

国际快递契约条款

International Express Contract Terms

第1条 适用范围与合同成立

Article 1 Scope of Application and Conclusion of Contract

1.1 “本公司”指浙江云豹国际货运代理有限公司，本条款为寄件人与本公司之间的运输合同条款，适用于由本公司提供的国际快递门到门运输服务。

The “Company” hereinafter referred to as “LWE”. These terms are the transportation contract terms between the sender and LWE, applicable to international door-to-door express transportation services provided by LWE.

1.2 寄件人填写运单、交付货物，即视为已阅读并同意本条款全部内容，合同自本公司揽收货物时成立。

By filling out the waybill and delivering the goods, the sender is deemed to have read and agreed to all the terms of these terms, and the contract is established from the time LWE collects the goods.

第2条 寄件人声明与保证

Article 2 Shipper's Representations and Warranties

2.1 实名与验视：寄件人必须提供真实姓名/名称、地址、电话；本公司有权核验身份、开箱验视、过机安检，寄件人拒绝则本公司可拒收。

Real-name System and Inspection: The Shipper must provide real name/entity name, address and contact number. LWE reserves the right to verify identity, open packages for inspection and conduct machine security scanning. LWE may reject the goods if the Shipper refuses to cooperate.

2.2 禁限寄：寄件人保证货物不含有下物品：

Prohibited and Restricted Shipments: The Shipper warrants that the goods do not contain the following items:

-各类有价证券、管制物品、易燃易爆品、毒品、液体违禁品、危险品以及国家明令禁止寄递的所有货品。

Various negotiable securities, controlled articles, flammable and explosive substances, narcotics, liquid contraband, goods of unknown dangerous goods and all articles explicitly prohibited for mailing by the state.

-侵权/仿牌、色情、反动、涉密物品；目的地国家禁止/限制进口物品。

Infringing/counterfeit goods, pornographic materials, reactionary materials, confidential materials; goods prohibited or restricted from import by the destination country.

2.3 申报真实：运单、商业发票等资料品名、价值、HS编码、数量必须真实准确；低报/瞒报导致海关罚款、退运、没收、销毁，全部责任与费用由寄件人承担。

True Declaration: The commodity name, value, HS code and quantity stated on waybill, commercial invoice and other documents must be true and accurate. All liabilities and expenses arising from customs fines, return shipment, confiscation or destruction caused by under-declaration or concealment shall be borne solely by the Shipper.

2.4 知识产权：货物不侵犯第三方商标、专利、著作权；否则寄件人承担全部法律与赔偿责任。

Intellectual Property Rights: The goods shall not infringe any third-party trademarks, patents or copyrights; otherwise, the Shipper shall bear all legal liabilities and compensation liabilities.

第3条 服务内容与费用

Article 3 Service Content and Charges

3.1 本公司按运单约定的起运地、目的地、收件人，提供运输与派送。

LWE provides transportation and delivery according to the origin, destination, and recipient specified on the waybill.

3.2 运费：按本公司公布价或协议价计算，不含：关税、增值税、清关费、仓储费、偏远附加费、危险品费、退回运费等，此类费用由寄件人或收货人承担。

Freight: Calculated based on LWE's published price or agreed price, excluding customs duties, VAT, customs clearance fees, warehousing fees, remote surcharges, dangerous goods fees, return freight and other similar charges, which shall be borne by the Shipper or Consignee.

3.3 运费预付/到付以运单为准；到付拒收，寄件人仍需支付运费及返回费用。

Prepaid or collect freight shall be subject to the waybill. If the consignee refuses to accept collect shipment, the Shipper shall still pay the and return expenses.

3.4 寄件人可凭运单号查询快件全流程物流信息，对服务有异议可通过客服渠道投诉维权。

The sender can check the information or contact customer service using the tracking number.

3.5 本公司可合规留存运单信息用于业务及监管备查，妥善保管客户信息，严禁泄露、倒卖。

Our company can legally keep waybills for business and regulatory purposes, and disclosure is prohibited.

3.6 本公司将按照对外统一公示的专线承运时效提供运输服务；设立官方客服热线，收到客户投诉7个工作日内完成核查并反馈处理结果。

Provide express delivery services according to the publicly announced timeliness; For customer complaints, verification is completed within 7 working days and the handling result is provided.

第4条 包装与货物保管

Article 4 Packaging and Goods Custody

4.1 寄件人负责妥善包装，足以承受国际运输（振动、挤压等）；包装不当导致损坏，本公司不承担赔偿责任。

The sender packs it themselves, sufficient to withstand international shipping conditions; If improper packaging causes damage, our does not assume any liability for compensation.

4.2 本公司对货物的责任期间：自揽收时起，至交付收件人签收时止。

The Company's liability period for the goods commences upon collection and terminates upon delivery against the Consignee's signature.

