

Refund & Cancellation Policy

Effective Date: 05/10/2026

SEDA SEND, operated by **Morning Scent General Trading LLC**, provides commercial road transportation and logistics services through its website and mobile application. This Refund & Cancellation Policy explains the conditions under which customers may cancel a shipment booking or request a refund.

1. Shipment Cancellation

Customers may request cancellation of a shipment before the shipment has been dispatched or the transportation service has commenced.

Cancellation requests should be made through the SEDA SEND platform or by contacting our customer support team.

2. Refunds

If a shipment is cancelled before the service has commenced, the customer may be eligible for a full or partial refund, depending on the status of the booking and any costs already incurred.

If transportation, customs clearance, documentation, or other related services have already commenced, the applicable charges or expenses already incurred may be deducted from the refundable amount.

3. Non-Refundable Charges

Certain charges may be non-refundable, including costs already paid or committed to third-party service providers, customs authorities, transport providers, documentation fees, cancellation charges, or other expenses incurred specifically for the shipment.

4. Failed or Duplicate Payments

If a payment is deducted from the customer's account but the shipment booking is not successfully completed, the customer should contact SEDA SEND support with the transaction details.

In case of a confirmed duplicate payment, the excess amount will be reviewed and refunded to the original payment method, subject to verification.

5. Service Cancellation by SEDA SEND

SEDA SEND may cancel or decline a shipment due to operational, regulatory, customs, safety, documentation, payment, or other legitimate reasons.

Where the customer has made a payment and the service has not commenced, the applicable refundable amount will be processed in accordance with this policy.

6. Refund Processing

Approved refunds will normally be processed to the **original payment method** used for the transaction. The time required for the refund to appear in the customer's account may depend on the customer's bank or payment service provider.

7. Delays and Service Issues

Shipping delays caused by customs procedures, government authorities, traffic, weather conditions, border restrictions, documentation issues, or circumstances beyond SEDA SEND's reasonable control may not automatically qualify for a refund.

Each case will be reviewed individually based on the circumstances.

8. How to Request a Refund or Cancellation

Customers may contact SEDA SEND through the contact details provided on our website and should provide:

- Booking or shipment reference number
- Customer name and contact details
- Payment/transaction reference
- Reason for the cancellation or refund request

Our team will review the request and inform the customer of the applicable refund or cancellation terms.

9. Policy Updates

SEDA SEND reserves the right to update this Refund & Cancellation Policy from time to time. Any changes will be published on this page with the updated effective date.

Contact Us

SEDA SEND

Operated by **Morning Scent General Trading LLC**

Sharjah, UAE, Email: info@sedasend.com

For refund or cancellation enquiries, please contact our customer support team through the details provided on our website.

