BEXO CARGO Terms and Conditions

Last Updated: January 2025

Welcome to BEXO CARGO, a leading logistics and cargo service provider operating in 10 African countries. Our headquarters is based in France under Africa Global Logistics.

By using our services, you agree to comply with and be bound by the following Terms and Conditions. Please read them carefully before proceeding.

1. Company Information

Headquarters:

Africa Global Logistics

33 quai de Dion Bouton

92800 Puteaux, France

Email: support@bexocargo.com

Regional Offices & Contact Emails:

● Cameroon: cameroon@bexocargo.com

● Nigeria: nigeria@bexocargo.com

● Ghana: ghana@bexocargo.com

● Senegal: senegal@bexocargo.com

● South Africa: southafrica@bexocargo.com

● Ivory Coast: ivorycoast@bexocargo.com

● Mali: mali@bexocargo.com

● Kenya: kenya@bexocargo.com

● Gabon: gabon@bexocargo.com

● Equatorial Guinea: equatorialguinea@bexocargo.com

2. Services Offered

BEXO CARGO provides:

●

Freight forwarding (air, sea, and land)

●

Customs clearance

●

Warehousing & distribution

●

Real-time shipment tracking

●

Last-mile delivery

3. Customer Responsibilities

●

Provide accurate shipment details (weight, dimensions, contents)

●

Ensure proper packaging to prevent damage

●

Submit required customs documentation (for international shipments)

●

Pay all applicable fees (transport, duties, taxes)

4. Shipping & Delivery

●

Delivery times are estimates and not guaranteed due to customs, weather, or unforeseen delays

●

Customers must inspect shipments upon delivery and report damages within

48 hours

●

Storage fees apply for unclaimed shipments after

7 days

5. Payments & Fees

●

Payment must be made before shipment processing (unless credit terms apply)

●

Additional charges (customs duties, taxes, storage) are the customer's responsibility

●

Refunds (if applicable) will be processed within

14 business days

6. Liability & Claims

●

BEXO CARGO is not liable for delays caused by customs, weather, or third-party carriers

●

Maximum liability for lost/damaged goods is

USD 100 per shipment

unless declared value is higher (additional fees apply)

●

Claims must be submitted in writing to

support@bexocargo.com

within

7 days

of delivery

7. Prohibited Items

BEXO CARGO does not transport:

●

Illegal goods (drugs, weapons, counterfeit items)

●

Hazardous materials (flammables, explosives)

●

Perishable goods without prior approval

●

Cash or high-value items without insurance

8. Privacy & Data Protection

●

Customer data is used only for shipping purposes

●

We comply with GDPR (for EU-related shipments) and local data protection laws

9. Dispute Resolution

●

Any disputes shall first be resolved via negotiation

●

Unresolved disputes will be settled under

French law

(for international shipments) or local laws (for in-country shipments)

10. Changes to Terms

BEXO CARGO reserves the right to update these Terms at any time. Customers will be notified of major changes via email or website notice.

Contact Us

Global Support:

support@bexocargo.com

Headquarters: Africa Global Logistics, 33 quai de Dion Bouton, 92800 Puteaux, France

By using BEXO CARGO's services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.