

CUSTOMER TERMS & CONDITIONS

Effective Date: [DD/MM/YYYY]

These Terms & Conditions govern your use of the **Seda Send** mobile application and related logistics services.

By registering or using the Seda Send App, you agree to these Terms & Conditions.

1. Customer Registration

Customers must provide accurate and complete information during registration and keep their account details up to date.

2. Shipment Booking

Customers can use Seda Send to book small and mid-sized commercial road transportation services.

The customer must provide accurate information regarding:

- Pickup and delivery locations
- Cargo type
- Quantity
- Weight and dimensions
- Required vehicle type
- Pickup and delivery requirements

3. Cargo Information

Customers are responsible for providing accurate details about the goods being transported. Seda Send may refuse or cancel a shipment if the actual cargo differs materially from the information provided during booking.

4. Accepted Cargo

Seda Send accepts permitted **non-food commercial goods**, including automotive parts, furniture, electronics, packaging materials, aluminum/metal materials, fire safety materials, beauty products, perfumes, and other permitted commercial goods.

Food items are not accepted under the standard Seda Send service.

5. Prohibited & Restricted Goods

Customers must not book shipments containing illegal, prohibited, dangerous, hazardous, explosive, flammable, or restricted goods without the required approvals, permits, and transportation arrangements.

Seda Send reserves the right to refuse any shipment that does not meet legal, customs, safety, or transportation requirements.

6. Pricing & Payment

The applicable transportation charges will be displayed or communicated before booking confirmation.

Customers must complete payment using the available payment methods.

Additional charges may apply where permitted for customs, duties, waiting time, additional services, or other charges not included in the original quotation.

7. Driver Assignment

Seda Send connects customers with verified transport service providers.

Driver assignment depends on vehicle availability, location, cargo requirements, route, and other operational factors.

8. Pickup & Delivery

Customers must ensure that the cargo is ready for collection at the agreed pickup time and that the required documents are available.

Delivery will be made to the agreed destination provided that the shipment can legally and safely be transported.

9. Customs & Border Clearance

For cross-border shipments, customers are responsible for providing accurate and complete commercial and customs documentation.

Where applicable, Seda Send may coordinate customs clearance through authorized third-party service providers.

Customs duties, taxes, penalties, inspection charges, or other government charges are the responsibility of the customer unless otherwise agreed.

10. Shipment Tracking

Customers can track their shipment through the Seda Send App, where tracking is available.

Shipment status may include:

Booked → Driver Assigned → Picked Up → In Transit → Border/Customs → Out for Delivery → Delivered

11. Proof of Delivery

Upon completion of delivery, digital Proof of Delivery (POD) may be provided through the App. Customers should review the delivery confirmation and report any issue promptly.

12. Cancellation

Customers may cancel a shipment subject to the applicable cancellation terms displayed at the time of booking.

Cancellation charges may apply after a driver has been assigned, the vehicle has arrived, or the shipment has commenced.

13. Delays

Delivery times are estimates and may be affected by traffic, weather, customs procedures, border inspections, vehicle issues, government requirements, or other circumstances beyond Seda Send's reasonable control.

14. Cargo Responsibility

Customers are responsible for proper packing, labelling, documentation, and declaration of their cargo.

Seda Send and the transport service provider may not be responsible for damage resulting from inadequate packaging, incorrect cargo information, prohibited goods, or circumstances outside their reasonable control.

15. Insurance

Cargo insurance, where available, may be offered as an optional service or through an authorized insurance provider.

Any insurance coverage will be subject to the applicable policy terms, limits, exclusions, and conditions.

16. Customer Conduct

Customers must communicate respectfully with drivers and Seda Send staff and must not provide false information or attempt to bypass the Seda Send platform.

17. Privacy

Customer information may be collected and processed for registration, shipment management, payment processing, tracking, customer support, security, and legal compliance in accordance with the Seda Send Privacy Policy and applicable law.

18. Service Availability

Seda Send will make reasonable efforts to maintain the availability of its services. Temporary interruptions may occur due to maintenance, technical problems, network issues, third-party services, or circumstances beyond the Company's reasonable control.

19. Account Suspension

Seda Send may suspend or terminate a customer's account in cases of fraud, misuse, false information, prohibited shipments, non-payment, or violation of these Terms & Conditions.

20. Changes to Terms

Seda Send may update these Terms & Conditions from time to time. Updated terms will be made available through the App or other appropriate communication channels.

21. Governing Law

These Terms & Conditions shall be governed by the applicable laws of the United Arab Emirates, subject to the mandatory laws and regulations applicable to the relevant shipment route and destination country.

22. Customer Acceptance

By selecting "**I Agree**", registering, or using the Seda Send App, you confirm that you have read, understood, and agreed to these Customer Terms & Conditions.

☐ **I agree to the Seda Send Customer Terms & Conditions and Privacy Policy.**

[Accept & Continue]