



Warranty Policy Package

Thailand, Indonesia, Philippines

Version 8124

Warranty Policy Terms and Conditions

INTRODUCTION

Subject to the provisions of this Warranty Policy, Deliverree or Transportify (the "Company") provide a warranty to protect against direct loss for new goods, merchandise, items, and belongings ("Insured Items") that are booked and transported using the Company's application technology and platform (a "Company Booking").

The Company's Warranty Policy provides compensation to customers for direct losses of Insured Items if they are lost, stolen, missing, or damaged during pickup, transportation, or delivery during a Company Booking in accordance with the Limits below.

Please note that any activity taking place outside of the Company's application technology and official platform are not covered under this Warranty Policy.

STANDARD LIMIT (NON-BUSINESS PROGRAM)

Thailand	(THB)	Indonesia	(IDR)
10W:	20,000	Tronton:	10,000,000
6W:	20,000	Fuso Heavy:	10,000,000
Chilled:	10,000	Fuso Lite:	8,000,000
Box:	10,000	Double Engkel:	8,000,000
Pickup:	10,000	Engkel:	6,000,000
Eco:	4,500	Small Box:	6,000,000
Motorcycle:	4,500	Pickup:	4,000,000
		Van:	4,000,000
		Economy:	2,000,000
Philippines	(PHP)		
10W:	35,000		
Long Pickup:	35,000		
Closed Van:	25,000		
Pickup:	25,000		
Reefer Van:	25,000		
L300 or Van:	15,000		
Economy:	8,000		

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BUSINESS PROGRAM LIMIT

In the case of Business Program customers, your liability limits per booking as stated in your Business Program Agreement with the Company.

NON-COVERED ITEMS

- | | |
|--|---|
| ○ Animal, livestock, and blood stock | ○ Illegal or contraband items of any nature |
| ○ All precious metals | ○ Items over stated size or weight limits |
| ○ Jewelry, precious stones, and gems | ○ Second-hand or used items without proof of purchase or beyond 2 years old |
| ○ Precision instruments and machinery | ○ Items without receipt, invoice, or bill of lading with description and price |
| ○ Explosive or highly flammable items | ○ Cash or documents except via the Company's official COD / Document Return Service |
| ○ Antiques, precious art, collectables | |
| ○ Items requiring cold storage except via an official cold storage vehicle | |

NON-COVERED CAUSES

- | | |
|--|--|
| ○ Delays or truancy | ○ Ordinary wear, tear, leakage |
| ○ Inherent vice or nature of cargo | ○ Insufficient packing or prep of items |
| ○ Willful misconduct of claimant or their representatives, agents, or customers | ○ Use of any nuclear, atomic fission or fusion, or other radioactive weapon |
| ○ Gross negligence of claimant or their representatives, agents, or customers | ○ War, civil war, revolution, rebellion, insurrection, civil strife |
| ○ Force majeure such as extreme weather, earthquake, volcanic eruption | ○ Causes resulting from claimant's breach of obligations or warranties under their agreements with the Company |
| ○ Indirect causes, events, consequences | ○ Water or moisture damage resulting from transport using an open top vehicle |
| ○ Damage of temperature sensitive items from transport using a non-refrigerated or non-frozen vehicle. | |

VALUATION METHODOLOGY

Approved claims in accordance with this Warranty Policy will follow the below valuation methodology for Insured Items subject to stated liability limits.

- New Items: Cost based on supplier proof of purchase or verified proof of internal manufacturing cost. This Warranty Policy does not value Insured Items at sale price, intended sale price, or market value.

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- Used Items: Repair cost based on reputable third party estimates.

PACKAGING REQUIREMENTS

To be covered by the Company's Warranty Policy, items must be packaged in accordance with the below guidelines.

- Position items in a sturdy box and surround by cushioning including bubble wrap, packaging peanuts, corrugated fiberboard, foam pads or molded plastic material.
- Cushion fragile items inside box, then put that box into a larger box with added cushioning around inner box. Fragile items are breakable items and/or contain glass.
- Do not exceed the weight specifications of any box or container.
- Cover all sharp or protruding edges with taped corrugated panels or pads.
- When transporting cabinets, wardrobe, refrigerators, or any large object with doors, all internal contents should be removed and doors should be secured shut.
- Items that cannot be packed into cartons (auto pipes, mufflers, tires, etc.) should have all sharp edges and protrusions wrapped.

