



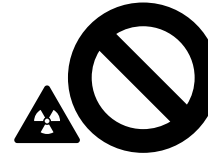
Delivery Policy - General Guidelines



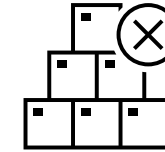
Enter accurate number of boxes & size/weight to avoid failed pickup



Makes sure your boxes are labeled properly (with Reference#) and ready when we arrive



We do not accommodate living, dangerous, alcohol nor illegal items



Our Bounty courier will not be able to handle and stack/restack items in your location



Abuse including verbal, to our Bounty courier is not accepted, we believe in humanity and equality



Please make sure that our Bounty is handed the items for pick up on time; if pickup is delayed by merchant beyond the Acceptable Time*; waiting charges or reschedule could occur

*Acceptable Time:
In single order pickup: 10 minutes
In multiple orders pickup: 10 minutes for the smallest order in your pickup + 1 minute per box for the rest of the orders in your pickup



Make sure to enter the correct and accurate address and pin location to avoid failed pickup/delivery

We will always try and call the customer if the address is incorrect and deliver only "if feasible" if the delivery was out of the way and more than 20 minutes than the original address, we will return it to you unless another delivery concurs to that location. We always try our best to make it happen even when the addresses are incorrect, additional charges might apply for wrong addresses (5 AED cap)



We practice safe hygienic and public health practices – for more details: QHSE guide

We sanitize our cargo areas, all Bounty couriers are checked daily to be healthy and fit for work and wear the appropriate PPE: masks, gloves, practice proper hygiene and contact-less delivery as a standard



Your package is subject to return charges in case delivery failed – we expect that you are available to receive a return where storage service is not included

We will always try and deliver your products more than once, but when all avenues fail, or when you cancel after pickup; a return charge is levied to your account unless you reattempt with us again

Delivery Policy - DXB

- DXB Origin
 - We will deliver in your neighborhood within 2 hours* for a reduced fee
 - Anywhere in DXB within 3 hours
 - Any other Emirate within 6-8 hours*



*from the scheduled booking time



Delivery Policy - AUH

- AUH Origin
- All AUH pickups have a window of 3 hours for pickup
- All AUH deliveries are within 3 - 5 hours of pickup
- All other Emirates deliveries are within 6-8 hours from pickup as a minimum service level





Delivery Policy - SHJ

SHJ Origin

- All SHJ pickups have a window of 2 hours for pickup
- All SHJ deliveries are within 3 hours of pickup
- All other Emirates deliveries are within 6-8 hours from pickup as a minimum service level



Delivery Policy - UAE

- AJM/RAK/UMQ/FUJ Origin
- All pickups have a window of 3 hours for pickup
- All same Emirates (AJM/RAK/UMQ/FUJ) deliveries are within 2 hours of pickup
- All other Emirates deliveries are within 6-8 hours from pickup as a minimum service level



Pickup Policy

- Although we always try to pick up and deliver at the earliest possible timings, the minimum service level is:
 - Pickup will occur at any time between scheduled pickup (when your item is ready) and delivery time
 - For example, if pickup is at 9 AM in AUH and delivery is to AJM where travel time is 2 hours maximum, we would pick up at any time between 9 AM and 1 PM

