



JTM CARGO MANAGEMENT

International Freight Forwarders & Brokers

PO Box 476 Brighton-le Sands NSW 2216

Phone: (02) 9223 4600

Web: <http://www.jtmcargo.com.au>

Email: info@jtmcargo.com.au

REFUND POLICY

Should you have a query regarding your fee charged for services, please contact our office to discuss.

Refunds of fees charged will only be considered once verbal or written contact has been made with our office and we have reviewed the work that has been undertaken to produce the fee that has been charged.

You may cancel a contract for services. The amount of refund will depend on whether some of all of the services provided were unsatisfactory, or provided at all.

You will not be entitled to a refund when someone else said or did, or beyond human control that happened after the goods or services were supplied. For example,

- Goods, cargo or Freight damaged or missing.
- Cargo delayed in transit.

Should you have any questions in relation to our refund policy, please contact your JTM Cargo Representative on ph02 9223 4600