

## .Terms and Conditions for Yella Coming trans

### Definitions .1

- .a. "Yella Coming trans" refers to the courier service provided by Yella Coming trans
- b. "Customer" refers to the person or organization who engages Yella Coming Courier Services to transport goods
- .c. "Goods" refers to any item or package that is transported by Yella Coming trans

### Bookings .2

- a. Bookings for Yella Coming trans must be made in advance and can be made via phone, email or online
- b. All bookings must include accurate information about the goods being transported, including the weight, dimensions, and destination
- c. Any additional services required, such as insurance or special handling, must be requested at the time of booking
- d. Any cancellations made within 24 hours of collecting the goods will incur a cancellation fees of 20% of the total booking cost
- e. Yella coming trans will allow for waiting time of 10 minutes at the collection point and drop off, surcharge will apply for time exceeds the waiting time. The price will be 1\$ per extra minute

### Payment .3

- .a. Payment for Yella Coming trans must be made in advance or on delivery
- .b. Payment can be made via cash, credit card or bank transfer
- c. Yella Coming trans reserves the right to hold onto the goods until payment has been received in full

### Delivery .4

- a. Yella Coming trans will make every effort to deliver the goods to the destination within 14 working days
- b. Delays in delivery may occur due to unforeseen circumstances such as traffic, weather conditions, or other external factors
- c. Yella Coming trans is not liable for any loss or damage resulting from delayed delivery, unless the delay was caused by the negligence of the company or its employees

d. Yella coming trans provides door-to-door service only. Yella coming trans is not responsible for any damage inside the houses. The customer at the pick up/ drop off are fully responsible

#### Liability .5

- a. Yella Coming trans is not liable for any loss or damage to the goods during transport, unless the loss or damage was caused by the negligence of the company or its employees
- b. Yella Coming trans recommends that customers purchase insurance to cover any loss or damage to the goods during transport
- c. Yella Coming trans is not liable for any indirect or consequential losses or damages, including loss of profit or business, arising from the transport of the goods

#### Prohibited Goods .6

- a. Yella Coming trans prohibits the transport of illegal or dangerous goods, including firearms, explosives, drugs, and hazardous materials
- b. Yella Coming trans reserves the right to refuse to transport any goods that are deemed to be dangerous or illegal

#### Complaints and Disputes .7

- a. Any complaints or disputes must be made in writing to Yella Coming trans within 7 days of the delivery date
- b. Yella Coming trans will investigate any complaints or disputes in a timely manner, and will aim to resolve the issue to the satisfaction of all parties involved

#### Privacy .8

- a. Yella Coming trans respects the privacy of its customers and will not disclose any personal information without the customer's consent
- b. Yella Coming trans may use customer information for marketing purposes, but customers can opt-out of marketing communications at any time

.By engaging Yella Coming trans, you agree to these terms and conditions