

1 RETURN OR UNDELIVERED OR UNCLAIMED SHIPMENTS

1.1. A shipment shall be considered to be undeliverable if:

- a) The recipient's address is incomplete, illegible, incorrect or cannot be located,
- b) The recipient fails or refuses to accept delivery or sign or pay for delivery of any shipment
- c) The shipment would likely cause damage or delay to other shipments or goods, or injury to persons,
- d) The shipment contains prohibited items,
- e) The shipment's contents or packaging are damaged to the extent that re-wrapping is not possible,
- f) The shipment is detained or otherwise unable to clear local or State boundaries,
- g) If a recipient of a Collect on Delivery (COD) shipment fails or refuses on such delivery to pay the COD amount.

1.2. In case a shipment remains undeliverable or unclaimed, PickNParcel shall serve a notice by registered mail upon the recipient or upon the shipper, if the recipient is not available, requiring him to remove the goods within a period of 7 days from the date of receipt of the notice and in case of failure to comply with the notice, PickNParcel shall have the right to sell such shipment without any further notice to the recipient or the shipper, as the case may be without incurring any liability whatsoever to the shipper or recipient or anyone else. PickNParcel shall, out of the sale proceeds so received, be entitled to retain a sum equal to the freight, storage and other charges due including expenses incurred for the sale and the surplus, if any, from such sale proceeds shall be returned to the recipient or shipper, as the case may be.

- 1.3.** In case a shipment returns or remains undeliverable or unclaimed in accordance with Conditions 1.1. (g) above, PickNParcel shall not deliver the shipment to the recipient and shall return the shipment to the shipper at the location where the shipment was first picked up. In this event, the shipper will be liable to make all payments for carriage of the shipment and its return.
- 1.4.** In case of unclaimed shipments : Demarruge / Warehousing charges will be as per receipt received from customs, PNP will not be liable for any unclaimed shipments and customer will have to bear all charges

2 CANCELATION & REFUND

- 2.1. The customer is only eligible for cancelation of the booking if the cancelation is made within 2 hours of booking.
- 2.2. The customer cannot cancel the booking once the parcel is collected/dispatched by PickNParcel or any of its associates/representatives or the parcel is dropped at a PickNParcel drop off location.
- 2.3. The customer is only eligible to make cancelation through the PickNParcel website only and no other medium of intimation of cancelation such as telephone, e-mail etc. will be treated as a valid cancelation.
- 2.4. The customer is only eligible for refund of the prepaid booking if the cancelation is not made within 2 hours of booking.
- 2.5. PickNParcel will take a period of 7 working days to process the refund payment.
- 2.6. The amount of processing/cancelation charges will be deducted and the balance amount will only be refunded.
- 2.7. The refund will be processed, however, for having the money transferred back to the source of transaction, it may take up to 7-

10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by us.

- 2.8. A refund will be granted should you experience an unreasonable delay or sub-standard quality in the service agreed upon at the time of booking, if these issues are due to negligence by PickNParcel.
- 2.9. Claims must be submitted within 3 days via claim form available on the PickNParcel website
- 2.10. If you cancel at the time of, or after the courier collection has been made the customer will be charged in full.
- 2.11. If you want us to return the courier consignment back to you due to change of mind, excess weight or any other reason you are liable for courier collection and courier delivery charges.
- 2.12. Refunds cannot be granted for longer Transit times. Transit times are estimated in working days from date of courier collection and are for major cities. Remote areas may take longer. Estimations are based on average transit times. Delays due to customs, weather etc can occur, so we advise that you plan for this possibility.