

Annexure I | Domestic Shipping

Plan	API Charges	Security Deposit	Wallet Amount
Shopmatic	NIL	NIL (One Time)	NIL (initial Recharge)

Subscription Cost

Tenure	Annual	Semi Annual	Monthly
Cost (Rs.)	NIL		

Shipment wise Cost

Express Service	Within Metro city	Within State	Metro-Metro	Rest of India	Up--countries
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Upto 500 gms	32	39	45	50	62
Every additional 500 gms	31	37	43	48	59
Estimate Delivery Time	1 Day	2 Day	2 - 3 Day	4 - 5 Day	6 - 7 Days
Express service 0.5kg– Delhivery, Xpressbees, Bluedart, Shadowfax, Fedex, Udaan Express					

Economy Service	Within Metro city	Within State	Metro-Metro	Rest of India	Up--countries
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Surface 0.5kg	30	37	41	52	61
Surface 1kg	57	70	79	99	119
Regular Surface upto 2kgs	73	92	110	135	167
Express Surface upto 2kgs - FR	65	65	65	65	65
Express Surface (Upto 5Kg)	80	94	108	121	170
Regular Surface (Upto 5Kg)	145	155	165	194	225
Express Surface (Upto 10Kg)	95	112	149	182	249
Regular Surface 10kg	168	199	269	349	410
Regular Surface 20kgs	318	379	509	649	779
Additional per Kg rate for Surface 5, 10 & 20kgs service	17	22	27	32	37
Estimate Delivery Time	2 days	2-3 days	4-5 days	5-7 days	8-11 days
Surface 0.5kg, 1kg, 2kgs– Delhivery, Xpressbees, Bluedart Express Surface – Fedex , Regular Surface - Delhivery, Xpressbees, Udaan Express					

Terms & Conditions

This document summarizes the terms and conditions of using Shipyaari Service as mentioned in the legal agreement. You are required to read, understand, and agree to these terms.

Fuel Surcharge	Zero (0%). In case of increase in diesel price very steep then impact of the same can be applied to your account.												
Service Surcharge	Rs. 3 additional for Bluedart on Forward Applicable Charge.												
Cod Charges	INR 45 or 1.5% of the invoice value, whichever is higher. Remittance Cycle – Daily, D+7 basis.												
Express COD Charges (Optional)	1% of invoice value additionally charged above Forward applicable charge, COD Remittance Daily on D+1 basis.												
Return Charge	Same as forward charges.												
NRC- No Return Charges (Optional)	10% on Base Freight charge additionally charged on each shipment. In case of Shipments getting returned, you wont be charged the Return Charges.												
Reverse Pick Up Charge	1.5 times of forward charges of Standard shipment charges. (i.e- if forward charges – INR 100, then reverse charge is INR 150)												
Address Correction Charges	INR 55 per consignment												
Insurance Charges on Invoice value (Optional)	<table border="1"> <tr> <td>Sum Assured</td> <td> Premium</td> </tr> <tr> <td>(i) Up to 5000</td> <td> 0.00 %</td> </tr> <tr> <td>(ii) 5001 to 50000</td> <td> 0.75 %</td> </tr> <tr> <td>(iii) 50,001 to 1,00,000</td> <td> 1.00 %</td> </tr> <tr> <td>(iv) 1,00,001 to 2,00,001</td> <td> 2.00 %</td> </tr> <tr> <td>(v) Above 2 Lakh</td> <td> On Demand Quote.</td> </tr> </table>	Sum Assured	Premium	(i) Up to 5000	0.00 %	(ii) 5001 to 50000	0.75 %	(iii) 50,001 to 1,00,000	1.00 %	(iv) 1,00,001 to 2,00,001	2.00 %	(v) Above 2 Lakh	On Demand Quote.
Sum Assured	Premium												
(i) Up to 5000	0.00 %												
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(iv) 1,00,001 to 2,00,001	2.00 %												
(v) Above 2 Lakh	On Demand Quote.												
Certificate of Fact	0.5% of the invoice value or INR 50 whichever is more. (optional) Either COF or Claim as per limited liability clause shall be provided and not both.												
Chargeable Weight	The volumetric or dimensional weight is calculated and compared with the actual weight of the shipment to ascertain which is greater; the higher weight is used to calculate the shipment cost.												
Volumetric Calculation	<p>The volumetric weight of a shipment is a calculation that reflects the density of a package. Calculations Would be as follows.</p> <table border="1"> <tr> <td>Volumetric Weight Air</td> <td>LxBxH (in cm)/ 5000</td> </tr> <tr> <td>Volumetric Weight Surface</td> <td>LxBxH (in cm)/ 4000</td> </tr> </table>	Volumetric Weight Air	LxBxH (in cm)/ 5000	Volumetric Weight Surface	LxBxH (in cm)/ 4000								
Volumetric Weight Air	LxBxH (in cm)/ 5000												
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Manual Label Penalty	INR 500 per shipment.												
ODA / OPA / ESS	INR 1000/ per consignment or INR 150/kg, whichever is higher.												
Billing / COD Disputes	<p>All disputes in the bills & cod should be raised within 7 days & 30 days (Respectively) from the date of submission of the bills/ cod reports, failing to do so, queries and issues will not be entertained. All such issues to be mailed on accounts@shipyaari.com on timely basis.</p> <p>We bill on pickup basis and follow 10 days cycle.</p>												

