

Please ensure you read these terms and conditions with care, taking particular notice of clause 9, and the terms within it, as that outlines the extent of our liability under these terms and conditions.

Please be aware there are certain items that are Prohibited and/or Restricted from our services. Any Prohibited/Restricted item sent will be done so at the customer's own risk and we would not accept liability on these items. You can check the list of prohibited and restricted items here.

[Parcel Restricted & Prohibited Items List](#)

Our priority is to ensure that your parcel is delivered quickly and safely every time. Unfortunately, there are some items which couriers either restrict you from sending, or restrict the level of compensation available on.

[Restricted](#)

Antiques

Batteries (standard AA batteries permitted local transfer, please get in touch before you book to check whether you're safe to send)

Clocks

Coffee machines

Cosmetics

Drones

Cement / Ceramic / Marble / China / Stone / Resin - including amorphite, amber and composites / Porcelain / Pottery / Bronze / Plaster items - including plaster of paris and fibre clay (or any item containing these materials)

Desktop computers

Electric motors (can be sent within local)

Fishing rods

Food (non-perishable) - food that doesn't need to be kept refrigerated (if you're sending any food products, please contact us to check you're safe to send)

Furniture

Glass items (including lamps, projectors, bulbs, fish tanks & mirrors)

Leather products

Medical Equipment (e.g. ECG monitors - please contact us before sending)

Monitors

Musical instruments (unless shipped in a hard case)

Nail Varnish, polish or gel

Pictures / Paintings / Artwork

Prescription and non-prescription medicines can be sent within local on a restricted basis if they are not in liquid form

Prescription and non-prescription medicines can be sent within local on a restricted basis if they are not in liquid form

Tobacco and tobacco products

Sewing/Knitting machine

Sinks / Toilets or similar

Turntables

Tyres

Vehicle parts

White goods (including ovens, microwaves, washing machines, dishwashers, cooker hoods)

Prohibited

Animals / Animal skins / Furs / Any Animal Parts / Ivory and ivory products

Aerosol cans / Sprays

Airbag modules

Biological samples

Dangerous goods

Explosives / Fireworks / Christmas crackers

External bodywork (including bumpers, bonnets, trims and scooter frames)

Currency of any kind (including money, negotiable items, stamps, event tickets, lottery tickets & payment cards)

Dry ice

Any part containing or having contained oil/petrol

Environmental waste

Filth, foul smelling or disgusting materials.

Fire extinguishers / Life jackets

Food (perishable) - food that needs to be kept refrigerated, fresh fruit and vegetables

Fridges and Dehumidifiers

Gasses (including flammable, non-flammable, toxic and compressed gases, gas cylinders, butane, ethane refills for lighters, fire extinguishers and scuba tanks)

Hazardous goods

Human remains including ashes

Infectious substances

Liquids of any kind (including alcohol, paint, perfumes oil, bleach and adhesives)

Personal items and effects such as suitcases or personal belongings; even if the items are listed individually

prescription or non-prescription medicines

Pornographic materials

Temperature controlled goods

Sharp Instruments (including Knives)

White goods (including ovens, microwaves, washing machines, dishwashers, cooker hoods)

General Guidelines

- Be aware that used and second hand items can only be covered for loss and not damage.
- Suitcases and musical instrument cases can only be sent on a no compensation basis and are not covered for loss or damage, however the items in the suitcase can be covered if they are packaged according to the guidelines. See our guide to sending suitcases and personal effects.

1. The Site

1.1 Whilst we endeavour to ensure that the site is available at all times, we shall not be liable if, for any reason, the site is unavailable for any period of time.

1.2 You are permitted to view, print and download extracts from the Site for your own use on the basis that:

- No documents or related graphics on the Site are modified in any way;
- No graphics on the Site are used separately from the corresponding text; and
- Our copyright notices and this permission notice appear in all copies.

1.3 Unless otherwise stated, the copyright and other intellectual property rights in all material on the Site (including, without limitation, photographs and graphical images) are owned by us or our licensors.

1.4 No part of the Site may be reproduced or stored on any other website or included in any public or private electronic retrieval system or service without our prior written permission.

1.5 Any information about you that we process will be processed in accordance with our Privacy Policy. By using the Site you consent to such processing.

1.6 The information you provide through this website may be used to contact you for service updates through email and SMS.

