

DRIVER TERMS & CONDITIONS

By registering and using the Seda Send Driver App, you agree to the following Terms & Conditions:

1. Driver Registration

The Driver must provide accurate personal, driving, vehicle, and contact information during registration.

2. Document Verification

After completing the initial registration, the Driver must visit the designated Seda Send branch with the required original documents for verification.

Registration does not mean automatic account activation.

The Driver's account will be activated only after successful verification and approval by Seda Send.

3. Valid Documents

The Driver must maintain valid:

- Emirates ID / Passport
- UAE Driving Licence
- Vehicle Registration Card (Mulkiya)
- Vehicle Insurance
- Required commercial transport permits
- Required UAE–Saudi / GCC cross-border permits, where applicable

Expired or invalid documents may result in account suspension.

4. Vehicle Requirements

The Driver must use a legally registered, insured, roadworthy, and properly maintained vehicle suitable for the accepted shipment.

5. Shipment Requests

Drivers may receive shipment requests through the App and may accept or decline them.

Once a shipment is accepted, the Driver is expected to complete the shipment according to the agreed requirements.

6. Cargo Handling

The Driver must handle customer cargo carefully and safely and must not open, remove, exchange, or misuse any shipment without proper authorization.

7. Prohibited Goods

Drivers must not knowingly transport illegal, prohibited, or unauthorized goods.

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

Dangerous, hazardous, explosive, flammable, or restricted goods require the appropriate approvals, permits, and transportation arrangements.

8. Pickup & Delivery

The Driver must:

- Arrive at the agreed pickup location.
- Verify the shipment details.
- Collect the correct cargo.
- Deliver it to the specified destination.
- Follow the customer's reasonable delivery instructions.

9. Proof of Delivery

After completing a delivery, the Driver must provide the required digital **Proof of Delivery (POD)** through the App.

10. GPS & Shipment Tracking

The Driver agrees to use the Seda Send App and enable required location services during an active shipment for shipment tracking and operational purposes.

11. Driver Payments

Driver earnings and the applicable Seda Send commission will be displayed or communicated through the App.

Unless otherwise agreed, payments will be processed after successful delivery verification according to the applicable settlement schedule.

12. Seda Send Commission

The standard platform commission is **10% of the applicable shipment fee**, unless a different promotional or commercial rate is agreed.

13. Driver Incentives

Seda Send may offer promotional benefits such as:

- Zero joining fee
- First-month incentives
- Priority access to selected shipment opportunities

Eligibility and conditions will be communicated separately.

14. Cancellation

Drivers should cancel an accepted shipment only for a genuine reason.

Repeated or unreasonable cancellations may affect the Driver's account and access to future shipments.

15. Customer Conduct

Drivers must maintain professional and respectful communication with customers and must not request unauthorized payments or attempt to bypass Seda Send.

16. Safety & Legal Compliance

Drivers must comply with all applicable UAE, Saudi Arabia, GCC, traffic, customs, transport, and border regulations.

The Driver is responsible for safe driving and maintaining all required licences, permits, and insurance.

17. Account Sharing

The Driver must not allow another person to use their Seda Send account.

18. Suspension or Termination

Seda Send may suspend or terminate a Driver's account for:

- False information or documents
- Fraud
- Serious customer complaints
- Unsafe conduct
- Expired documents
- Violation of these Terms
- Illegal or prohibited activities

19. Privacy & Confidentiality

Drivers must keep customer, shipment, pricing, and business information confidential and use such information only for providing Seda Send services.

20. Agreement & Acceptance

These Terms & Conditions should be read together with the **Seda Send Driver Service Provider Agreement** and **Privacy Policy**.

By selecting:

☐ **I Agree to the Seda Send Driver Terms & Conditions**

the Driver confirms that they have read, understood, and accepted these Terms.

[AGREE & CONTINUE]