

Delivery – Money Back Guarantee

Money Back Guarantee

We offer a free money back guarantee for all our dedicated vehicle deliveries. If you choose to ship Your Consignment with us using the dedicated vehicle delivery and we do not satisfy the agreed service for delivery of your consignment due to an error on our part, you are entitled to receive a credit or a refund of the delivery charges.

When you place a booking with us you will be informed if your shipment is covered by our FREE Money Back Guarantee.

If we fail to meet the level of service we agreed and such failure is due to our fault, you will be entitled to a refund or part refund of the delivery charges initially paid, provided that the Speedy Courier Services Ltd terms and conditions are complied with in full. The Money Back Guarantee will NOT apply in case of:

Force Majeure Event:

If Speedy Courier Services Ltd is unable to perform any obligation under this agreement as planned due to a Force Majeure Event defined as 'acts, events, omissions or accidents beyond its reasonable control, including without limitation strikes, lock-outs or other industrial disputes (whether involving the workforce of Speedy Courier Services Ltd, the Speedy Courier Services Ltd network or any other party), and (including being prevented from collecting, delivering, custom clearing Consignments) failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of vehicle, plant or machinery, fire, flood, adverse weather conditions or default of Speedy Courier Services Ltd, consultants or Sub-Contractors', Speedy Courier Services Ltd failure to perform that obligation shall not constitute a breach or default under this Agreement. Speedy Courier Services Ltd will notify customer once performance of its obligations under this agreement is no longer prevented due to the Force Majeure Event. If the Force Majeure Event continues for a period in excess of thirty (30) days, either party may cancel the Order and terminate this Agreement provided such Force Majeure Event is continuing at the date of termination. In such circumstances, we shall arrange to return your consignment to you at the collection point as soon as reasonably practicable and at your sole cost and expense.

Delay:

Speedy Courier Services Ltd shall use all reasonable endeavours to adhere to the intended transit times which are **approximate only** and as such, time for delivery, is not of the essence of this Agreement and the parties agree that failure to meet anticipated collection and delivery times may be down to a number of variables. You acknowledge and agree that Speedy Courier Services Ltd shall not be liable to you in respect of any losses incurred by you in respect of a delay, in particular, any delay due to:

- Force Majeure delays;
- Road network or traffic issues
- Acts or omissions of customs or other regulatory agencies;

- Speedy Courier Services Ltd.'s due adherence to Speedy Courier Services Ltd policies regarding the payment of duties and taxes;
- The Consignment being held up in customs for formal entry clearance or because duty is payable;
- The Consignment being seized by any customs authority; or
- The Speedy Courier Services Ltd documentation pertaining to customs being incomplete or incorrect.