

Twinkkles Logistics - Same Day Bulk Delivery Subscription Terms and Conditions

1. Subscription Duration:

- The subscription service is valid for 30 days from the payment date.
- After 30 days, the subscription delivery service is considered exhausted.

2. Registered Delivery Definition:

- Every logged delivery, once Delivery manifest is generated, counts as a Registered delivery.

3. Delivery Count and Manifest Generation:

- Deliveries are counted from available subscribed delivery tickets once the manifest is generated.

4. Wait Time Consideration:

- Any time a rider waits at the pick-up/drop-off location exceeding 15 minutes, the delivery is considered counted, and rider can leave location.

5. Rollover Policy:

- Unused delivery tickets do not roll over once the subscription expires.
- Any delivery requested after the subscription expiration is treated as a "**PAY AS YOU GO**" request and would be billed accordingly.

6. Refund Policy:

- There are no refunds of subscription fees after payments are made.

7. Delivery Timeframe:

- Same day delivery requests are processed within a maximum delivery duration of 3 hours.

8. Request and Cancellation Timeline:

- All same day delivery requests must be made on or before 3 pm daily from Monday to Fridays and on or before 2 pm on Saturdays.
- Any delivery booked after this time will be considered a scheduled delivery the next day.
- If canceled by the customer after booking, it counts from existing delivery tickets.

9. Receiver Availability Confirmation:

- Vendors (Subscribers) are responsible for confirming their customer/receiver's availability within the designated 3-hour delivery window.

10. Change of Address:

- Any change of address, either pick up or delivery, would be considered a new delivery request. The previous request would be counted as used.

11. Service Abuse:

- Twinkkles reserves the right to terminate delivery subscriptions in case of service abuse, including the delivery of illicit/illegal items or verbal/physical abuse of staff with no option of refund to subscriber.

12. Unused Delivery Tickets:

- Unused delivery tickets are considered invalid at the expiration of the subscription duration, and no refunds or compensation will be provided to the subscriber.

13. Subscription Validity:

- All subscriptions are valid for 1 month only, 30 days from the payment date of the subscription.

14. Unforeseen Circumstances:

- In case Twinkkles is unable to process a booked delivery due to unforeseen circumstances, the subscriber will be informed. Rescheduling options will be provided, and deliveries may be rescheduled for the next day.

15. Operating Days:

- Twinkkles operates from Mondays to Saturdays. No deliveries are made on Sundays.

Note: Subscribers are advised to thoroughly read and understand these terms before proceeding with the subscription.

Thank you for choosing Twinkkles Logistics for your bulk delivery needs!

God willing, twinkkles always delivers!!!