Conditions and Terms

(Hotshot Users)

1. Service Availability

The Hotshot service operates within designated service areas and during specified operating hours, subject to availability and demand.

1. Delivery Requests

Customers can place delivery requests via our mobile application, website, or hotline, providing accurate details about the pickup location, delivery destination, and package specifications.

1. User Eligibility

Customers must be of legal age and possess the authority to request delivery services on behalf of themselves or the designated recipient.

1. Package Restrictions

Hotshot reserves the right to refuse delivery of packages that violate local laws or regulations, pose a safety risk, or exceed size or weight limits determined by Hotshot's policies.

1. Delivery Fees

Customers agree to pay the applicable delivery fees for services rendered, which may vary based on factors such as distance traveled, delivery urgency, package size, and additional services requested.

1. Payment and Billing

Payment for delivery services is processed electronically through secure payment methods accepted, such as credit/debit cards, digital wallets, or other approved options.

1. Delivery Timeliness

Hotshot endeavors to deliver packages within the specified timeframe agreed upon with the customer, taking into account factors such as traffic conditions, weather events, and delivery volume.

1. Package Handling

Delivery personnel are trained to handle packages with care and professionalism, ensuring that items are transported safely and securely to their intended destinations.

1. Tracking and Notifications

Customers are provided with tracking information and delivery status updates through Hotshot's platform, allowing them to monitor the progress of their deliveries in real-time.

1. Customer Support

Hotshot offers customer support channels, such as a hotline or online chat, to address inquiries, resolve issues, and provide assistance to customers before, during, and after the delivery process.

1. Liability and Insurance

While Hotshot takes precautions to ensure the safe delivery of packages, it assumes no liability for any damage, loss, or delay resulting from factors beyond its control, and customers are encouraged to obtain insurance coverage for valuable or fragile items.

1. Termination of Service

Hotshot reserves the right to refuse or terminate delivery services to customers who violate these conditions and terms, engage in fraudulent activities, or pose a risk to the safety and well-being of delivery personnel or other users.

By using Hotshot service, customers agree to abide by these conditions and terms, acknowledging their rights and responsibilities as participants in the service and consenting to the terms of service outlined herein.