UNDERWRITERS

To meet the financial obligation under this Warranty Policy, the Company reserves the full discretion and right to appoint, remove, or change its underwriter at any time. Further, the Company may elect to apply its own cash reserves, underwritten insurance, or a combination thereof to meet obligations related to any approved claim.

The Company's current underwriters are listed below. Note that the coverage, exclusions, and deductibles of an underwriter may not represent the Company's entire Warranty Policy and The Company reserves the right to select amongst its underwriters for the processing of a claim.

PT Asuransi AXA Indonesia

AXA Tower Lt. GF
Jl. Prof. Dr. Satrio Kav. 18, Kuningan City
Jakarta Selatan 12940, Indonesia

Deliverree Private Limited

138 Cecil Street
#12-01A Cecil Court
Singapore 069538

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FILING A CLAIM

Step	Process	Description
1	Claims Notification	<p>A verbal or written claims notification must be received by Company within 7 business days of incident. This may be done by contacting Company's Customer Support available from our application and website or by emailing the addresses below.</p> <p>Thailand: support.th@deliverree.com Indonesia: support.id@deliverree.com Philippines: support@transportify.com.ph</p>
2	Claims Form & Supporting Document Submission	<p>Complete and sign the Claims Form provided in this Warranty Policy Package. Attach supporting documents related to incident including:</p> <ul style="list-style-type: none"> ○ Copy of invoice, receipt, or other official documents with description and price of the damaged or missing goods ○ Copy of Company's COD/POD forms (if available) ○ Photographs of claimed goods before incident ○ Photographs of claimed goods after incident (if available) ○ In case of new goods, proof of purchase from supplier or verified unit manufacturing cost. If our Warranty Department requires additional verification, we may request third party verification, the costs of which to be born by the claimant. ○ In case of damaged goods, repair or refurbishment estimated provided by a reputable third party. If our Warranty Department requires additional quotations from reputable third parties, we may request the claimant to seek these quotations, the burden of which to be born by the claimant. <p>The completed Claims Form together with the supporting documents (a "Claim") should be emailed to us at the emails above within 12 business days of the incident. Please keep original documents on hand so you may provide them at the request of the Warranty Department. A Claim is considered received only once Company has received all of the materials itemized in this Step 2.</p>
3	Due Diligence	Our Warranty Department will review the Claim and conduct due diligence that may involve numerous parties including but not limited to the driver, customer who made the booking, pickup contact, and recipient contacts at the relevant destinations.
4	Added Information Request	In the course of due diligence, our Warranty Department may request additional information from you or other involved parties.
5	Claim Decision	Within 15 business days after submission of the Claim and receipt of any added information as outlined in Step 4, our Warranty Department will respond to you with an email explaining our findings with a decision and providing a settlement amount, if applicable (the "Claim Decision").
6	Claim Settlement Agreement	If the Claim Decision has a claim settlement amount, then within 15 business days of delivery of the Claim Decision, our Warranty Department will contact you with a "Claim Settlement Agreement" and collect your bank account information.
7	Payment Release	Once you have returned to us the signed the Claim Settlement Agreement, payment will be made to your designated account within 15 business days.

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CLAIMS FORM

CLAIMANT INFORMATION

Name:

Company (if any):

Customer's ID or Login:

Contact Address:

Contact Phone:

Contact Email:

DAMAGED OR MISSING ITEMS

List of Damaged or Missing Goods with Declared or Claimed Value Next To Each:

Claim Amount (see Valuation Methodology above):

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INCIDENT LEADING TO THE CLAIM

Date of Incident:

Location of Incident (if multiple, please list):

Booking ID:

General Description of Incident:

DOCUMENTS

List all documents provided under Supporting Documents:

CONTACT

Thailand: support.th@deliverree.com

Indonesia: support.id@deliverree.com

Philippines: support@transportify.com.ph