Frequently Asked Questions

(Hotshot users)

1. What is Hotshot?

Hotshot is a local online and offline express delivery system, a service that facilitates the quick and efficient transportation of goods from one location to another within a local area.

2. How does Hotshot work?

Users can request our Hotshot services through our website, mobile application and hotline. Once a request is placed, a delivery driver is dispatched to pick up the package and transport it to the designated destination.

3. What types of items can be delivered?

Hotshot can transport a variety of items, including documents, parcels, groceries, food orders, and other small to medium-sized goods.

4. Is Hotshot available 24/7?

Yes. We offer round-the-clock service.

5. How long does it take for a delivery to arrive?

Delivery times can vary depending on factors such as distance, traffic conditions, and the urgency of the delivery. Generally, Hotshot aims to be completed within One Hour of the request.

6. Can I track the status of my delivery?

Yes. We offer tracking capabilities through our website or mobile application, allowing users to monitor the progress of their delivery in real-time.

7. Are there size or weight limitations for items that can be delivered?

Yes. Hotshot imposes size and weight restrictions on items that can be transported. Users are advised to check the specific limitations before requesting a delivery.

8. How much does Hotshot cost?

The cost of Hotshot may vary depending on factors such as distance, delivery urgency, and the size/weight of the package. Users are typically informed of the delivery fee before confirming their request.

9. What happens if my delivery is delayed or lost?

In the rare event of a delay or loss, users can contact customer support for assistance. Hotshot may offer compensation or alternative solutions depending on the circumstances.

10. Can I schedule a delivery in advance?

Hotshot allows users to schedule deliveries for a future date and time, providing flexibility and convenience for users with specific delivery requirements. If you have any further questions or concerns about Hotshot, please don't hesitate to reach out to our customer support team for assistance.