



QikParcel OU – Cancellation Policy

Last updated: 01/03/2026

This Cancellation Policy explains when and how deliveries on the QikParcel platform may be cancelled, and how refunds (if any) are handled.

QikParcel is a technology platform connecting senders with independent travellers. This policy applies to all users of the platform.

1. Who Can Cancel a Delivery

A delivery may be cancelled by: The sender-The traveller (courier)-QikParcel (in limited circumstances)

Cancellations are subject to the delivery stage at the time of cancellation.

2. Cancellation Stages & Refunds

2.1 Pending (Not Yet Matched)

Status: Pending

Who can cancel: Sender

Refund: Full refund

The delivery may be cancelled at any time before a traveller is matched, with no penalty.

2.2 Matched (Before Pickup)

Status: Matched

Who can cancel: Sender or traveller

Refund: Full refund

If a delivery is cancelled after matching but before pickup, the sender receives a full refund. No payment is released to the traveller.

2.3 Picked Up (After Pickup)

Status: Picked Up / In Transit

Who can cancel: Sender, traveller, or QikParcel

Refund: Partial or no refund

Once a parcel has been picked up:

- The traveller has already committed time and travel
- Operational costs may have been incurred

Refunds at this stage are assessed on a case-by-case basis and may be reduced or withheld.

2.4 Delivered

Status: Delivered- **Who can cancel:** No one-**Refund:** Not applicable

Once a parcel is marked as delivered and confirmed, the delivery is complete and cannot be cancelled.



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3. Traveller-Initiated Cancellations

A traveller may cancel a delivery if:

- The parcel appears unsafe or prohibited
- The sender provides inaccurate or misleading information
- Circumstances beyond the traveller's control prevent completion

In such cases:

- The sender may receive a partial or full refund depending on the situation
- QikParcel may remove or restrict travellers who repeatedly cancel without valid reasons

4. Platform-Initiated Cancellations

QikParcel may cancel a delivery if:

- Platform rules or laws are violated
- Fraud, misuse, or prohibited items are suspected
- Safety or compliance concerns arise

Refunds, if any, will be determined based on the delivery stage and circumstances.

5. How Refunds Are Processed

- Approved refunds are processed to the original payment method
- Refund timelines depend on payment providers and banks
- QikParcel does not control external processing delays

6. No Circumvention

Users must not attempt to:

- Complete deliveries outside the platform
- Exchange payment directly
- Bypass escrow protections

Doing so may result in account suspension or termination.

7. Disputes

If a cancellation leads to a dispute:

- Funds remain held securely
- QikParcel investigates based on platform data and records
- Decisions are final and binding under this policy

8. Policy Updates

QikParcel may update this Cancellation Policy from time to time.

Continued use of the platform constitutes acceptance of the updated policy.