1.7 Links to third party websites on the Site are provided solely for your convenience. If you use these links, you leave the Site. We have not reviewed all of these third party websites and do not control and are not responsible for their content or availability. We do not therefore endorse or make any representations about them, or any material found there, or any consequences of using them. If you decide to access any of the third party websites linked to the Site, you do so entirely at your own risk.

1.8 If you would like to link to the Site, you may only do so on the basis that you link to, but do not replicate, the home page of the Site, and subject to the following conditions:

- you do not remove, distort or otherwise alter the size or appearance of any logos used by us on the Site;
- you do not create a frame or any other browser or border environment around the Site;
- you do not in any way imply that we are endorsing any products or services other than our own;
- you do not misrepresent your relationship with us nor present any other false information about it;
- you do not otherwise use any trademarks owned by Donkey Cargo (whether these are registered or unregistered) which are displayed on the Site without our express written permission;
- you do not link from a website that is not owned by you; and
- your website does not contain content that we, in our sole discretion, consider to be distasteful, offensive or controversial, in infringement of any intellectual property rights or other rights of any other person or which doesn't otherwise comply with all applicable laws and regulations.

1.9 We expressly reserve the right to revoke this right for breach of the Conditions and to take any action that we deem appropriate.

2. [Our Obligations](#)

2.1 Donkey Cargo will arrange shipment of the parcel/consignment(s) through a third party service with the carrier as either chosen by the customer at the time of ordering, or the most appropriate carrier for each delivery.

2.2 Donkey Cargo reserve the right to without notice - Introduce, change, remove any pricing, Service or discount that is available online.

2.3 All customer services queries/claims must be directed through Donkey Cargo who will then contact the relevant carrier on the customer's behalf. If the carrier is contacted directly.

2.4 We warrant that the services we offer will be provided using reasonable care and skill.

3. [Your Obligations](#)

3.1 As a customer you agree to –

(a) Ensure all information supplied on the order is accurate and complete including but not limited to:-

- Number of parcels being sent within a consignment
- Sizes and weights of parcels
- Addresses
- Telephone numbers
- Parcel Contents
- Parcel Value

Any discrepancies in the information supplied may result in a delay in transit, loss, Charges or the parcel being returned to sender. If any additional costs are encountered by Donkey Cargo due to incorrect information supplied by the Customer, it will be the Customer's responsibility to cover these costs.

(b) Provide us with such information that we may require to complete the service and to ensure that such information is accurate in all material aspects.

(c) The parcels to be sent are sufficiently packaged in line with our packaging guidelines and understand that Donkey Cargo reserve the right to refuse an item, and/or any claims for that item based on packaging.

(d) Any service carrying the 'Printer Required' logo will need the relevant shipping label printing by the customer and attaching to the parcel. Parcels sent on a 'Printer Required' service without the correct documentation will be sent at the customer's own risk and Charges may arise.

3.2 It is agreed that Donkey Cargo or the third party courier company shall not be required, and that you shall not cause us, to carry anything illegal or unlawful for us to do so. This is within the local. Should you do this, you will indemnify us against any losses and/or damage that we may suffer as a consequence.

3.3 You agree to only send goods that are or were your property. Donkey Cargo reserve the right to refuse to carry any parcel which are neither the property of, nor sent on behalf of, the customer.

3.4 It is the customer's responsibility to track their parcel using the tracking number provided while it is in transit. The customer must contact Donkey Cargo's customer service department with any queries or issues they may have over a parcel/consignment.

3.5 All address information supplied on the booking by the customer must be complete and accurate. Donkey Cargo does require a full postal address and cannot deliver to PO Boxes or such like. Any order returned due to an incomplete or incorrect delivery address will not be refunded and any claims voided. The customer may be obliged to pay any additional costs Donkey Cargo has encountered.

3.6 The service description for each service must be checked prior to ordering to confirm any service specific restriction. For example, item must be in a cardboard box, no signature required or no damage protection available. Donkey Cargo will not be liable for a parcel being left without a signature or damaged in transit if such restrictions are imposed on the service chosen.

3.7 Should the customer book multiple services carried out by different couriers it is the sender's responsibility to ensure the correct parcel is given to the correct driver. Should a parcel be given to an

incorrect driver Donkey Cargo will hold no liability for having this returned and any additional costs Donkey Cargo encounter can and will be charged to the customer.

