

Terms and Conditions for Courier Delivery

Delays in Delivery

1. We try our best to deliver our order within the promised time. However, delivery can get delayed due to unforeseen circumstances. “Nearby Shops” will not be liable for any damages or penalties due to delays in Delivery of the order.
2. Delays in delivery due to “Acts of God” like excessive rainfall, or natural calamities will not be eligible for any refund.
3. In certain cases of delivery delays, the management may decide to provide a partial refund. But the decision regarding whether to provide the refund and how much amount to be refunded will be solely made by the “Nearby Shops” management on a case-by-case basis.

Delays in Pickup

1. If the courier delivery staff fails to pick up the order on the date of pickup. The order will be canceled automatically and the amount paid will be refunded to the sender.
2. We try our best to pickup the order within the promised time. However, pickup can get delayed due to unforeseen circumstances. “Nearby Shops” will not be liable for any damages or penalties due to delays in pickup of the order.

Terms for Return (RTO - Return to Origin)

1. In case the customer/recipient is not available for receiving the delivery of the order. Two more attempts will be made to call the receiver and make the delivery.
2. If the recipient does not accept an order or refuses to take the delivery of the order. The order package will be returned to the sender.
3. The sender will be required to pay RTO (Return To Origin) charges as displayed to him while placing the order.



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Insurance and Liability for Damage/Theft of the Order Package

- We make our best efforts to make sure that order is delivered safely without any damage. However, due to unforeseen circumstances, damages can occur.
- In case of any damage, the platform will compensate the sender the cost of the “Item” or Rupees 2000 whichever is lower.
- The sender is advised not to send any excessively fragile items. Our staff may refuse the pickup of excessively fragile items.
- In case the sender buys any insurance at the time of delivery. The compensation will be provided according to the terms of the insurance.

Cancellation Policy

1. After the order is placed the slots are reserved for the delivery of the order. Therefore after the order is placed and payment is made. Cancellation of the order is not permitted.
2. The sender has the option to refuse the pickup of the order but no refund will be provided to the sender in such a case.

Instructions for Packaging

1. The order must be packed properly with the Order ID written by hand or printed on it.

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Delivery of Illegal Items

- Items termed illegal for delivery by the local government or the government will not be delivered.
- The platform reserves the right to refuse the pickup of such illegal items and no refund will be provided for such refusals.
- The sender must disclose the items honestly to the platform. And if required he must share what items are inside the package to our staff at the time of pickup.
- In case any item is sent for delivery is found to be illegal. The platform reserves the right to report the delivery of such items to the government and authorities.

Delivery of Unsafe Items

- Certain items can be legal but unsafe or risky for delivery.
- The platform will provide a list of items that cannot be delivered. It is the responsibility of the sender to make sure that the item they want to deliver is not present in the list of non-deliverable items.
- In case of any confusion, the sender is suggested to call our staff for further clarity.
- Platform reserves the right to refuse the pickup of items (listed as non-deliverable) and in such case, no refund will be provided.
- Further, in case the item is not listed in the list of non-deliverable items. But still, the item is identified as unsafe for delivery by our delivery staff at the time of pickup. In such a case the order will be canceled and the amount paid will be refunded to the sender.



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