



MoU

2017

Delivery Service

Version: DWC103698



About DeliveryWalay:

DeliveryWalay has pioneered the fastest COD service in Pakistan. We work with the desire to achieve online buying & selling as smooth as is in reality which comes from instant transaction. That is why DeliveryWalay give you the fastest Cash on Delivery (COD) service, with a **COD amount payback cycle of 24 Working Hours.**

The concept of Cash on Delivery has been derived from the aspiration of actual buying and selling which is why we believe that when working online, the sellers should not have to wait 15-20 days to get their money back from the courier company.

The dream behind the idea was to enable the common man and provide services to home based business, cottage industries and single owner companies. Today, with great pride we stand tall fulfilling our dream with a wide network of all over Pakistan as we continue to grow at a phenomenal pace.

Service we are providing:

- **Warehousing / Inventory Management**
- **24 working hours cash payback service**
- **Replacement/exchange shipment as service.**
- **Bulk movement**
- **Urgent Delivery**
- **Multiple pick up service**
- **Tailor-made software solution to manage logistics/supply chain movement**
- **Market place websites API integration solution**
- **Online Portal**

We offer online portal to book, manage and track your shipment. Clients can use our online booking portal to enter their product details and customer information. This allows you to control delivery accuracy. We additionally offer API integration service connected with your online store to spare time to book each shipments separately.



Rate of COD Service

Service Rate List – same city

Item	Rs.
Up to 2kg or Up to 20Km	150
Every Additional half Kg	60
Pickup Charges	0
Payment charges (Zero charges on HBL & Meezan accounts)	50
Product Return charges	50

Service Rate List – Outstation (City to City)

Item	Rs.
Up to 1kg	230
Every Additional half Kg	110
Pickup Charges	0
Payment charges (Zero charges on HBL & Meezan accounts)	50
Product Return charges	150

Pick up procedure

- Please book the shipment before 3:00pm (pickup cut of time) to get the shipments picked up the same day
- Any Shipment booked after pickup cut of time will be collect next day.

Transit time

- Regular deliveries for Major cities will be attempt within 2 to 3 working days after pickup.
- Other than Major cities, all shipments will be attempt within 3 to 6 working days after pickup.

Flyers if availed will be charged

Small	13 x 8 inches	15
Medium	18 x 12 inches	25
Large	22 x 14 inches	35



Account opening procedure

To open an account with DeliveryWalay follow the below steps:

1. Got to <http://deliverywalay.com>
2. Click on COD Booking
3. Click on “create an account”
4. Fill the registration form and click submit

Booking procedure

- Sign in to your account
- Click on book a packet
- Fill in the booking form with consignee correct information
- Paste the printed invoice on the Shipment with proper packaging
- API integration code can be also provide upon shipper request
- Multiple shipments also can be booked on “excel upload module” given in portal to consume time

Packaging

- The clients are required to properly package their good according to the nature of goods. Any damage to the product due to improper packaging will not be our responsibility
- All shipment will be transit on OSR (on shipper Risk)
- Any shipment with improper packaging will not be facilitate & it will be return to shipper immediately.

Pick up procedure

- Please book the shipment before 3:00pm (pickup cut of time) to get the shipments picked up the same day
- Any Shipment booked after pick up cut of time will be collect next day.

Transit time

- Regular deliveries for Major cities will be attempt within 2 to 3 working days after pickup.
- Other than major cities, all shipments will be attempt within 3 to 6 working days after pickup.

Volume

- If the shipment /item’s volume exceeds the rider storage capacity, it will not be sipped or it will be subjected to extra charges
- Delivery charges will be calculated on either the weight or volume of the shipment (whichever is higher)
- Volume charges = **{Length (cm) x Width (cm) x Height (cm)} /5000**

Return Shipment

- In case if the customer refuses to accept the shipment/item, the item will be shipped back to the shipper and the shipper will pay the return charges in addition to the delivery charges
- Shipment will be returned within 10 working days of the return confirmation
- Our customer service department review every return shipment from the consignee for the shipment returned confirmation