Weight uploads	Weight uploads shall be done periodically, if not accepted within 72 hours then auto-acceptance of the same shall be implied and no request of reversal on the charges shall be accepted. You will have to ensure correct actual weight and dimensions are provided at the time of scheduling pickups. Keep handy images of bulk and volumetric shipments to avoid future billing disputes.	
GST	Taxes will be levied additionally on total billing at prevailing rate notified by govt. Currently @ 18% GST.	
Refunds	Security Deposit is refundable and can also be adjusted against any long due outstanding. Wallet amount under any circumstances shall not be refunded. Any deposit or credit unrefunded and not utilized shall be seize after a period of 12months from the last month of account activity.	
KYC	Address Proof, GST Certificate, Photo ID, Cancel Chq for COD remittance. In case of Postpaid Account – 3 security Cheques in the name of AVN Business Solutions Pvt Ltd. 2 -blank and 1 of Rs. 5000 (this will be adjusted against bills). In case of No GST Registration – A certificate of No GST in the name of AVN Business Solutions Pvt Ltd needs to be issued.	
Damage Claims	We settle damage claims via credit notes and same shall be added to your balance/wallet in your Shipyaari account. To justify your claims in case of RTO a video of package opening is required along with mention on POD of courier co. In case of transit damage, liquid item claims are not processed if quality of packing is not justified. For customer claiming damage – educate customer not to accept package if outer box is visibly damaged and if he does so make sure he mentions this over POD that he has accepted damaged parcel only then claim shall be processed, else will not be entertained.	
Quotation validity	This quotation is valid for 15 days or till date it is implicitly expressed.	
Zone Definition	Zone Definition:	
	Zone 1	Local within Metro city pickup and delivery up to 100kms
	Zone 2	Origin to destination within 500kms within state only
	Zone 3	Origin to destination between 501 - 2000 kms (Metro to metro only)
	Zone 4	Origin to destination between 501 - 2500 kms (Metro - Others / Others - Others)
	Zone 5	Origin to destination greater than 2501kms< (Metro - Others / Others - Others)
	Zone will be captured based on Region & Kms conditions fulfilled together.	
General Rate Hike	Rates can be revised anytime during the year in case of change in fuel or other external factors. Rates shall be revised every year in the month of January by 8%-15%.	

Below are general terms and conditions and are part of agreement.

- ☐ I have read and understood the shipping rates of all the courier companies and their sub services and understand that the shipping rates are subject to change once a year.
- ☐ I understand that sending of **prohibited items like hazardous or flammable substances, arms & ammunitions, etc. is not permissible** and I shall abide by those restrictions.
- ☐ I understand that I should **use only shipping labels (AWB'S) that are generated from the dashboard** and not manual labels; use of manual labels will result in a fine of Rs. 500/-+ taxes.
- ☐ I understand that there is a 5% chance that pick-up services may face issues due to operational concerns of the courier company especially in case of new pickup locations.
- ☐ I understand that sometimes the volumetric weight of my package could be higher than physical weight and agree to be billed for whichever is higher.
- ☐ I understand that I will be liable for the freight charges and the return charges of a shipment if returned.
- ☐ I understand that its my responsibility to check the details on the label and if the same is shipped then it will be assumed that all details mentioned on it is true and correct and no disputes with respect to payment mode or others shall be entertained.
- ☐ I **agree to declare the accurate weight and dimensions of my packages while scheduling shipments.** I also agree that no dispute can be raised with respect to billing, due to incorrect entry of data while scheduling. Shipment will be billed as per slab & services selected. Wrong declaration of weight will multiply the slab rate & not jump to next slab. For Example, Service selected for 500 Gms & actual weight is 1Kg then billing will be done at the rate of 500 Gms X 2.
- ☐ I understand that there are certain additional taxes like entry taxes levied by certain state government and I am liable to bear those taxes when required.
- ☐ I understand **that proper packaging of my products has to be done from my end.** I shall be solely liable for any damage arising out of improper packaging.
- ☐ I understand that additional government rules and norms can be applicable while shipping to certain states and subject to change without prior intimation and will abide by them.
- ☐ I understand that MSDS is required for shipping liquid and semi-solid products and agree to furnish the same for every consignment that carried such products.
- ☐ I also understand that **liquid and semi-solid products cannot be sent via air and will be sent only through surface shipping.**
- ☐ I understand that **Proof of Delivery will not be provided after 30 days of Delivery.**
- ☐ I understand that I **can't raise disputes of any shipment beyond 7 days of bills being submitted and can't raise disputes with respect to cod if not raised within 30 days of delivery.**
- ☐ I understand the process of insurance claim takes 45 to 60 days and that insurance is provided only for the invoice amount & does not include the freight charges of the shipment.

- ☐ I understand that in case of discrepancies in the bills, the dispute should be raised within 7 days. I also understand that the following things would be required as proof:
 - Manifest signed by the pickup boy.
 - Pictures of Shipments along with original label.
- ☐ Disputes with respect to weight if not satisfactorily resolved then image proof of the shipments should be provided. In any case courier company decision will be final decision.
- ☐ I understand Applicable Forward charge includes – Basic freight charge + COD Charges + Fuel surcharge + Peak Surcharge.
- ☐ I understand COD remittance days will not include Sundays and other Public Holidays. Report date is not considered in days calculation.

I Confirm that I have read, understand & I agree to above points.

Name: _____

Stamp:

Designation: _____

Mobile No: _____

Date: _____