

*Las Americas TCC. Terms and conditions: Diplomatic Sector*

1. Las Americas Travel, Cargo and Courier, LLC. (Las Americas TCC) serves under licenses issued by the Bureau of Industry and Security (BIS) of the U.S. Department of Commerce.
2. The products are delivered and services provided by Las Americas TCC are only those that the Customer chose and paid, so the Customer is obliged to inform itself and review in detail its characteristics and inventory or identification number (SKU) prior to process the purchase. No returns will be accepted or refunds will be made if Customer failed to comply with this condition. If the Customer wishes to purchase different or additional products or services to those, must make a new order and pay opportunely.
3. Customer usually must pay in advance, so if it request a different form of payment, Las Americas TCC. can add to the initial selling value a percentage relative to financing that should take.
4. Products and services from Las Americas TCC may only be offered to authorized recipients (embassies, consulates and international non-governmental organizations and staff members of the mission in Cuba, except for Cuban nationals and the countries and people who are excluded or limited) and indicated in the quotation, invoice or other document of this operation, so it should not be resold, re-exported or otherwise transferred to third natural and/or legal persons, except as authorized by the Department of Commerce of the United States and it be possible under regulations established by the government of Cuba.
5. Goods cannot be acquired for commercial, political, military or illicit purposes, but for official or personal, provided that this use is reasonable and in appropriate amounts.
6. Las Americas TCC does not sell goods be treated as prohibited, dangerous, illegal or inappropriate, or others who are regulated under the laws of Cuba and the United States.
7. Las Americas TCC is not responsible for any loss, breakage, spillage or other affectations that goods may suffer from their arrival in Cuban territory, unless otherwise agreed with the Customer.
8. Our company is not responsible for delays in delivery of the products ordered by the customer, when it is due to the procedure or the conditions established by customs authorities, freight forwarders, transporters and others involved, in source and/or destination.
9. All operations performed must comply with the regulations established by the Cuban and US authorities, in particular, trade, customs, foreign trade and national security rules. Customer is responsible for knowing and be updated on the regulations of Cuba, the United States and its country applicable to requested transactions.
10. Customer has up to three (3) business days to remove or receive (when delivery service was agreed) the goods at the arranged point, counted from the date of notice. In the first case, if this obligation is not met, Las Americas TCC may impose a late charge up to five

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(5) % of the value of the goods per day of delay, notwithstanding other expenses that may arise. In the second case, if once coordinated with the Customer the time and place for direct delivery, it does not meet them, the Customer shall pay back the price of this service whenever it must be repeated and Las Americas TCC may impose the penalty referred to above, notwithstanding other expenses that may arise. In both situations, past thirty (30) days without the cargo has been received by the Customer, it loses the rights to it and Las Americas TCC may dispose of it as it sees, with no refund.

11. Las Americas TCC moves the warranty to its products and services, under the terms and conditions offered by the supplier that are applicable and only if the Customer has contracted this service. However, this guarantee only applies when the Customer has fulfilled the terms and conditions set forth, such as: a) instructions and recommendations developed for each product must be strictly observed; b) in the case of those with installation and commissioning, these must be made by the staff indicated by Las Americas TCC, or with its technical assistance; c) the equipment must not be opened, revised or modified at any time by the Customer or third parties, so that for any technical failure or concerns about their properties, must immediately contact Las Americas TCC.
12. Customer declares that people who receive/deliver documents, cash or other payment instruments and/or goods, or perform any proceeding in his absence, assume the same rights and obligations attended -when appropriate- before Las Americas TCC, so Customer responds for any default or error they commit.
13. Customer must maintain absolute confidentiality with respect to information owned by Las Americas TCC other than public or undisclosed character.
14. Customer must respect the intellectual property rights of Las Americas TCC and cannot use them, except with its specific permission.
15. The e-mail addresses, phone numbers and other contact information provided by Customer to Las Americas TCC by any means, may be used to send it information about our products, offers and services -taking care to respect its privacy-, unless it states otherwise in writing.
16. Customer also claims to be over 18 years old and has no legal limitation for such acts.
17. When purchase is done through our company, the Customer -or the person to whom it delegates this function- certifies that all information submitted is true and accurate, and that knows, accepts and complies with Las Americas TCC's terms and conditions and regulations set forth by Cuba and the United States institutions concerning this operation.
18. Las Americas TCC is not responsible for the breach by the Customer to the provisions herein.