



HELLO DELIVERY SERVICES

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HELLO DELIVERY SHIPPER TERMS OF SERVICE & COD PAYOUT POLICY

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Approved By: __Shahroz Ahmad__

1. OVERVIEW & INTEGRITY CLAUSE

This document details the commercial partnership terms between Hello Delivery (hellodelivery.pk) and registered e-commerce merchants ("Shippers"). Hello Delivery provides premium logistic tracking and unique early liquidity features. Shippers agree to maintain authentic customer data and safe product packaging standards.

2. THE 50% UPFRONT COD PAYOUT FACILITY

- 2.1 Mechanism:** To actively resolve working capital constraints for Pakistani online businesses, Hello Delivery provides an advance financing solution. Upon receipt, validation, and scanning of a consignment batch into the Hello Delivery central hub, the platform initiates a bank transfer equivalent to fifty percent (50%) of the total stated Cash on Delivery (COD) value.
- 2.2 Settlement of Balance:** The residual fifty percent (50%) balance, less standard delivery fees and return processing charges, is processed to the merchant's registered account within 48 to 72 hours following a successful parcel drop-off and cash receipt from the end consumer.

3. MERCHANT TRUST TIER MATRIX

To protect capital pools against artificial volume inflation or speculative ordering, upfront financing access is governed by the following strict performance-tied matrix:

Merchant Status	Active History	Max RTO Rate Allowed	Max Upfront Daily Cap
New / Probation	1 to 14 Days	Under Evaluation	PKR 25,000 / day
Verified (Tier 1)	15 to 30 Days	Less than 20%	PKR 50,000 / day
Trusted Elite (Tier 2)	30+ Days	Less than 15%	PKR 100,000 / day



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4. RETURN TO ORIGIN (RTO) RECOVERY SYSTEMS

- **4.1 Reversal Adjustments:** In instances where a consumer rejects a parcel, provides an unverified location, or cancels an order post-dispatch, the package reverts to an RTO status. The 50% cash advance previously disbursed to the shipper for that specific tracking ID will be immediately deducted from the merchant's active ledger balance during the subsequent payout run.
- **4.2 Premium Return Penalties:** If an e-commerce seller's RTO metrics breach a 25% threshold over any rolling seven-day cycle, the platform reserves the right to freeze upfront payout privileges instantly and transition the account back to standard post-delivery settlement structures.

5. PACKAGING DECREE & INSPECTION CHARTER

- **Packaging Mandate:** Shippers accept complete structural responsibility for package layout. Fragile units, liquids, and electronic items must feature dense protective bubble wrap and professional outer boxes. Hello Delivery holds zero liability for structural damage occurring inside substandard merchant packaging.
- **Inspection Privileges:** To ensure absolute compliance with regional laws and state counter-contraband regulations, Hello Delivery personnel retain an absolute right to open, inspect, and audit any unsealed, suspicious, or high-weight parcels at the point of handover.

6. PROHIBITED PARCEL COMPLIANCE

Shippers are strictly legally barred from booking hazardous elements, raw currency notes, precious bullion, unregistered medication, weaponry, or illegal narcotics. Infractions trigger immediate account bans, complete inventory retention, and explicit forwarding to federal law enforcement authorities in Punjab.

7. LIABILITY CAPS & ESCROW COMPLAINTS

If a verified package is entirely lost or severely damaged due to confirmed rider or terminal team negligence, Hello Delivery's commercial liability is strictly capped at a maximum of PKR 2,000 per shipment, or the raw manufacturing value of the invoice item—whichever sits lower. All written damage claims must land on the operations support dashboard within fourteen (14) calendar days from the initial warehouse dispatch date.

Merchant Acceptance Signature: _____ **Date:** _____