

INNOVA CARGO SERVICES LLC
SERVICE AGREEMENT & TERMS OF SERVICE
Version 1.1 – Effective June 2026

International Freight • Air Cargo • Ocean Freight • Logistics Services

1. AGREEMENT

This Service Agreement ("Agreement") governs all transportation, logistics, freight forwarding, cargo handling, pickup, consolidation, repacking, storage, air freight, ocean freight, and related services provided by INNOVA CARGO SERVICES LLC ("INNOVA"). By tendering cargo, requesting services, accepting an invoice, or submitting payment, the Customer acknowledges and agrees to be bound by the terms and conditions set forth herein.

2. SERVICES

INNOVA provides domestic and international logistics services through its network of transportation providers, freight carriers, customs partners, and logistics affiliates. All services are subject to applicable laws, transportation regulations, carrier requirements, and operational limitations. INNOVA reserves the right to refuse any shipment at its sole discretion.

3. CUSTOMER RESPONSIBILITIES

The Customer agrees to provide complete and accurate sender and recipient information, properly declare shipment contents and value, ensure all items are legally permitted for transportation and importation, package cargo adequately, and provide any documentation required by customs authorities or government agencies. The Customer assumes full responsibility for losses, delays, penalties, duties, taxes, fines, or additional expenses resulting from inaccurate information or failure to comply with applicable regulations.

4. PAYMENT TERMS

All invoices issued by INNOVA are due according to the payment terms stated on the invoice. INNOVA reserves the right to hold cargo pending payment, refuse shipment release until all balances are paid in full, assess storage fees, and suspend future services for overdue accounts.

5. STORAGE AND UNCLAIMED CARGO

Cargo that remains unpaid, unclaimed, or otherwise unavailable for release may be subject to storage fees. INNOVA reserves the right to retain possession of cargo until all charges have been paid in full.

5A. ABANDONED CARGO

Any shipment remaining unpaid or unclaimed for more than ninety (90) days after notification may be considered abandoned. INNOVA reserves the right to dispose of, donate, destroy, or sell abandoned cargo to recover outstanding charges.

5B. STORAGE FEES

Storage fees shall be assessed in accordance with INNOVA's current storage rates. Charges may accumulate until all outstanding balances have been satisfied.

6. INSPECTION RIGHTS

INNOVA reserves the right to inspect, open, photograph, weigh, measure, document, and verify any shipment prior to or during transportation.

7. TRANSIT TIMES

All transit times are estimates only and are not guaranteed. Delays may result from customs inspections, airline or vessel schedules, port congestion, weather conditions, government restrictions, transportation disruptions, third-party carrier delays, or force majeure events.

8. THIRD-PARTY CARRIERS

INNOVA may utilize airlines, ocean carriers, freight forwarders, customs brokers, delivery

companies, and other logistics providers to complete transportation services.

9. PROHIBITED ITEMS

Customers may not ship illegal drugs, firearms, ammunition, explosives, hazardous chemicals, counterfeit goods, currency, negotiable instruments, or any item prohibited by applicable law.

10. CUSTOMS, DUTIES, AND GOVERNMENT CHARGES

The Customer and/or recipient shall be solely responsible for any customs duties, taxes, import fees, inspections, storage charges, penalties, governmental assessments, or related expenses imposed by authorities in the destination country.

10A. CUSTOMS CLEARANCE

INNOVA does not guarantee customs clearance, import approval, release, admissibility, or delivery of any shipment into the destination country.

11. LIMITED LIABILITY

Unless otherwise agreed in writing, INNOVA's liability shall be limited to the declared value accepted by INNOVA at the time of shipment.

11A. DECLARED VALUE VERIFICATION

INNOVA reserves the right to request receipts, invoices, purchase confirmations, photographs, or other supporting documentation to verify declared value.

11B. INSURANCE COVERAGE

Any insurance coverage offered or arranged through INNOVA shall apply solely to the total loss of a shipment. Insurance does not apply to partial loss, internal damage, cosmetic damage, inadequate packaging, fragile items, perishable goods, pre-existing defects, or losses resulting from customs inspections, seizures, governmental actions, or regulatory restrictions. The maximum compensation payable under any approved claim shall not exceed the declared value accepted by INNOVA at the time of shipment.

12. CLAIMS

Claims must be submitted in writing within seven (7) calendar days following delivery or notification of loss and include supporting documentation and proof of value.

12A. ELECTRONIC COMMUNICATIONS

The Customer agrees that quotations, invoices, shipment updates, notices, and communications may be provided electronically, including by email, text message, and WhatsApp.

13. FORCE MAJEURE

INNOVA shall not be responsible for delays, interruptions, losses, or inability to perform services resulting from events beyond its reasonable control.

14. GOVERNING LAW

This Agreement shall be governed by and interpreted under the laws of the State of Florida, United States.

15. ACCEPTANCE OF TERMS

The delivery of cargo to INNOVA, request for services, acceptance of an invoice, or submission of payment shall constitute full acceptance of this Service Agreement and Terms of Service.

INNOVA CARGO SERVICES LLC

Tampa, Florida, United States

Email: info@innovacargoservices.com

Phone: (813) 215-0054

NOTICE: Payment of any invoice issued by INNOVA CARGO SERVICES LLC constitutes

acceptance of this Service Agreement and Terms of Service. These Terms and Conditions may be updated without prior notice.