



Send. Deliver. Sustainably

QikParcel OU – Sender Terms & Conditions

Last updated: 01/03/2026

1. Sender Obligations

As a sender, you affirm that you are the lawful owner of the items being shipped. You are responsible for ensuring that all descriptions provided for your parcel are accurate, and that the packaging complies with all relevant standards and regulations.

2. Prohibited Items

You must not send any items that are illegal or restricted. The shipment of such items is strictly forbidden under these terms and conditions.

3. Customs & Taxes

All duties, taxes, and required declarations associated with your shipment are your sole responsibility as the sender. It is incumbent upon you to ensure that all necessary paperwork and payments are handled appropriately.

4. Risk

If your parcel is lost or seized as a result of misdeclaration, you bear full responsibility for such loss or seizure. QikParcel is not liable for any consequences arising from inaccurate or false information provided by the sender.

5. Platform Role

QikParcel operates solely as a technology marketplace that connects users with services. The platform does not function as a courier, carrier, freight forwarder, or employer. QikParcel's role is limited to facilitating interactions between users and service providers through its technology platform.

6. Accounts & Eligibility

To use QikParcel, users must be at least 18 years old. Users are required to provide accurate and up-to-date information during registration and are responsible for always maintaining the security of their account credentials.

7. Payments & Disputes

Payments made through QikParcel may be held in escrow until the completion of services or resolution of any issues. If disputes arise, they will be addressed and resolved through the platform's dispute resolution process.

8. Liability

QikParcel's liability is limited to the platform fees collected, to the extent permitted by applicable law.

9. Governing Law

These terms and conditions are governed by the laws of Estonia, except where mandatory local protections apply.