Replacement Shipment

- Additional volume / weight based rates will be charged on replacement shipments
- Replacement shipment will be delivered back to shipper within 10 working days after replacement collection
- Proper description of replacement Shipment should be mentioned at the time of booking

Customer Support

- Customer queried through the Mobile number/emails are facilitated from 10:00 am to 8:00pm,
- Queries related to customer support department can also be asked via email at codclient@deliverywalay.com

Email Notifications

- To keep an eye on your Shipment movement a system generated email or SMS will be sent to shipper on few important status updates

Payment Procedure

- Payment for each delivery will be reimbursed after 24 working hours of the delivery
- All payment will directly be deposited to the client's bank account
- All the payments can be tracked through the "Cheque Report" module on the portal
- Except for payment in HBL & Meezan account clearance time will be taken for cheque clearance

Legal cash collecting authority

- DeliveryWalay will act as an agent on behalf of the client company, we shall have full legal authority to collect cash and transfer the ownership of good to customer

Natural Accident / Unforeseeable events:

- The company will be not liable to return the value of good in case goods are damaged or destroyed due to natural disasters such as earthquakes, fires, floods, etc. and other unforeseeable events such as riots and strikes.

Insurance

- The client will have to inform the relevant sales staff before opening the account in case if he/she wants to avail the insurance cover at the above stated cost.
- The insurance cost will be **400 Rupees** per shipment for general items
- The insurance cost will be **900 Rupees** per shipment for electronic items
- Claim will be only be acceptable for shipments **Lost in transit, theft, snatching and robbery**
- Claim will be acceptable in case of **seal broken/torn of the package/flyer and product breakage**
- The money in transit will also insured. In case of any theft of money, 80% of the value will be reimbursed to the client.
- During the transit of any agency like Custom, FIA stops the shipment for the custom clearance, Shipper shall be responsible to provide the relevant documents
- DeliveryWalay shall not accept the items as shipment / articles restricted by the IATA (International Air Transport Association) or ICAO (International Civil Aviation Organization), hazardous or combustible material, property of carriage of which is prohibited by any law, regulation or statute of any Provincial or Federal Government of Pakistan.
- In case of insurance claim shipper are required to provide the purchase slip or invoice of the product
- 80% of value of good will be reimburse to shipper in case of insurance claim
- Once the Shipment delivered to the consignee no claim shall be acceptable after wards



Terms & Condition

- The client must agree to the following terms and condition. No agent or employee of DeliveryWalay and no customer may alter or modify these term and condition
- Shipment with improper packing and without invoice paste will not be accepted
- Charges of delivery & flyers will be deducted from COD amount
- Payment method will only done by Cheque / Bank Transfer
- Any claim for the shipment **return/insurance/delivery/damage** 45 days or older will not be entertained
- Flyers can only be request through email or call
- All fragile item will be shipped at ORS(On Shipper Risk), DeliveryWalay is not responsible for any damage or breakage fragile items
- In case of any list in transit, theft, snatching and robbery of COD amount or parcel and if it's insured then 80% of value will be reimbursed to the client.
- DeliveryWalay will act as an agent on behalf of the client company. We shall have full legal authority to collect cash and transfer the ownership of good to customer



Coverage Areas:

Abbotabad	Gujar khan	Lakki marwat	Quetta
Ahmad pur east	Gujranwala	Lalamusa	Qabal
Ahmad pur sial	Gujrat	Lallian	Qaboola Sharif
Alipur	Goth Machi FFC	Larkana	Qadir Pur Rawan
Alipur chattha	Gaggo Mandi	Layyah	Qaidabad
Arifwala	Gambat	Liaqatpur	Qamar Mashani
Attock	Gamber	Lodhran	Qila Deedar Sing
Abdul Hakim	Garha More	Lakki Marwat	Qila Saib Singh
Adda Sheikh Wan	Gatwala 199 / Rb	Lalliani	Rabwa
Adda Siraj	Gharibwal Cement	Lalpir (Thermal Power)	Rahim yar khan
Ahmed Pur East	Ghaziabad	Lawrence Pur	Rahwali
Ajnia Wala	Ghika Gali	Loralai	Raiwind
Akhtar Abad	Ghora Gali	Lower Topa	Rajanpur
Akora Khatak	Ghour Ghusti	Mailsi	Rani pur
Allah Abad	Girok Kcp	Malakand	Rawalakot (a.k)
Amangarh	Golarchi	Manawala	Rawalpindi
Ayubia	Goth Machi	Mandl bahaiddin	Rasvat
Badin	Gulyana	Mandra	Risal pur
Bagh (a.k.)	Hafizabad	Mandranwala	Rohri
Bahawalnagar	Hangu	Manga mandi	Raja Jang
Bahawalpur	Haripur	Mangat	Rajana
Balkasar	Haroonabad	Mangla cantt	Rajar
Bannu	Hasilpur	Mangla hamlet (a.k.)	Ramak
Batgram	Hassan abdal	Mansehra	Rao Khan Wala
Batkhela	Hazro	Mardan	Rato Dearo
Bhai pheru	Hub chowki	Matiyari	Rawat
Bhakkar	Hyderabad	Matti	Renala Khurd
Bhalwal	HAVELIAN	Mehar	Rikhi
Bhimber a. k	Hajeera	Mehmoodkot	Rubwa
Bunner	Hakeem Abad	Mehrabpur	Sadiqabad
Burewala	Hala	Mian channu	Sahiwal
Biria	Harappa	Mianwali	Sambrial
Badomali	Harnal	Mingora (swat)	Samundri
Baffa	Haseeb Waqas Mills	Mirpur (a. k)	Sangla hill
Baghatanwala	Hatia Bala	Mirpur khas	Sarai alamgir



Bahtar More	Hattar	Mirpur mathelo	Sargodha
Baig Pur	Haveli Lakha	Mona depot	Sehwan
Balam But	Hazara University	More khunda	Shadadpur
Bani Afghan	Head Baloki Road	Moro	Shah jamal
Bara Market	Headmarala	Multan	Shahdadt
Barah Khu	Hujra Shah Mukeem	Muridke	Shahdara
Bari Kot	Husri	Murree	Shahkot
Basharat	Islamabad	Muzaffarabad(ak)	Sheikhupura
Basirpur	Iqbal Abad	Muzaffargarh	Shikarpur
Basti Malook	Iqbal Nagar	Machikey	Sh orkot cantt.
Bhera	Jacobabad	Manawala	Shorkot city
Bhikki	Jalal pur jattan	Mandi Faizabad	Shujabad
Bhowana	Jamshoro	Mandi Safdar Abad	Sial sharif
Bhurbun (P.C. Hotel)	Jand	Mandi Usman Wala	Sialkot
Bonga Hayat	Jaranwala	Mandian	Sohawa
Bucheke	Jauhrabad	Mangla (Ajk)	Sukkur
Chakwal	Jehangira	Mankera	Sultan kot
Charsadda	Jhang	Mankyla Station	Sultan pur
Chicha watni	Jhelum	Mari	Swabi
Chiniot	Jahanian	Masar Camp	Swat
Chistian	Jalalpurpirwala	Mastung	Safdarabad
Chitral	Jampur	Matta	Saidu Sharif
Choa saidan sha	Jandia Sher Khan	Mian Wali Qureshain	Sajawal
Chowk sanvar sh	Jandila Sher Khan	Miani	Sakrand
Cadet College Sunny Bank	Jatoi	Midh Ranjha	Sangar
Chak 46 Sb	Jhabran Mandi	Minchinabad	Sanjwal
Chak Jhumra	Jhawrian	Mingora	Saraye Norang
Chak Parana	Kabir wala	Mitha Tiwana	Sardar Garh
Chaklala	Kahuta	More Aimanabad	Sardaryab
Chakri	Kamoki	Motra	Sawabi
Chaman	Kamra	Much	Sawat
Changa Manga	Kandiario	Nankana sahib	Shabqadar
Chanki	Karachi	Narang mandi	Shadiwal
Char Bagh	Karianwala	Narowal	Shah Nikdar
Chashma	Kark	Nasirabad	Shah Pur Chakar



