



Send. Deliver. Sustainably

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
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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
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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
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8. Policy Updates

QikParcel may update this Cancellation Policy from time to time.

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