

FROZEN ON TIME
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SERVICE DISCLAIMER:

All our shipments to the USA are made with FedEx Express and are cleared through customs by our contract broker FedEx Trade Networks (FTN). As members of the FedEx corporate family FTN and FedEx Express have a very close working relationship and embedded mutual communication.

When clearing US Customs many shipments are held for secondary inspection by US Customs and Border Control (USCBC) to determine if safety regulations are being met and to prevent any breach of US importation rules. During this process these shipments are held in quarantine and cannot be accessed in any way by FedEx or FTN. USCBC secondary inspection usually only delays shipments by 24 hours, but this is subject to volume of shipments being processed and current Terrorism alert levels.

FedEx Express service does inform us of any shipments once they are chosen for secondary inspection and then subsequently when they are released for delivery. Depending on the delivery hub of the shipment dry ice may be added if available – but be aware that not all hubs have access to dry ice.

We do our utmost to keep our customers informed at every step of the delivery process.

Occasionally packages are rejected for entry into the USA by USCBC for unexplained reasons and the process is not subject to appeal through FedEx Express or Frozen On Time. These occurrences are not within the responsibility or purview of the service of FedEx Express or Frozen On Time, and all costs related to delays or rejection and return of packages are wholly and completely the responsibility of our customer. These costs may be substantial and are at the sole risk of our customer.