

Cancellation Charges

Booking Cancellation Policy

When you book a courier service our terms and conditions must be agreed before any booking is made. All bookings are subject to our terms and conditions which includes a minimum cancellation charge for a cancelled service. Our cancellation policy is as follows.

- Cancellations done 15 mins after order is received and accepted by a driver partner will attract cancellation fees as follows
 - Bike: \$2
 - Car: \$5
- Cancellation after order or package is collected will attract the following fees:
 - Bike: \$2 Cancellation and \$2 return Fee
 - Car: \$5 Cancellation and \$3 return Fee
- Cancellation on delivery WONT attract any refunds.

If the booked courier arrives at the collection point, and the goods are not ready, we will do our best to contact you to advise, you have the option to make alternative arrangements.

If we are unable to make contact you, the status of your booking would change to **COC** (Cancelled on Collection). We are unable to reinstate a booking marked as **COC** and no refund would be granted. If you wanted to re-book the same identical service, please go online to re-book.

If the courier arrives at the collection point and the address is closed or locked up the courier will update the status of the booking to **COC**. Any booking status marked as **COC** can be re-booked on our website at the prevailing rate available at the time of the new booking. Sorry we are unable to reinstate any booking after the status has been changed to **COC**. Our **minimum cancellation charge** for any booking is \$1.00 excluding vat. Please note If the total value of your courier booking is below **\$1.00 excluding vat NO REFUND** would be granted.

