

# Service Agreement and Policy

**Company Name:** Provice

**Head Office:** People's Republic of China

**Last Updated:** 15.03.2026

## First: Definitions

**Company:** Provis Company, which provides import, export and business consulting services; and which is represented by Bayt Al Akarim for Trade, registration number 4031283024 at the Ministry of Commerce in the Kingdom of Saudi Arabia.

**Client:** Any natural or legal person benefiting from the Company's services.

**Services:** The three services described in this document (Purchasing, Checking, Shipping & Consulting).

**Third Parties:** Factories, suppliers, shipping companies, or any external entities engaged to perform the services.

## Second: Scope of Service Policy

This agreement applies to all services provided by the Company, and the Client's request for any service constitutes explicit agreement to abide by this agreement and service policy.

## Third: Description of Services

### 1.3 Purchasing and Pre-Shipment Checking Service

- 1.1.3 The Company purchases goods from suppliers or factories in China on behalf of the Client or coordinates directly with the Client.
- 2.1.3 The service includes a visual inspection of the goods (quantity, general conformity with agreed specifications, and packaging condition).
- 3.1.3 Laboratory or technical inspections are not included unless expressly agreed upon in writing.
- 4.1.3 Final responsibility for product quality rests with the supplier or manufacturer unless otherwise stipulated in a separate written agreement.

### 2.3 Air and Sea Shipping Coordination Service

- 1.2.3 The Company provides shipping coordination services only through third-party shipping companies.
- 2.2.3 The Company is not considered an air or sea carrier and bears no responsibility for delays, loss, or damage caused by shipping companies or customs authorities.
- 3.2.3 Delivery timelines, shipping rates, and insurance are subject to the terms and conditions of the shipping companies.
- 4.2.3 The Client is responsible for providing complete and accurate shipment information.

### **3.3 Commercial Consulting Service**

- 1.3.3 The Company provides general commercial consulting related to import, export, and market practices.
- 2.3.3 Consultations are based on experience and information available at the time and do not constitute a guarantee of profits or specific outcomes.
- 3.3.3 The Client bears full responsibility for any business decisions made based on such consultations.

## **Fourth: The Company & Client Obligations**

### **1.4 The Company Obligations:**

- 1.1.4 Complying with applicable laws and regulations of Saudi Arabia.
- 2.1.4 Performing services with reasonable care and professionalism.
- 3.1.4 Maintaining the confidentiality of client information.
- 4.1.4 Informing the client of any material changes affecting the service.

### **2.4 The Client Obligations:**

- 1.2.4 Provide all required information and documents accurately and truthfully.
- 2.2.4 Pay all agreed fees within the specified timeframes.
- 3.2.4 Comply with all applicable laws and regulations of the Kingdom of Saudi Arabia.
- 4.2.4 Ensure that imported goods are lawful and compliant with customs and commercial regulations.
- 5.2.4 Bear full legal responsibility for the nature and legality of imported goods.

## **Fifth: Order Procedure and Payment Policy**

- 1.5 The Company team shall receive and review the Client's request and provide a preliminary quotation detailing the requested goods, estimated costs, and expected delivery or execution timeline.
- 2.5 If the customer gives initial approval to the price offer and the terms offered, the request is officially approved and its procedures are completed after payment of a financial deposit of a partial value of the total invoice.
- 3.5 The down payment shall be set at 1% of the total invoice value and is intended to confirm the seriousness of the request and to maintain the quality and efficiency of the services and efforts provided by the Company.
- 4.5 Payment of the down payment is a mandatory condition for commencing any service, and no purchasing or coordination procedures shall begin prior to its receipt.
- 5.5 All prices exclude government, logistics, customs or any other additional costs unless otherwise stated in writing.
- 5.6 The order for manufacturing the goods is confirmed with the factory after payment of the first installment, which is 30% of the total invoice value.
- 5.7 The goods will be received from the factory (and prepared for shipment upon client request) after payment of the second installment, which is 70% of the total invoice value, plus the company's service fee.
- 5.8 The client will be provided with a separate invoice for shipping fees, and the company will complete the shipping process after payment is received.

## **Sixth: Limitation of Liability**

- 1.6 The Company shall not be liable for any indirect losses or loss of profits, or faults caused by third parties.
- 2.6 The Company shall not be liable for delays or damages arising from force majeure, war, or any natural disaster such as earthquakes or floods, etc.
- 3.6 The Company's maximum financial liability "if any" shall be limited to the value of the service fees actually paid.

## **Seventh: Customs Liability Disclaimer**

- 1.7 The Client acknowledges that customs laws and regulations in the Kingdom of Saudi Arabia are subject to continuous updates by the competent authorities.
- 2.7 The Company shall not be liable for customs clearance rejection, delays, seizure of goods, or penalties resulting from violations of customs regulations, Saudi Standards (SASO), or requirements of the Zakat, Tax and Customs Authority.
- 3.7 The Client bears full responsibility for ensuring the legality and import eligibility of the goods, including licenses, certificates, conformity requirements, energy efficiency labels, or any other regulatory requirements.
- 4.7 The Company's role is limited to coordination and follow-up only and does not constitute a guarantee of customs clearance.
- 5.7 The Company shall not bear any fines, demurrage, storage fees, or additional costs arising from customs or regulatory procedures.
- 6.7 In the event that customs authorities require destruction or re-export of the shipment, the Client shall bear all related costs and liabilities.
- 7.7 The Client agrees to indemnify and hold the Company harmless from any claims, liabilities, or legal actions arising from customs or regulatory violations related to the goods.

## **Eighth: Confidentiality and Data Protection**

- 1.8 The Company shall maintain the confidentiality of Client data and shall not disclose it except as necessary to perform the services or as required by law.
- 2.8 The Client shall not misuse any information or documents belonging to the Company.

## **Ninth: Cancellation and Termination**

- 1.9 The Company reserves the right to suspend or terminate services in the event of the Client's breach of these terms or failure to make payment.
- 2.9 The Client may request cancellation prior to commencement of execution, subject to bearing any costs already incurred.

## **Tenth: Amendments**

The Company reserves the right to amend these terms at any time. Clients shall be notified of updates through official communication channels.

## **Eleventh: Governing Law and Jurisdiction**

These terms shall be governed by and construed in accordance with the laws and regulations of the Kingdom of Saudi Arabia. Saudi courts in the city of Jeddah shall have exclusive jurisdiction.

## Contact Information

Email: [baytalakarim@gmail.com](mailto:baytalakarim@gmail.com)

Phone: +966 57 937 8711

### Acknowledgment:

By requesting the Company's services, you acknowledge that you have read, understood, and agreed to everything contained in this agreement.

