

Takeaway Delayed and Missed Online Insurance Rules

1. Product Introduction

This product provides order guarantee service for global takeout users, covering delivery overtime and food leakage, using intelligent contract automatic compensation, to achieve rapid compensation.

2. Guarantee Content

According to the type of order issue, the following compensation is available:

Overtime compensation: Delivery delays exceeding 30 minutes will be compensated with 15,000 LGUARD.

Note: Each food delivery order can only apply for compensation once, with a maximum of 15,000 LGUARD.

In one month, a maximum of 10 claims can be applied for.

3. Insurance Process

1. To connect the wallet, you need to fill in the mailbox (for sending the electronic insurance policy)
2. Choice: Time and Share
3. Pay premium: \$LGUARD
4. Insurance policy takes effect: After successful payment, the electronic insurance policy will take effect immediately, and the policy will be sent to the mailbox

4. Claim Settlement Guide

(1) Online Claims Process

1 Upload required files

Support ZIP compressed package, PDF, image;

If the uploaded file is too large, you can provide a link to the cloud disk.

2 Time of claim settlement

After AI verification is correct, the account will arrive immediately.

(2) Materials Required

Data proves that:

Order number and proof of time of order

Photo of food problem (leakage shall be clearly displayed)

Screenshot of delivery completion time

Balance Certificate:

When receiving the reward, you need to ensure the balance of the account.

5. Important Terms

Coverage: only for new takeout orders placed after insurance

Exemptions:

Delays due to wrong address of user

Force majeure factors (such as extreme weather)

Orders cancelled by the user

6. Address for Viewing Claim Records

LGUARD Contract Address:

<https://dbcscan.io/zh/address/0x0BB579513DeAB87a247FB0CA8Eff32AeAcA2Bd>

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