



Send. Deliver. Sustainably

QikParcel OU – FAQ's

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What is QikParcel?

QikParcel is an AI-powered delivery platform that connects people who need to send parcels with trusted travellers already heading in the same direction.

Instead of running empty vehicles, we use real journeys — making deliveries faster, cheaper, and more eco-friendly.

For Senders

How does QikParcel work for sending a parcel?

You create a parcel request with pickup and delivery details.

QikParcel matches your parcel with a verified traveller.

Once picked up, you can track the parcel until it's delivered.

Simple. Transparent. Tracked.

What can I send?

You can send every day, non-restricted items such as documents, gifts, clothing, electronics (non-hazardous), and personal items.

You **cannot** send prohibited or dangerous items. These are clearly listed in our Prohibited Items Policy.

How do I know my parcel is safe?

Safety is layered:

- Verified travellers only
 - Identity and route checks
 - Secure in-app tracking
 - Escrow-based payment protection
 - Delivery confirmation required
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Can I track my parcel?

Yes.

You'll see real-time status updates:

Pending → Matched → Picked Up → In Transit → Delivered

Every step is logged.

What happens if something goes wrong?

If there's a delay, issue, or dispute:

- The delivery is paused
- Our support team investigates
- Funds remain protected until resolution

We don't disappear when things get complicated.



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Can I cancel a delivery?

Yes.

- Before pickup: full refund
- After pickup: refunds depend on delivery stage and costs already incurred

Details are outlined clearly in our Cancellation Policy.

For Travellers / Couriers

Who can become a QikParcel traveller?

Anyone who:

- Is 18+
- Has valid ID
- Passes verification checks
- Is already travelling (walking, driving, cycling, or flying)

You're not an employee. You're an independent traveller using the platform.

How do I earn money?

You earn by carrying parcels along routes you're already taking.

No shifts. No quotas. No fixed hours.

Complete delivery → confirmation logged → payment released weekly.

Do I need special insurance?

No additional insurance is required to join.

However, travellers must act responsibly and comply with platform rules and local laws.

What if a sender gives me a prohibited item?

You must refuse pickup and report it immediately in the app.

You will not be penalised for refusing unsafe or illegal items.

Am I an employee of QikParcel?

No.

QikParcel is a technology platform, not a delivery employer.

Travellers operate independently and choose when, where, and whether to carry parcels.

Payments & Pricing

How much does QikParcel cost?

Pricing is based on:

- Distance
- Parcel size
- Route demand
- Delivery urgency

You'll see the full price before confirming. No surprise fees.



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How are payments handled?

Sender payments are held securely in escrow.
Funds are only released once delivery is confirmed.
This protects both senders and travellers.

How do travellers get paid?

After successful delivery and confirmation, payments are released automatically to the traveller's account.
No chasing. No awkward conversations.

Trust, Safety & Privacy

How are users verified?

We use identity checks, activity monitoring, and behavioural safeguards to ensure only trusted users operate on the platform.
Bad actors don't last long here.

Is my data safe?

Yes.
QikParcel complies with GDPR and applicable UK & EU data protection laws.
We collect only what's necessary and never sell personal data.

Does QikParcel inspect parcels?

Travellers are not required to open parcels.
Senders are legally responsible for the contents they declare.
Random checks may occur to maintain platform safety.

Environment & Impact

How is QikParcel eco-friendly?

We don't create new delivery journeys.
We use journeys that are already happening.
That means:

- Fewer vehicles on the road
- Lower emissions
- Smarter logistics

Efficiency is sustainability.



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Support

How do I contact support?

Support is available via:

- In-app chat
- WhatsApp
- Email

If something matters, we respond.

What if I have feedback or suggestions?

We actively use user feedback to improve the platform.

Smart platforms evolve. Static ones die.

Legal & Compliance

Is QikParcel legal?

Yes.

QikParcel operates as a technology marketplace and complies with applicable platform, consumer, and data protection laws in each region it serves.

Where can I find the Terms & Policies?

All legal documents are available on our website and in the app, including:

- Terms & Conditions
- Privacy Policy
- Prohibited Items Policy
- Cancellation Policy

No hidden rules.
