

## Terms and Conditions for Globelink (Buyer)

### Effective Date:

Welcome to **Globelink**. By using our website, you agree to comply with and be bound by the following Terms and Conditions. These terms apply to all users, including but not limited to sellers, buyers, and visitors of the website. Please read these terms carefully before accessing or using our services.

### 1. Overview of Services:

Globelink is an online platform that connects sellers of various products with buyers. We allow sellers to list their products on our website and buyers to browse and place orders for those products. Depending on the applicable laws and regulations, we facilitate the delivery of the products to the buyer's country.

### 2. Registration and Account Creation

To access certain features of the website, users may need to create an account. When creating an account, you agree to provide accurate, current, and complete information. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

### 3. Privacy Policy:

At Globelink, we prioritize your privacy. Our Privacy Policy outlines how we collect and use your data on our website. Whether you are a visitor or a customer, we encourage you to review this Privacy Policy thoroughly. By utilizing our services, you consent to the methods in which we collect and use your data as explained in this Policy.

- **When you register on our website:** Globelink may request certain personal details from you. This could include your full name, email address, phone number, postal code, age, gender, occupation, education, and address. Additionally, we may gather information regarding the pages you browse, the links you interact with, and the frequency of your visits to our site.
- **Collecting information:** At Globelink, we collect your personal information only when you choose to register on our website or participate in an online survey. Additionally, we use cookies, including those from Google Analytics and DoubleClick, to gain insights into your website usage and preferences. This allows us to improve our website's functionality and display personalized ads based on your previous interactions with our site.
- **Personalized Features:** Globelink may use your personal information to tailor and personalize the content and features you see when interacting with their platform, enhancing your user experience.
- **Promotional Offers:** Globelink can use your contact details to send you special offers, discounts, and promotions. These may come through various channels, including email, SMS, or notifications within the app or website.
- **Sharing with Partners:** Globelink may share your information with selected business partners, vendors, or affiliates to provide services you've requested or improve their offerings. This could include delivery services, customer support, or third-party integrations.
- **Legal Compliance and Policy Adherence:** Your information might also be used to ensure Globelink complies with relevant laws, industry regulations, and internal policies. This includes fraud detection, legal inquiries, and maintaining data security.
- **Surveys and Contests:** If you participate in surveys, contests, or promotional campaigns, Globelink may use your contact information to inform you of your participation results, such as contest wins or survey participation feedback.
- **Advertiser and Sponsor Communication:** Globelink may use your contact information to send you promotional materials on behalf of its sponsors or advertisers. This could involve updates on new services, products, or offers that might interest you.
- **Targeted Ads:** Globelink might use your data to display targeted advertisements on third-party websites, particularly via networks like Google Ads. If you prefer not to see certain ads, Globelink might allow you to customize or opt-out of personalized ads by adjusting your settings in Google's Ads Preferences Manager.

## 4. Refund Policy

### No Refund Policy for Globelink

- At Globelink, we value transparency and fairness in all transactions. When payments are processed, the amount charged to the customer is based on the prevailing exchange rate set by PayPal or the payment gateway at the time of the transaction.
- In the event of a refund, however, we will follow a different procedure. The refund will be processed using the exchange rate applicable on the same day as the refund request is made, as determined by payment gateway exchange rate for that date.
- Please note that the rate used for the refund will be prioritized over any previous rates, and we will abide strictly by the exchange rate provided by the payment gateway on the day the refund is issued.
- In the event of a refund, please note that any fees charged by the payment gateway in relation to the processing of the refund will be deducted from the total refund amount. These charges are non-negotiable and will be automatically subtracted from the refunded sum before it is returned to the customer.

## 5. Packages

### Abandoned Packages/ Packages Refusal/ Return to Sender

- An abandoned package is not our responsibility. We can, at most, return it to the base of that country, which refers to the DTDC office in that country.
- If the package is valued at \$20 or less, we will not assume responsibility. For packages valued above \$20, if free return service is available in the respective country, we will have the abandoned package returned to the DTDC office in that country.
- If there are any additional charges to return the abandoned package to the base, the sender will be responsible for covering those costs.
- If there is no DTDC office in a country, the package may be destroyed by either the customer or the delivery company in that country.

### Oversized packages

To help you understand the concept of an oversized package, let's first explain what "girth" is and how to calculate it.

The girth of a parcel refers to the combined measurement of its width and height, multiplied by 2. To calculate the girth of a parcel, follow these steps:

1. Measure the **length** (the longest side), **width**, and **height** of your package.
2. To calculate the girth, use the formula:  
**Girth = (Width + Height) × 2**

For example, if your box measures 20cm x 10cm x 10cm, the calculation for the girth would be:  
 $(10 + 10) \times 2 = 20 \times 2 = 40\text{cm}$ .

Regarding the maximum dimensions for parcels:

- The **maximum dimensions** for a package are 62cm x 42cm x 42cm.
- The **maximum girth** allowed for any package is 104cm.

Packages exceeding these limits are considered oversized and cannot be accepted for shipment under normal circumstance, however additional charges will be applied

**Product Loss:** In the event of product loss, our logistics partner will provide coverage of up to AUD 100. Sellers also have the option to purchase additional insurance for enhanced protection against potential losses.

## **Photographs of Packages**

To ensure the safe handling and delivery of shipments, Globelink requires that photographs of packages be taken at various stages of the shipping process. These photographs serve as an essential documentation tool for confirming the condition and contents of the packages at the time of pickup, during transit, and upon delivery.

