

ONDC Static Terms – Shipyaari Logistics

This document outlines the standard terms and service-level agreements (SLAs) applicable to Shipyaari Logistics services on the ONDC network. These terms are defined in alignment with the ONDC Network Policy and serve as default commitments for Buyer Apps and Sellers transacting via Shipyaari.

Service-Level Timelines by SKU

Logistics SKU	Turnaround Time (TAT) Commitment
Standard	2 to 5 business days
Express	Within 3 to 6 hours (in serviceable hyperlocal zones)
Heavy	7 to 10 business days
Reverse	3 to 5 business days (from pickup to return delivery)

Refund & Cancellation Policy

1. Cancellations:

- Orders can be cancelled before pickup without any penalty.
- Once pickup is completed, cancellations will attract applicable logistics fees based on actual weight/zone.

2. Refunds:

- Refunds for failed or cancelled shipments (before pickup) will be processed within 7 business days.
- Any refund due to service failures (e.g., lost/damaged shipments) will be processed after claim approval and validation within 14 business days.

General SLA Commitments

- 98% Pickup SLA adherence
- 95% Delivery SLA adherence (as per committed TAT per SKU)
- NDR (Non-Delivery Report) resolution within 48 hours
- Reverse pickup attempts within 24 hours of request
- Claims processed within 14 business days from claim submission
- Order and shipment tracking to be updated on ONDC-compliant protocol in real-time

Support & Dispute Resolution

For support, SLA queries, or claims:

✉ Email: support@shipyaari.com

✉ Phone: +91-XXXXXXXXXX (Ops Helpline)