**General Terms and Condition**

1. Prior to operation, a formal agreement between the e-com dealer and delivery Agent is in place.
2. Delivery agent will accept the parcel at their booking counter from 9 am to 4:30 during weekdays and 9 am to 12:30 every Saturday.
3. Delivery agent must ensure that e-com dealer is well informed of the mail schedule for shipment on regular intervals and at the same time their customers should be also intimated about the mail delivery cycle.
4. e-com dealer to ensure the goods bound for shipment are properly packed with complete address of both seller and buyer (preferably in computer printed/sticker with self-Logo) to avoid miss delivery.
5. If the packet contains fragile items, ensure to have graphics marks on it. (Preferably a bold mark that must be eye-catching) for careful handling during shipment by delivery agents.
6. e-com dealer to ensures the packets are well wrapped possibly with foams and bubble wrapping if the packets are electronic or other breakable items for its safety shipping.
7. e-com dealer must prepare invoices of goods and attach them along with the goods. Delivery agent on the other end must first check the list of goods in the invoices, ensuring everything is perfectly fine.
8. Goods Declaration form to be signed by the e-com dealer
9. Upon receipt of the goods at the delivery point, the agent will then inform the recipient to collect the goods from the post office.the delivery agent shall update the condition and remark the condition of the goods at the time of delivery.

**Delivery Charges- online packages-**

**Table 1.**

|  |  |  |
| --- | --- | --- |
| **Sl No** | **Weight slab** | **Rate (Nu)** |
| 1 | Up to 1 kg | 150.00 |
| 2 | Above 1 kg up to 2 kgs | 250.00 |
| 3 | Beyond 2kg shall be booked as DEMS |  |

1. **Booking E-com Items**
2. Book through journal or system
3. Prohibited items will not be send
4. Detailed address required
5. Prepare list and hand over to mail-in charge
6. **Mail-in Charge**
7. Close mail bag to next office separately
8. Cross check the listed items
9. Enter the E-com parcel in mail-list
10. Wrap/ close mail bag with plastic for safety
11. **Delivery Items**
12. Maintain record book by Ecom and Gelephu GPO
13. Delivered to respective receiver after obtaining signature
14. **Undelivered Parcel**
15. Maintain record for every undelivered parcel by each respective receiver PO and return the goods. The charges of the returned goods to be born by the e-com dealer.
16. **Payment procedure**
17. Cash or mbob as per the agreement terms and condition.
18. No self-cheque accepted
19. Provide money recipe for payment made
20. **Responsibility of focal person**

1. Monthly report to Regional Manager
2. Monthly report by Regional Manger to Management
3. Enter the collected amount in tally and ERP

**Return Policy:**

Return goods shall be booked as per the rates in table 1.

**Liability Clause:**

Bhutan Post shall not accept if the package is received torn or tempered with.

**Customs declaration:**

Packages are subjected to customs inspection, as required by the customs rules of the country, and any taxes levied thereof shall be borne by the e-com dealer.