government regulations.
- 2.3 Final pricing shall be confirmed only upon issuance of a **Proforma Invoice (PI)**.

3. Order Confirmation

3.1 Orders shall be deemed confirmed only upon:

- Written acceptance by the Company, and
- Receipt of payment as per agreed terms.

3.2 The Company reserves the right to reject or cancel any order prior to confirmation without liability.

4. Payment Terms

- 4.1 Payments must be made strictly in accordance with the Company's **Payment Terms & Policies**.
- 4.2 All bank charges, wire transfer fees, intermediary charges, and currency conversion costs shall be borne by the Buyer.
- 4.3 Title to goods shall not pass until full payment has been received.

5. Incoterms

- 5.1 All international shipments are governed by **Incoterms® 2020 (ICC)** unless otherwise agreed in writing.

5.2 The applicable Incoterm (EXW, FOB, CIF, CFR, DAP, etc.) shall be clearly stated on the Proforma Invoice or contract.

5.3 Incoterms define cost allocation, risk transfer, and delivery obligations only and do not govern ownership transfer.

6. Delivery & Transit

6.1 Delivery timelines are estimates only and shall not be deemed guaranteed.

6.2 The Company shall not be liable for delays caused by shipping lines, carriers, customs authorities, port congestion, weather conditions, or events beyond reasonable control.

6.3 Delay shall not constitute grounds for cancellation or compensation.

7. Insurance

7.1 Cargo insurance is **not included** unless expressly stated on the Proforma Invoice.

7.2 Under Incoterms such as **CIF**, insurance shall be arranged by the Company only to the minimum coverage required under Incoterms® 2020.

7.3 For all other Incoterms, insurance is the **sole responsibility of the Buyer**.

7.4 The Company shall not be liable for loss, damage, or deterioration of goods where insurance has not been requested or obtained by the Buyer.

7.5 Any insurance claims shall be governed by the terms of the insurance provider.

8. Risk & Title

8.1 Risk of loss or damage shall pass to the Buyer strictly in accordance with the agreed Incoterm.

8.2 Ownership/title of goods shall pass only after full payment has been received by the Company.

9. Claims & Complaints

9.1 All claims relating to quantity, quality, damage, or shortage must be:

- Notified in writing within **7 (seven) days** of delivery, and
- Supported by photographic evidence and delivery records.

9.2 Failure to notify within the specified period shall constitute a **waiver of claims**.

9.3 The Company shall not be responsible for claims arising from:

- Improper handling after delivery
- Normal wear and tear
- Customs inspection or port handling
- Events covered under force majeure

9.4 The Company's liability, if any, shall be limited to the **value of the services rendered**, excluding the value of goods.

10. Limitation of Liability

10.1 Under no circumstances shall Singla Global Freight be liable for:

- Indirect or consequential losses
- Loss of profit, business, or goodwill

- Delay-related penalties imposed by third parties

10.2 Maximum liability shall not exceed the amount paid to the Company for the relevant service.

11. Cancellations & Modifications

11.1 Orders once confirmed cannot be cancelled or modified without written consent.

11.2 Approved cancellations may be subject to deductions for:

- Administrative charges
- Manufacturing costs
- Freight or booking costs already incurred

12. Force Majeure

The Company shall not be liable for failure or delay in performance due to events beyond reasonable control, including but not limited to natural disasters, war, strikes, pandemics, government restrictions, or port disruptions.

13. Intellectual Property

All website content, trademarks, logos, and documentation are the intellectual property of Singla Global Freight and may not be reproduced without prior written consent.

14. Confidentiality

All commercial terms, pricing, and documentation exchanged shall be treated as confidential unless disclosure is required by law.

15. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of **India**.

All disputes shall be subject to the exclusive jurisdiction of courts located in **[Panipat, Haryana, India]**.

16. Amendments

Singla Global Freight reserves the right to amend these Terms at any time. Updated terms shall be effective upon publication on the website.

17. Contact Information

Singla Global Freight LLP

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