**Terms and Conditions**  
**Last Updated: June 2025**

Welcome to **Dream Couriers Limited**!  
These Terms and Conditions ("Terms") govern your use of our website and the services provided by **Dream Couriers Limited** ("we", "us", or "our"). By accessing or using our website and services, you agree to be bound by these Terms.

**1. Company Information**

**Dream Couriers Limited**  
Company Number: **12855046**  
Registered Address: **408 Alexandra Avenue, Harrow, England, HA2 9TR**  
Email: **info@dreamcouriers.co.uk**  
Website: [**www.dreamcouriers.co.uk**](http://www.dreamcouriers.co.uk/)

**2. Our Services**

We provide parcel delivery services both within the UK and internationally. Our services include:

* Domestic courier delivery
* International parcel shipping
* Door-to-door logistics for individuals and businesses

Service availability and delivery times may vary depending on the destination and service type.

**3. Use of Website**

By using our website, you agree to:

* Use it for lawful purposes only
* Avoid disrupting or attempting to gain unauthorised access to our systems
* Not transmit any harmful or illegal content through our platform
* Not attempt to send prohibited goods

**4. Booking and Payment**

* All bookings must be made via our official channels
* Full payment is required at the time of booking
* All prices include VAT unless otherwise stated
* We reserve the right to cancel any service at our discretion

**5. Prohibited Items**

The following items are strictly **prohibited** from shipment:

* Weapons, firearms, or ammunition
* Explosives, hazardous, or flammable materials
* Drugs or illegal substances
* Perishable goods (unless agreed in writing)
* Currency, negotiable instruments, or precious items without prior arrangement

Shipments containing prohibited items may be refused or destroyed without compensation.

**6. Liability and Insurance**

* We are not liable for delays caused by third parties, customs, weather, or other uncontrollable factors
* Our liability is limited to **£50 per consignment** unless additional insurance is purchased
* All parcels must be correctly packaged and labelled
* Loss or damage claims must be submitted in writing within **14 days** of delivery or expected delivery date

**7. Cancellations and Refunds**

* Cancellations may be accepted before parcel collection for a refund
* No refunds will be issued once a parcel is in transit unless the fault lies with us
* Refunds will not be issued for incorrect addresses or failed deliveries due to recipient unavailability

**8. Privacy and Data**

We handle personal data in accordance with UK GDPR. Please refer to our **Privacy Policy** for more information on how your data is collected, stored, and used.

**9. Intellectual Property**

All content, trademarks, logos, and images on our website are owned by Dream Couriers Limited and may not be copied or reproduced without our written consent.

**10. Amendments**

These Terms may be updated at any time. Updated terms will be published on this page, and your continued use of our site constitutes acceptance of any changes.

**11. Governing Law**

These Terms are governed by the laws of **England and Wales**, and any disputes shall be handled by the English courts.

**Contact Us**

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