3.8 Each parcel or consignment sent through our service must have the correct information and/or shipping label displayed on the box clearly for the courier to see. If this information is incorrect or placed on the wrong box Donkey Cargo cannot accept any liability for this.

4. [Loading and Unloading](#)

4.1 If collection or delivery of a Consignment takes place at your premises, we shall not be under any obligation to provide any equipment or labour which, apart from the driver collecting the Consignment, may be required for loading or unloading of a Consignment.

4.2 Any consignment (or part thereof) requiring special appliances for loading and/or unloading is accepted for carriage only on condition that such appliances are available at the relevant collection and/or delivery points. Where such special appliances are not available as aforesaid and if the Company agrees to load or unload such Consignment (or part thereof) the Company shall be under no liability whatsoever to the Customer for any damage however caused, in the course or as a result of loading or unloading such Consignment without such special appliances, whether or not by the negligence of the Company or its servants or agents, and the Customer shall save harmless and keep the Company indemnified against any claim or demand arising out of such loading or unloading.

5. [Collections and Deliveries](#)

5.1 The collection date/times and delivery date/times shown on our site are estimates only and are not guaranteed on any service. Collections/deliveries may be delayed for reasons that are out of the control of both Donkey Cargo and the particular carrier. We reserve the right to not refund all or part of the service in these instances.

5.2 In the event that the relevant courier is unable to collect the consignment or any part thereof and is unable to do so due to no-one being present at the collection point, the address being incorrect or incomplete, goods not being available or ready, the goods not being suitable for transit and other such instances where the driver is not able to complete the collection the booking will need to be rescheduled. In such instances the couriers may charge a wasted journey surcharge to cover the costs of their driver attempting at the address and not being able to fulfil the collection request. If such charge is levied by the courier the charge will need to be paid for by the customer prior to the collection being rescheduled.

5.3 On each of our services offered the couriers commit to attempting to deliver the parcel or consignment at least once, if the consignment cannot be delivered due to not being able to obtain satisfactory receipt from the address the courier may attempt at an address within close proximity and leave details at the delivery point and/or update this information on the tracking.

5.4 Not all services require a signature to be able to deliver a parcel and some can be left in an area the driver deems as safe. This can include outbuildings, porches, and other such areas on or around the delivery property. In the event a parcel is left in a safe location and indicated as such on the tracking, no claim for loss can be processed. It is the customer's responsibility to ensure that the service information available on our site is checked for such restrictions.

5.5 Should the parcel be held after a missed or failed delivery attempt it is the Customer's responsibility to contact Donkey Cargo to arrange collection or re-delivery of the parcel/consignment, failure to do this could result in the parcel being returned and additional Charges being applied.

5.6 Any item travelling in excess of 250 miles is not guaranteed on our Next day or timed delivery services. We reserve the right to not refund all or part of the service in these instances.

6. Returns and/or Held parcels

6.1 When a courier attempts to deliver a parcel and is unsuccessful this will then be sent back to the local delivery depot where a re-delivery or collection of the parcel can be arranged via Donkey Cargo. If no contact to the courier is made within 5 working days of the parcel being held (after the first delivery attempt) the parcel will then be returned and possibly held at Donkey Cargo's head office. In such instances it is at the customer's own cost and responsibility to arrange a collection from Donkey Cargo's head office for the parcel.

6.2 Any parcel returned to Donkey Cargo's head office can be held for a maximum of 10 working days. If, within this time, no arrangement to have the parcel collected and re-delivered or returned is made by the customer, Donkey Cargo reserve the right to dispose of the item as they see fit. We shall not be liable to you under any circumstances for any loss caused by us exercising this right and you failing to retrieve the consignment in the timescales specified.

(a) Any item that imposes a health and safety risk to any of our employees may and will be disposed of immediately. This will include but not limit to any items containing broken glass, ceramics, resin or other materials of similar consistency.

(b) Where an item is returned and not suitable to be shipped via a courier due to damage, packaging and/or size/weight we will advise the customer that a collection by them must be arranged from our Head Office within a 48 hour timescale. Should a collection not be arranged within the correct timescale, the item will be disposed of as Donkey Cargo sees fit.

(c) Any item having contained or still contains flammable or hazardous substances will be disposed of immediately upon arrival at Donkey Cargo's head office.