第5条 责任限额与赔偿

Article 5 Liability Limit and Compensation

5.1 本公司无自营快件保价业务，贵重物品建议寄件人自行购买货物运输保险。

整票遗失赔偿：按申报价值赔偿，但最高不超过 USD 100/票。

所有赔偿均不承担任何间接费用和损失。

LWE does not provide cargo insurance services; all parcels are uniformly subject to this uninsured value compensation standard.

Compensation for lost shipments: compensation is based on the declared value, but not exceeding USD 100 per shipment.

All compensation does not cover any indirect costs or losses. It is recommended that the sender purchase cargo insurance on their own.

5.2 寄件人须按期结清各账期运费；无双方书面确认时，任何单票理赔纠纷不得抵扣、拖欠其他账期运费，

当期账期经双方协商可抵扣对应理赔款。

The Shipper shall settle all payable freight on schedule, and shall not withhold or refuse to pay express freight on the ground of claim

5.3 本公司对以下损失不承担责任：

LWE shall not be liable for the following losses:

- 不可抗力（包括但不限于）：战争、罢工、自然灾害、政府禁令、海关扣留、货物自然属性、合理损耗、

固有缺陷（如易碎、易腐等）等；

Force majeure (war, strikes, natural disasters, government bans, customs detention); natural characteristics, reasonable wear and tear,

defects of goods (e.g., fragile, perishable, volatile items);

- 寄件人或收货人过错（地址错误、拒收、不配合清关）；间接损失（利润损失、营业中断、商誉损失等）。

Fault of the Shipper or Consignee (wrong address, refusal to accept goods, failure to cooperate with customs clearance);

indirect losses (loss of profit, business interruption, loss of goodwill, etc.).

第6条 清关与海关责任

Article 6 Customs Clearance and Customs Liabilities

6.1 寄件人负责提供完整、准确清关文件（发票、装箱单、原产地证等）。

The Shipper shall provide complete and accurate customs clearance documents (invoice, packing list, certificate of origin, etc.).

6.2 海关查验、征税、退运、没收相关风险及费用，由过错方承担；因寄件人货物、申报、单证问题产生的

全部费用由寄件人自行承担，我司仅协助通知。

Risks and costs related to customs inspection, taxation, return, and confiscation shall be borne by the at-fault party; All costs incurred due to issues with the sender's goods, declarations, or documentation shall be borne by the sender themselves; LWE only assists with

6.3 因申报不实、品名错误、缺证导致的处罚，全部由寄件人承担。

All penalties arising from false declaration, incorrect commodity name or missing documents shall be fully borne by the Shipper.

第7条 保价与保险

Article 7 Valuation Coverage and Insurance

7.1 本公司不提供货物运输保险；高价值货物建议托运人自行购买商业保险。

LWE does not provide cargo transportation insurance.

The Shipper is recommended to purchase commercial insurance independently for high-value goods.

第8条 延误、丢失、损坏处理

Article 8 Handling of Delay, Loss and Damage

8.1 索赔申报时限：快件丢失自预计送达日起30日内提出；损坏/短少，签收后48小时内提交完整有效证明材料，

超期无法核实货损的，我司仅依据留存物流记录定损，寄件人自快件收寄之日起一年内仍可依法主张赔偿。

寄件人按约定时限交齐全部有效证明材料后，本公司按照流程受理理赔审核工作。

Claim filing deadline: Requests for lost express parcels must be filed within 30 days from the estimated delivery date; Damage/Shortage:

Complete and valid evidence must be submitted within 48 hours after signing. Overdue LWE will be handled according to the procedure.

8.2 索赔需提供：运单原件、发票、装箱单、损失照片、价值证明等。

Documents required for claim: original waybill, invoice, packing list, photos of damaged goods, value certification and other supporting

第9条 退回与改派

Article 9 Return and Redelivery

9.1 收件人拒收、地址错误、无法联系、清关失败，本公司可退回起运地，费用由寄件人承担。

In case of consignee's refusal to accept goods, wrong address, failure to contact consignee or customs clearance failure,

LWE may return the goods to the place of origin with all expenses borne by the Shipper.

9.2 寄件人要求改派，需支付改派费+额外运费。

If the Shipper requests redelivery, redelivery fee plus additional freight shall be paid.

第10条 争议解决

Article 10 Dispute Resolution

因本合同产生争议，协商解决；协商不成，提交本公司所在地有管辖权人民法院诉讼。

Any dispute arising out of this contract shall be resolved through negotiation. If negotiation fails,

the dispute shall be submitted to the people's court with jurisdiction at the LWE's location for litigation.

第11条 其他 Article 11 Miscellaneous

11.1 本条款中文版本为正本，若有英文版本则仅供参考。

The Chinese version of these terms shall be the authentic text; any English version is for reference only.

11.2 本公司有权修订本条款，修订后在官网公示，公示后揽收即视为接受修订。

LWE reserves the right to revise these terms. Revised terms will be published on the official website.

Collection of goods after publication shall be deemed acceptance of the revised terms.