# Shipping & Ride Service Policy

## Shipping Policy – [Your Logistics App Name]

At DriWE, we are committed to providing reliable and hassle-free logistics and delivery services. This Shipping Policy outlines how goods are picked up, transported, and delivered through our platform.

### Service Coverage

* Our shipping services are currently available in Pune.
* Service availability may vary based on location, time, and vehicle availability.

### Order Placement & Confirmation

* Users can place a shipping request via the App.
* User can select the ride to make the courier.
* Fill the required detail and place your drop locations .
* Once the request is confirmed, you will receive a booking otp and driver vehicle details.
* Orders are subject to acceptance based on vehicle availability, item type, and serviceable areas.

### Pick-up & Delivery

* Pick-up is done from the address provided by the customer.
* Delivery will be made to the address specified at the time of booking.
* Customers must ensure that:
* - Items are securely packed.
* -Use better quality of adhesive tape
* - Pick-up and drop locations are accurate and accessible.
* - Someone is available at both locations to hand over/receive the goods.

### Item Restrictions

* Perishable and Food items,
* LEDs, LCDs, plasma, OLED and any kind of television screens,
* Liquid product, livestock, perishables, live plants,
* Flammable items (firecrackers, oil cans, adhesives, paint cans), explosives (arms, ammunition, fireworks, flares, gunpowder, airbag inflators), fire extinguishers, electric lighter/cigarette
* Platinum, gold, silver, artificial jewelry, gem, precious, semi-precious metals or stones in any form including bricks
* Alcohol/tobacco/ medicines/drugs/poisonous goods, toxic and infectious items,
* Valuable items, electronic devices, high capacity batteries such as car batteries, generator batteries,
* Machinery parts containing oil, grease, fuel or batteries, corrosive items (acids, chemicals),
* Radioactive material, Magnetized materials,Pressurized Containers,Narcotic Substances & Medical and research equipment
* Indian postal articles such as stamps and articles like coins, banknotes, currency notes, Sodexo or securities of any kind payable to bearer, traveler's cheques,
* Gambling devices, lottery tickets, pornographic material
* DriWE is not responsible if any substance as mention above is courier,DriWE don’t have any license to carry any of this article

### Delivery Timelines

* Delivery times depend on distance, traffic, weather, and other operational factors.
* We make reasonable efforts to ensure on-time deliveries, but delays may occur.
* Estimated delivery times will be shown during booking.

### Shipping Charges

* Charges are calculated based on km and timing .
* - Distance (pick-up – stops – drop location )
* - Vehicle type (two-wheeler, mini truck, etc.).
* - Additional services (waiting time, loading/unloading assistance).
* Exact charges are shown before confirming the booking.

### Tracking

* All shipments can be tracked live via the app.
* Customers will also receive SMS/Email/Push notifications regarding order status.

### Cancellations

* Orders can be cancelled before vehicle dispatch at no extra charge.
* Cancellation cannot be done after the parcel has been picked.

### Liability & Claims

* Our liability is limited to the declared value of the good
* Perishable Articles: Parties shall not tender for transportation any consignment containing perishable product shelf life of less than 7 days. DriWE shall not be liable for any loss or damage to any such consignment arising consequent to any delay in delivery
* Claims for lost or damaged items must be reported within 3 days of delivery.

### Customer Support

* For queries, complaints, or assistance:
* Number-866 988 8996
* Mail-hello@driwe.in

## Ride / Service Policy – DriWE

Welcome to DriWE! Your safe, affordable, and reliable travel partner. This Ride/Service Policy explains how our cab services operate, including booking, ride timelines, cancellations, and customer responsibilities.

### Service Coverage

* DriWE currently operates in [list cities/regions].
* Service availability may depend on time, location, and cab availability.

### Booking & Confirmation

* Rides can be booked via the DriWE App.
* Once booked, you will receive driver details, vehicle details, and fare estimate.
* Booking confirmation is subject to cab availability.

### Pick-up & Drop

* The driver will arrive at the pick-up location provided in the app.
* Customers are requested to be at the pick-up point at the scheduled time.
* Drop will only be to the destination entered at booking unless modified in-app.

### Ride Timelines

* Estimated arrival times (ETA) may vary due to traffic, weather, or unforeseen conditions.
* We make best efforts to ensure timely pick-up and drop, but delays may occur.

### Fare & Charges

* Fares are calculated based on:
* - Base fare (minimum charge).
* - Distance traveled & time taken.
* - Dynamic pricing (if applicable during peak hours).
* Toll charges, parking fees, and state permits (if any) are payable by the rider.

### Cancellation Policy

* Rides can be cancelled before the driver reaches the pick-up point at no cost.
* If cancelled after driver arrival or if the rider is a no-show, cancellation charges may apply.
* Refunds (if applicable) are processed within [X business days].

### Passenger Responsibilities

* Ensure the pick-up and drop-off locations are accurate and accessible.
* Wear seatbelts at all times during the ride.
* No carrying of hazardous, illegal, or restricted items.
* Treat drivers with respect and follow community guidelines.

### Safety & Tracking

* All rides are GPS tracked for safety.
* Share ride details with friends/family via the in-app share option.
* 24/7 emergency helpline available within the app.

### Liability

* DriWE ensures best safety measures, but is not responsible for delays due to traffic, natural disasters, strikes, or government restrictions.
* Any misconduct or violation of terms may lead to suspension of rider accounts.

### Customer Support

* 📞 [Support Number]
* 📧 [Support Email]
* 💬 [In-App Chat Support]