



# Refund Policy

The meaning of any capitalized terms used but not specified in this policy is definitively established by the Terms of Use, which govern your utilization of our mobile application **DeleMate** (the "App") and our website [www.delemate.com](http://www.delemate.com) (the "Website"). Collectively, the App and the Website are referred to as the "Platform."

## Cancellation Reasons and Refunds

### 1. Cancelled by Sender:

- Money deducted from Sender's account, but the payment failed: A full refund will be issued to the Sender's original source account.
- After payment and before handover to the DeleMate Courier: A full refund will be issued to the Sender's original source account.
- After handover to the DeleMate Courier (Non-cancellable): No refund will be issued.
- In Return (Non-cancellable): Upon successful package collection from the DeleMate Courier, a full refund will be initiated to the Sender's original source account.
- Delay in delivery / Rescheduling (Non-cancellable): No refund will be issued.
- After delivery (Non-cancellable): No refund will be issued.

### 2. Cancelled by Mate:

- After payment by Sender and before collecting from Sender: A full refund will be issued to the Sender's original source account.
- After collecting from Sender but the trip was cancelled: Upon successful package handover to the Sender, a full refund will be initiated to the Sender's original source account.
- Delay in delivery / Rescheduling (Non-cancellable): No refund will be issued.

- After delivery (Non-cancellable): No refund will be issued.
- Unable to meet the Receiver / Receiver didn't show up: If the Mate contacts support, and after investigation, the amount will be transferred to the Mate's account with no refund to the Sender.

### **3. Cancelled by DeleMate:**

- Package not delivered to the Receiver: The Sender may be entitled to a refund of up to 100% of the order value if the Mate fails to deliver the order due to reasons attributable to either the Mate or DeleMate. Refunds will be assessed on a case-by-case basis by DeleMate, and DeleMate's decision on refunds shall be final and binding.
- Items are missing or damaged: The Sender may be entitled to a refund of up to 100% of the order value if any items are missing or damaged during transit by the Mate. Refunds will be assessed on a case-by-case basis by DeleMate, and DeleMate's decision on refunds shall be final and binding.
- Items damaged due to Sender's packing fault: If items are damaged due to improper packaging by the Sender, the amount will be transferred to the Mate's account with no refund to the Sender.
- Packaging Responsibility: The Sender is responsible for appropriately packaging items based on the level of risk, fragility, and other factors specific to the individual item. DeleMate or the Mate cannot determine the necessary packaging for any item the Sender sends. The Sender should use their best judgment when packing their items, as DeleMate is not liable for loss or damage if items are not properly packed to withstand the safety and integrity required during delivery or in compliance with all applicable laws.

### **4. Additional Information:**

- Refunds will be processed within **3 to 7 business days** after approval. The actual time for the funds to reflect in the Sender's account may vary based on the financial institution.
- For any inquiries regarding refunds or cancellations, please contact customer support through the DeleMate app or via email at [support@delemate.com](mailto:support@delemate.com).
- DeleMate reserves the right to update or modify this Refund Policy at any time. Any changes will be effective immediately upon posting on the

Platform. Users are encouraged to periodically review this policy for the latest information.