(d) Any item leaking any liquid (regardless of the nature of the liquid) will be disposed of immediately upon arrival at Donkey Cargo's Head office.

6.3 Donkey Cargo will attempt to contact the customer once the item arrives at our office and the customer will be advised of the next steps based on the terms above (7). This contact will include but not be limited to email (using the registered email address on the booking) and/or phone call (using the registered phone number for the customer on the booking).

6.4 Donkey Cargo will not be liable for either the email address and/or phone number being incorrect for the customer and the parcel may be disposed of if there is no response from the customer within the set timescales, in line with the terms stated in clause 7.

6.5 Some of the services offered do include the item being shipped and sorted through a Donkey Cargo sorting centre. In such instances it is possible for Donkey Cargo to hold your parcel/consignment if there is cause to do so:

- (a) If your item(s) is heavier than declared or larger than declared your item will be held pending any additional Charges that may be applicable to send it onto the intended receiver.
- (b) Should your item need to be returned to the customer due to incorrect information being inputted on the booking this will be done by Donkey Cargo and no refund of the original order will be given.
- (c) If your item is received unpackaged or insufficiently packaged, including but not limited to, being received not in a cardboard box, the parcel will be held and a surcharge applied to the order to repackage. The item will not be repackaged or forwarded on until the re-packaging charge is paid.
- (d) Any item(s) being received into our sorting centre that is listed as prohibited will not be shipped onto the receiving destination and will be returned to the customer with no refund being applicable. In some cases it may be possible to remove the prohibited contents from the parcel and ship any other contents that are not listed as prohibited. In these cases the prohibited items will need to be returned at the customer's cost or they can be disposed of.

7. Surcharges

7.1 Whilst using Donkey Cargo's services you agree that the correct information will be supplied with regards to the parcel/consignment you are sending. Any information that is found to be false may incur additional Charges. This includes but is not limited to a parcel being under declared on the size, weight, value or number of parcels within the consignment.

7.2 In cases where the service restrictions are not adhered to and items are sent that should not be (for example some of our services do not accept cylindrical items) additional handling Charges may be applied to your account.

7.3 Items that are insufficiently packaged or have little/no packaging on them may incur a packaging surcharge.

7.4 Whilst an item is in transit any change to the address details may incur an additional charge up to but not limited to the full cost of the original booking.

7.5 Changes made to the collection address the day of collection will incur a surcharge to cover the driver attempting that day.

7.6 All Charges that must be paid by the Customer must be received by Donkey Cargo within 7 working days from request, or the Charges will automatically be taken from the Customer via account funds, PayPal or saved card details.

7.7 Any unpaid Charges after 7 working days from request that have not been received by Donkey Cargo may result in Donkey Cargo restricting the Customer's account until the outstanding Charge has been paid in full.

8. Liability and Claims

YOUR ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE AND LIMITS OF OUR LIABILITY WITHIN IT

8.1 Where you deal with us as a consumer, nothing within these terms and conditions shall be deemed to affect your rights under the Unfair Contract. For the avoidance of any doubt, when you deal with us

as a business the Unfair Contract is hereby excluded to the fullest extent legally possible and you are further referred to additional terms relating to business clients set out below.

8.2 Nothing in this agreement shall limit or exclude our liability for:

- (a) Death or personal injury caused by our negligence
- (b) Fraud or fraudulent misrepresentation

8.3 Donkey Cargo and the couriers offering the services available on our site to the customer shall perform the service in a professional manner with the appropriate level of skill and care. However, there are instances where damage to a consignment or loss of a consignment may occur whilst the courier you have chosen carries out the service. In such circumstances the liability we offer will be limited as set out in these terms and conditions. The reasoning behind such limitations of our liability is as follows:

