

Logistics FAQ

1. What services does your logistics company provide?

We offer a wide range of services, including:

- Domestic and international shipping
- Package tracking
- Freight and cargo transportation
- Warehousing and storage solutions
- Express and same-day delivery services

2. How can I ship a package with your company?

To ship a package, you can:

1. Visit our nearest service center.
2. Schedule a pickup online through our website or app.
3. Drop off your package at one of our authorized drop-off locations. Ensure your package is properly packed and labeled before shipping.

3. What items are restricted or prohibited from shipping?

Prohibited items include, but are not limited to:

- Hazardous materials and flammable substances
- Perishable items without proper packaging
- Weapons, explosives, or ammunition
- Illegal goods or contraband.

For a full list of restricted items, please refer to our shipping policy on our website.

4. How long will it take for my package to be delivered?

Delivery times vary based on the service selected and the destination:

- **Domestic Standard Shipping:** 3–5 business days
- **Domestic Express Shipping:** 1–2 business days
- **International Shipping:** 5–10 business days (varies by destination) You can use our package tracking service to get real-time updates on your shipment.

5. How do I calculate shipping costs?

Shipping costs depend on the following factors:

- Package weight and dimensions
- Destination (domestic or international)
- Selected shipping service You can use our online shipping calculator to estimate the cost before sending your package.

6. What should I do if my package is lost or damaged?

If your package is lost or damaged:

1. Contact our customer support team immediately.
2. Provide your tracking number and any relevant details about the shipment.
3. File a claim within the time frame specified in our terms of service. We will investigate and assist you with compensation if applicable.

7. Do you offer insurance for shipments?

Yes, we offer optional shipment insurance to cover the value of your package in case of loss or damage. You can add insurance during the booking process for an additional fee.

8. How do I schedule a pickup for my package?

You can schedule a pickup by:

1. Logging into your account on our website or app.

2. Providing the package details (weight, dimensions, etc.).
3. Selecting a preferred pickup date and time. Our courier will arrive at the scheduled time to collect your package.

9. What payment methods do you accept?

We accept the following payment methods:

- Credit and debit cards
- Digital wallets (e.g., PayPal, Google Pay, Apple Pay)
- Bank transfers
- Cash (for in-person transactions)

10. Can I change the delivery address after shipping my package?

Yes, you can request a delivery address change, provided the package has not already been delivered or is not out for delivery. Additional fees may apply, and changes are subject to service availability.

11. What are your working hours?

Our standard working hours are:

- Monday to Friday: 9:00 AM – 6:00 PM
- Saturday: 10:00 AM – 4:00 PM
- Closed on Sundays and public holidays.

For specific service center hours, please check our website.

12. Do you deliver on weekends or holidays?

Weekend or holiday delivery is available for select services, such as express shipping. Please check the availability for your location and shipping method during the booking process.