

# Terms & Conditions

Paperfly Private Limited is the fastest growing e-commerce delivery solution provider in Bangladesh. Providing complete and customized logistics support to our merchants is our forte. Our portfolio includes warehousing, packaging, pick-up, doorstep delivery to all 64 districts, CoD collection, return management and so on. We are already providing these services to all major e-commerce players.

We are now opening new merchant registration with following Service Level Agreement. This highlights a special pricing on the eve of our 3 year celebration.

1. Merchant will be paying Delivery Charge and CoD Commission to Paperfly in return of respective services.
2. Order(s) from Merchant needs to be received by Paperfly within daily cut-off time (12 AM) in Paperfly WINGs platform.
3. Product(s) need to be safety packaged and ready to be picked before pick-up officer reach to pick.
4. Appropriate Package Category (standard/large/special/special plus) needs to be selected at the time of placing order. If not, billing will be based on actual Package Category.
5. Paperfly Order Number and/or Merchant Order Number needs to be clearly mentioned on the package.
6. Security of package will be assumed by Paperfly from the time of pickup till delivery to the customer. However, if any product gets damaged because of packaging flaw, merchant has to assume the responsibility.
7. In case customer is not available at the given appointment time, Paperfly will attempt to visit customer premise a 2nd time.
8. If customer is not available or return the package for whatever reason, Paperfly will return the product to Merchant. A return charge (50% of delivery charge) will be applicable in return cases.
9. Paperfly will settle collected cash with Merchant twice every week, deducting Delivery Charge and CoD commission. However the promised date may vary in case of national holiday or any other agreed reason.
10. Anything which is not permitted by law of land MUST NOT be in the delivery packages. If any, Paperfly will not assume any responsibility and/or legal action.
11. Delivery SLA: Inside Dhaka within 1 to 2 days, Outside Dhaka 3 to 5 days.

12. Paperfly hold the rights to update any service level agreement based on the organization and industry need.

13. Paperfly rate card :

Package Type	Package dimension and weight	Cost inside Dhaka	Cost Outside Dhaka
Standard	<u>H x W x L</u> : 1 x 1 x 1 ft <u>Weight</u> : Upto 1 KG	60	120
Large	<u>H x W x L</u> : 1 x 1.5 x 1.5 ft <u>Weight</u> : Upto 2 KG	100	200
Special	<u>H x W x L</u> : 1.5 x 1 x 2 ft <u>Weight</u> : Upto 5 KG	210	370
Special Plus	<u>H x W x L</u> : More than 'special' <u>Weight</u> : Upto 10KG	400	720

\*For **Return** and **Partial** cases, 50% of delivery charge will apply to cover inbound cost

\*1% **Cash on Delivery** charge will be applicable on the collected amount.

\*VAT and Tax is applicable on delivery fees and commission.

\*This price table is applicable for New Merchants registered between 16<sup>th</sup> January and 28<sup>th</sup> February 2019.