- (a) The value of a Consignment and the amount of potential loss to you that could arise if a Consignment is damaged or lost is not something which we can easily ascertain but is something which is better known to you. In many cases it cannot be known to us at all and can only be known to you
- (b) The potential amount of loss that might be caused or alleged to be caused to you is likely to be disproportionate to the sum that we could reasonably be expected to charge you for providing the Service(s) under this Agreement;
- (c) It is not possible for us to obtain protection which would give unlimited compensation for our full potential liability to all of our customer's and, even if it were, such protection would be much cheaper if taken out by you (rather than us taking out such protection and passing the cost on to you) and on that basis, it is more appropriate for you to take out such protection;
- (d) We wish to keep the costs of providing the Service(s) to you as low as possible;
- (e) In light of the above we wish to limit our liability for any damage caused to you to levels which we consider proportionate to our low charges for providing the Services.
- (f) In these Terms and Conditions, damage to you means any damage suffered by you (including any loss of, and/or damage to, a Consignment and any other loss, whether or not known to you or us or in either of our contemplation at the time of entering into this Agreement), however it arises but only so long as it is caused by our negligence, breach of duty or other wrongful act or omission (which includes any deliberately wrongful act or omission) and any breach of any of the terms of this Agreement, or any terms implied by statute (where applicable);
- (g) We investigate all claims received by us in a fair and speedy manner, but such investigations are more accurate and are easier to perform soon after the loss or damage is alleged to have incurred and is reported to us and on that basis, the timescales set out in this Agreement are necessary to ensure that such investigations can be performed fairly.

8.4 To the greatest extent that is permitted by law, Donkey Cargo will not be liable for any claim for loss of profit, loss of use of an item, loss of revenue, administrative inconvenience, disappointment, or indirect or consequential loss or damage arising out of, or in relation to, the service you booked.

8.5 We shall only be liable for damage or loss caused to you if it is caused by our negligence, breach of duty or other wrongful act or omission, and only subject to the limitations set out within this whole clause.

8.6 We shall not be liable to you under any circumstances for any direct or indirect loss (including, but not limited to loss of profits, or loss of goodwill) or for any other special or indirect losses, costs, damages, or claims which do not arise naturally as a result of our negligence, breach of duty, or other wrongful act or omission.

8.7 We shall not be liable to you under any circumstances where there are any material discrepancies (meaning more than 5% difference) between the declared dimensions and weights and the actual dimensions and weights.

8.8 We shall not be liable for any items sent that are listed on our prohibited and/or restricted items list, these will be sent at the customer's own risk.

8.9 If a number of parcels or individually wrapped goods are sent as one through our service they must be encased within one outer box, as per our packaging guidelines. Failing to do this, any package or individually wrapped item that comes apart in transit resulting in one or more of them being lost, once the remaining parcel(s) are signed for by the recipient, you accept that you cannot make a claim for loss or partial loss of that consignment.

8.10 We shall not be able to accept liability for any parcels that are handed to the wrong courier by the sender or that are left unattended for the collection to occur. It is the responsibility of the customer and/or sender to ensure the parcel is given to the correct courier. Items left unattended will be sent at the customer's/sender's own risk.

8.11 Where a parcel is sent on a service that does not require a signature and there is a valid delivery scan no claim for loss can be processed on that booking.

8.12 For all claims of loss and part loss we must receive a proof of loss, in addition to the proof of value, as part of the claim within our required timeframes. This is an indication from the receiver that the goods have not been delivered/received.

(a) This needs to be signed letter from the receiver showing the date and full delivery address. This must be provided as part of the claim.

(b) We will not be able to accept an email as a proof of loss as we do require the receiver to sign a letter to advise the goods have not been received.

8.13 We will not be able to accept any claims for damage where the following, in addition to the proof of value, has not been received within our required timeframes:

(a) Photos showing the full extent of the damage to the item

(b) Photos showing the internal packaging used

(c) Photos showing the external packaging used

9.14 Where there are no physical signs of damage to the item we will not be liable and no claim will be processed in this event.

8.15 We shall not be liable for damage if the customer choosing a service that does not have damage protection available. It is the customer's responsibility to check the service restrictions when making the booking.

8.16 Should your item be disposed of due to it being deemed unsafe, health and safety risk or not fit for transportation we shall not be liable in these instances.

8.17 We shall not be liable to you under any circumstance for any loss or damage unless you notify us by contacting our customer service, within 7 calendar days of the collection date. Any claims received after this point will be rejected.

8.18 After notification of making a claim or submitting a claim with missing documents you will have a maximum of 7 calendar days to submit a full claim or send through any missing documents. If this is not received within this time frame the claim will be rejected.

8.19 Should your claim be rejected and you wish to appeal this decision this must be done within 7 calendar days of the rejection notice being sent. Any appeals received after this date will be rejected and we will not be liable.

8.20 We can only accept, pay and discuss any matters to do with a claim/booking for our services with the person who contracts with Donkey Cargo. All other parties are not privy to this information.