Chawinda	Kasur	Nathia gali	Shahpur Saddar
Chobara	Khair pur meeru	Nawab shah	Shakargarh
Chota Lahore	Khairpur	Nooriabad	Sham Kot
Chotta Sahiwal	Khanewal	Nooriabad	Shams Abad
Chowk Azam	Khangarh	Nowshera	Sheedo
Chowk Pandori	Khanpur	Nowshero feroz	Shergarh
Chunian	Khanpur	Naushki	Shewa Adda
Dadu	Kharian	Nawan Shehr	Shimla Hill
Dadyal (a.k)	Khewra	Naway Kali	Sial Mor
Daska	Khurrianwala	New Industrial Area	Sihala
Deena	Khushab	Nihang	Silanwali
Depalpur	Khuzdar	Nizamabad	Siraye Muhajir
Dera ghazi khan	Kohat	Nonar	Smaal Ind Estate. Daska
Dera ismail khan	Kot addu	Noor Colony	Sunder Adda
Dharki	Kot momin	Noor Kot	Takht-e-bhai
Dinga	Kothiala	Noorpur	Talagang
Dir	Kotla arab all	Noorpur Thal	Tamirgaraha
Dunya pur	Kotla jam	Noshera	Tando adam
Dakwala	Kotli (a. k)	Nowshera	Tando allah yar
Dalbandin	Kotri	Nowshera Kalan	Tando jam
Daood Zai	Kunri	Nrtc (Telecom Staff College)	Tando mohd.khan
Daoud Khel	KAMALIA	Nummal University	Tarbela dam
Dargai	KHAN PUR	Okara	Tarnol
Darya Khan	Kala Bagh	Old Hala	Taunsa sharif
Daul Tala	Kalat	Pakpattan	Taxila
Dera Allah Yar	Kallar Kahar	Pano aqil	Thatha
Dera Murad Jamali	Kallar Syeddan	Parachinar	Toba tek sing
Dewalay	Kalor Kot	Pasrur	Topi
Dhabjee	Kand Kot	Pattoki	Turbat
Dhudial	Kangan Pur	Peshawar	Talhar
Dijkot	Kangra	Pind dadan khan	Talvandi
Dina	Kanju	Pindi bhattian	Tandlawala
Distt. Complex	Kanyal	Pindi gheb	Tangi
Doaba	Kapco Power Plant	Pirmahal	Tank
Donga Bonga	Karoor Paka	PMA KAKUL	Theeng More (Allahabad)



Dulle Wala	Karor Lal Easan	P.O.F. (Factory & Colony)	Tibba Sultanpura
Essa Khel	Kashmore	Pabi	Topi (Gik University Area Only)*
Faisalabad	Kassowal	Padhrar	Tranda Saway Khan
Faqir wali	Katha Sagral	Paharpur	Trug Sharif
Farooqabad	Khairpur Tamewali	Paroa	Ubaro
Fateh jang	Khanka Dogran	Pasroor Road And Villages	Uch Shrif
Fatehpur	Khas Behaal	Patriata	Uggoke
Feroz watwan	Khoza Khaila	Peer Mahal	Wah cantt
Ferozwala	Khoski	Pezu	Wazirabad
FORT ABBAS	Khudian Khas	Phalia	Wah Cantt
F.F.C. Plant	Kot Chutta	Phullarwan	Wan Rahda Ram
Faroka	Kot Pindi Das	Pindi Gujran	Wapda Colony (Ajk)
Fazil Pur	Kot Radha Kishan	Piplan	Warbattan
Fkpcl Power Plant	Kot Samabah	Pir Baba	Yazman mandi
Gadoon amazai	Kotli Behram	Pishin	Vehari
Gakkhar mandi	Kotli Loharan	Pitaro	Village Sial
Gawadar	Kuchlak	Pull 111	Zafarwal
Gharo	Kulachi	Pungirayin	Zhob
Ghotki	Kundian	Punwan	
Gojra	Lahore	Qalandarabad	