By agreeing to these terms and conditions, you acknowledge and consent to the collection and use of such photographs. These images may be used for verification purposes, resolving disputes, or addressing any issues related to the shipment.

Failure to provide requested photographs may result in delays or complications with the processing of your shipment or any claims you may file.

## **6. Customs Clearance**

Customs Duty is imposed by the customs department in the destination country, and Globelink has no control over the amount of duty applied to any consignments. Globelink cannot be held responsible for any customs duty, taxes, personal effects, or high-value customs clearance charges that may be levied. Typically, a service charge or administrative fee is applicable when these charges are imposed on a consignment. This service charge/admin fee, in addition to customs duty and taxes, is payable by either the consignor or consignee. The service charge/admin fee may vary between countries, and Globelink reserves the right to withhold a consignment until the customs duty, taxes, personal effects, high-value charges, service charge/admin fee, and any other imposed taxes or duties are fully paid by the consignor or consignee. Globelink, or any carrier selected by Globelink, is obligated to provide an invoice showing the duty amount, taxes, service charge/admin fee, or any taxes/duties imposed on the consignment. In case of any dispute or disagreement regarding the customs duty amount applied, it will be the responsibility of the consignor or consignee to resolve the issue with the customs department in the relevant country.

## **7. Held Consignment**

Your consignment may be held by customs for various reasons, and Globelink cannot be held responsible for any consignment detained by customs. Typically, after a certain period (which varies by country), if the consignment remains held, customs has the authority to abandon, destroy, return, or impose storage charges on the carrier, including Globelink or any other carriers associated with Globelink globally. Any charges arising from customs holds will be passed on to the consignee or consignor. Insufficient or incomplete documentation, or failure to pay duties and taxes, are common reasons why consignments are held by customs. In such cases, Globelink may require you to liaise directly with the Customs department of the relevant country or with any involved carrier to resolve the issue. If your consignment is detained by any carrier due to non-payment or any other reason, you will be held responsible for the abandonment, destruction, return, or storage charges. Globelink reserves the right to act according to advice to withhold any consignment, and under these circumstances, the consignor or consignee will bear the costs involved. These costs can be substantial and may vary by country, and Globelink retains the right to ensure these charges are settled before any delivery arrangements can proceed.

## 8. Prohibited Items

Globelink refrains from shipping any weapons, including items that assist in the creation or operation of firearms and ammunition, as well as any replicas, narcotics, or other prohibited goods. Moreover, certain items might demand special permits, documentation, or could be restricted depending on your destination country or address. The responsibility to be aware of and comply with these restrictions' rests solely with you.

Globelink collaborates with law enforcement to ensure that prohibited items do not make their way through our shipping channels. This means that both our facilities and customer packages are subject to regular scrutiny by the authorities. By using our service, you implicitly agree to such inspections. Should prohibited items be found in your package, they may be seized and confiscated by either law enforcement or Globelink. If such items are detected, your account could be put on hold, and any other packages stored in your Locker may also undergo inspection and potential confiscation.

## 9. Shipping Policy

- **No Refunds on Purchases:** All sales of services and products are final. Once a transaction has been processed, we do not offer refunds or exchanges.
- **Cancellation of Services:** If you wish to cancel a service before its commencement, please contact our customer service team. However, once services have been rendered or products delivered, no refunds will be issued.
- **Exceptions:** Refunds may only be considered in cases where a service or product is significantly misrepresented, defective, or does not meet the agreed-upon terms, and must be handled on a case-by-case basis.
- **Contact for Issues:** If you encounter any issues with your purchase or experience dissatisfaction, please contact our support team immediately. We are committed to resolving concerns within the scope of our terms and conditions.

## 10. Mode of Transport

We may, at our discretion, use any mode of transport, such as Air, Road, Water, etc., unless you specifically request a particular mode. In addition to Globelink, we may also subcontract other service providers or carriers to handle the transportation of your effects.

## 11. Fraud Prevention

Globelink is committed to safeguarding against fraudulent activity. We utilize third-party tools and adhere to industry standards to protect your account information, and we may update our methods and tools as necessary. Additionally, we require that all items sent to our facilities be fully purchased and paid for by you. In the event that fraudulent activity is detected, we reserve the right to withhold shipment until the seller verifies the transaction, or we otherwise determine, at our sole discretion, that it is appropriate to proceed. For any suspected fraud inquiries, please contact us at [gobelink@gmail.com](mailto:gobelink@gmail.com).

## 12. Consolidation

Globelink is not liable for any missing items in a consolidated package unless there is proof that the item was received by us. Therefore, we strongly recommend submitting a photo request for Globelink to inspect and photograph the contents of each package upon arrival. Please ensure all photo requests are made before consolidation. During the consolidation process, we will remove all cartons, as they contribute to higher shipping costs, and most customers prefer them to be removed.

## 1. Shipping Charges and Minimum Order Value

### 1.1 Minimum Shipping Charges by Country:

- **Australia:** AUD 25
- **United Kingdom:** GBP 15
- **United States:** USD 20
- **Singapore:** SGD 20

### 1.2 Consolidated Shipping:

Customers are encouraged to order multiple items in one transaction to pay only one shipping charge per order.

### 1.3 Globelink Minimum Order Policy:

Orders must meet one of the following:


- A minimum value of **USD 50**, or
- Pay the minimum shipping charge of **AUD 25**

We are here to fulfil all your shopping needs from India.

### Contact Us

For questions or support, contact us:

 **Email:** [support@globelink.com](mailto:support@globelink.com)

 **Phone:** +1-XXX-XXX-XXXX