8.21 Claims can only be accepted by emailing support@donkeycargo.com with all necessary information. Claims received in any other method may be rejected and we will not be liable. For full details of information required please refer to our guide to making a claim.

8.22 Any item requesting to be returned but later delivered to the original receiver cannot be claimed against as we cannot guarantee to stop the parcel in transit. We cannot be liable for these instances.

8.23 All claims will be submitted to the relevant courier for review. Donkey Cargo reserve the right not to conclude any claim until a decision from the courier is received.

8.24 Donkey Cargo reserve the right to reject any claim should any of the above terms not be met

9. Your Indemnity

9.1 We shall assume, for the purposes of this Agreement, that you are the sole owner of every item dispatched in the Consignment but if any other person makes a claim against us for loss of or damage to any such items beyond our liability to you then you agree that you shall indemnify us against any losses or liabilities that we suffer through that claim (including all legal costs and expenses) and you agree that we shall have no liability to you in these circumstances, regardless of whether such claims exceed any limitations of liability set out in this Agreement.

9.2 You agree to indemnify us against any losses or liabilities that we may suffer through the loss of, or inability to deliver, a Consignment caused by deficient or ambiguous labelling of such Consignment.

9.3 You agree to indemnify us against any losses or liabilities that we may suffer through a breach by you of any of your obligations set out in clause 4.

10. Account Funds

10.1 Account funds added to a customer's account are for the use of purchasing services on Donkey Cargo only.

10.2 If you change your mind after making a payment on account you may request a refund. The procedure for requesting a refund from your Account funds balance. The refund amount will be the remaining balance on your account after any purchases have been deducted.

10.3 Any instances of claims of other manual credits to account funds are not available for refund.

10.4 If you do not place any orders for a 6 month period we will send an e-mail to the address in your Account Details to remind you of your balance. This will be repeated at 12 months and 18 months. When a period of 24 months has passed with no orders placed we will assume that your account is no longer active, the Account funds balance will expire and you shall have no further claim to such balance.

11. [MPD Prime](#)

11.1 Any benefits provided under this scheme are subject to conditions as provided on set up as well as our standard terms and conditions.

11.2 The conditions include but are not limited to a monthly volume requirement of bookings as per individual customer agreements.

11.3 We will not provide any refund or reduction of charges if we receive less than the number of parcels for which you have contracted to send through Donkey Cargo.

12. [Cashback](#)

12.1 At any time where we offer customers a promotional rebate rewards system based on volume of bookings per month, we shall refer to such system as "Cashback" and the additional provisions shall apply.

12.2 Cashback and Account funds shall be separately recorded and the total balance of these credits shall be shown in your account through our website.

12.3 When you place an Order, our system will check your Account Funds and Cashback credit balance. The Order value shall be deducted from the Cashback balance first. If such deduction would result in a negative balance then you shall make up the difference with an alternative payment.

12.4 Cashback balances are only for redemption on orders placed on Donkey Cargo and are not available for

withdrawal.

12.5 Cashback rebates will be in the form of account funds, to be used on future bookings through Donkey Cargo only.

14. [Miscellaneous](#)

14.1 Unless specifically agreed otherwise, working days do not include – Saturdays, Sundays, Public Holidays or Bank Holidays.

14.2 We will not provide any refund or reduction of charges if we receive less than the number of parcels for which you have contracted.

15. [Nature of Agreement](#)

15.1 This Agreement shall constitute the entire contract between us and you and the contract shall not incorporate, or be deemed to incorporate any provisions of any other documents. In addition, this contract and the documents referred to above shall supersede any previous contract, warranty or representation made or given by us relating to the Service(s).

16. [Statutory Rights](#)

16.1 These terms and conditions are in addition to your statutory rights as a consumer which remains unaffected. The Contracts (Rights of Third Parties) shall not apply to this agreement.

17. [Non-solicitation](#)

17.1 During the term of this Agreement, you shall not solicit to employ nor employ any of our employees of whom you become aware through the performance of this Agreement. Furthermore, you shall not otherwise hinder any of our other business relationships including those with our Members.

18. [Complaints](#)

18.1 We aim to provide outstanding customer service. If you have any complaint about the service you have received from us, please contact our Complaints Department by writing to us at our office address or emailing support@donkeycargo.com. Please allow 7 working days for a response to any written correspondence