

# SAFEXPRESS

## MEMORANDUM OF UNDERSTANDING

DATE: 19-12-2025

REF: CO/EE/39162/3

This Memorandum of Understanding (MOU) is entered into on **19<sup>th</sup> day of December, 2025** at Gurugram, between Safexpress Private Limited, having its Corporate office at 28, Sector-18, Udyog Vihar, Gurugram, 122015 and **M/s Deye Inverter Technology Pvt Ltd** having its registered office, at **Urban Bliss, 2<sup>nd</sup> & 4<sup>th</sup> Floor, Pan Card Club Road, Baner, Pune 411045**. Both the parties hereby agree to abide by the terms & conditions as given in this MOU and put in their signature and seal to authenticate the same.

### 1. SCOPE OF SERVICE

- 1.1 The scope of service would cover forward, outbound, downstream distribution of goods in customer's supply chain from the pick-up location(s) designated by the customer to the locations on the scheduled network of Safexpress in general and to any other destination within India through the Safextension service of Safexpress.
- 1.2 Any consignment not delivered at the destination, if requested to be rebooked, will be booked on the same rates (outbound rates as per the quote)

### 2. COMMERCIALS

The rates and other basic commercials are as per the offer given, vide our Letter Ref. No. CO/EE/39162/3, dated 19-12-2025 (All attached as Annexure to this MOU).

### 3. STATUTORY LEVIES

- 3.1 The consignments booked and carried by Safexpress stand cleared by the Custom/ Excise/ GST authorities and any confiscation on account of lapses or non-compliance of the statutory requirements would be the responsibility/ liability of **M/s Deye Inverter Technology Pvt Ltd**.

### 4. TRANSIT INSURANCE

Safexpress will ensure smooth, damage-free and 'in full' transit & delivery of all consignments. However, in certain exceptional cases beyond the control, if there is any damage/ non-delivery of all packages/ delivery of short packages, Safexpress will ensure settlement of all issues as per the nature of the Transit Insurance.

#### 4.1 Transit at 'Carriers Risk'

- 4.11 Safexpress will settle all issues to the customer satisfaction. In case of any loss/ damage of consignments when in custody of Safexpress, claims will be settled as per the Invoice Value declared at the time of booking of consignment, subject to remarks on POD.
- 4.12 Payment of the Safexpress Freight Invoice cannot be linked with the settlement of the claim/ issue and must be done in full and as per the agreed timelines.
- 4.13 All claims will be paid through RTGS/ NEFT in the customer's account.

### 5. FREIGHT TO PAY

- 5.1 Any consignment not delivered at the destination, if requested to be rebooked, will be booked on the same rates (as per the quote) but the return booking will be on freight To Pay basis with the addition of the To Pay Service Charge as applicable

## 6. TRANSIT SCHEDULE

- 6.1 Transit time will be as per the Safexpress Transit Schedule attached as Annexure to this MOU, which will be subject to change due to the prevailing conditions in the geography impacted.
- 6.2 Safexpress will make every possible effort to adhere to the transit time mentioned in the Safexpress Transit Schedule but will not accept responsibility/ liability for any delay due to unforeseen circumstances beyond our control, consignee induced delays and for the consequential losses suffered due to delay in delivery.

## 7. PROOF OF DELIVERY (POD)

- 7.1 PODs do not form a pre-requisite for submission & pay-out of Safexpress Freight Invoice
- 7.2 In case of any requirement of specific PODs by the customer, same will be provided in digital format.
- 7.3 In addition the management of Safexpress assures and undertakes to address any and all issues related to non/part delivery of any consignment brought to its notice at any given time.

## 8. PAYMENT OF CREDIT BILLS

- 8.1 Invoice cycle will be fortnightly (Every 15 days). Invoice will be raised after the end of the invoice cycle for all the bookings done in the given period:
- For bookings made from the 1st to the 15th of the month, the invoice will be generated on the 16th of that same month.
  - For bookings made from the 16th to the last day of the month, the invoice will be generated on the 1st of the subsequent month.
- 8.2 Invoice will be sent in electronic format on your registered email ID registered with Safexpress Pvt. Ltd.
- 8.3 **M/s Deye Inverter Technology Pvt Ltd** will make payment in full within 30 days from the date of invoice through e-payment modes, failing to which credit facility will be withdrawn.
- 8.4 While Safexpress undertakes to address all issues to the entire satisfaction of customers, there will be no deductions or holding of payment under any circumstances, whatsoever.
- 8.5 **Kindly mark payment advise to [billpayments@safexpress.com](mailto:billpayments@safexpress.com)**

## 9. VALIDITY FOR CLAIMING DIFFERENCE IN WEIGHT MEASUREMENT

The consignments are weighed and measured at the time of booking and their weight and volumes are recorded on the waybills.

- 9.1 The waybills are checked, and counter signed by the consignor's representative after verifying the particulars mentioned on the waybills.
- 9.2 If any difference is found in weight or volume, the same should be pinpointed at the time of booking itself.
- 9.3 Any claims raised, by the customer, with respect to difference in weight or/ and volume later shall not be valid.
- 9.4 Similarly, Safexpress shall raise any such matter before delivery of the consignment only. No such claims of Safexpress shall be valid, if raised post-delivery.

## 10. LIABILITY FOR THE NATURE OF CONSIGNMENTS CARRIED

Consignments permitted by law only, are accepted for booking and carriage by Safexpress and any item hazardous in nature, harmful chemical, inflammables, currency notes or any articles/commodities not permissible for carriage as per the Carrier's Act are not accepted. The responsibility for any wrong declaration and the consequences arising out of the same would be the responsibility of **M/s Deye Inverter Technology Pvt Ltd**.

## 11. TERMINATION OF THE CONTRACT

Either party, subject to one month's notice, can terminate the agreement. Upon **M/s Deye Inverter Technology Pvt Ltd** termination will clear all the dues and Safexpress will undertake to deliver all stocks as required by **M/s Deye Inverter Technology Pvt Ltd**.

## 12. EXPIRY OF CONTRACT

This MOU is between Safexpress and **M/s Deye Inverter Technology Pvt Ltd** and not any other subsidiaries; other Group Companies or the Branch Offices located elsewhere and will remain valid till **30-11-2028**, subject to renewal on mutually agreed terms.

## 13. JURISDICTION

The Courts in Haryana only will have the jurisdiction in case of any disputes related to this MOU.

(SAFEXPRESS PVT LTD)	(M/S DEYE INVERTER TECHNOLOGY PVT LTD)
Signature:	Signature:
Name: <b>Mr. Rushtoom J Mulla</b>	Name:
Designation <b>Area Manager: Pune Tathawade</b>	Designation
Official Seal:	Official Seal:
Date: (19-12-2025)	Date: (19-12-2025)

Looking Forward to Serve You!



31263 PIN  
CODES SERVED



86 LOGISTICS  
PARKS



2814 DIRECT & DAILY ROUTES,  
A ROUTE DEPARTS  
EVERY 30<sup>th</sup> SECOND



76 AIRPORT  
CONNECTIVITY

# ANNEXURE 1

## COMMERCIAL TERMS



ZONE	FREIGHT PER KG		MINIMUM CHARGEABLE FREIGHT PER WAYBILL	
	SURFACE	AIR	SURFACE	AIR
A	6	50	500	1000
B	8	60	500	1000
C	10	70	600	1200
D	12	80	600	1200
E	15	120	700	1400

VOLUME CONVERSION
1 CUBIC FOOT = 6 KG

- **WAYBILL CHARGE:** RS. 150/- PER WAYBILL
- **THE URBAN AREA CONGESTION CHARGE (UCC) APPLIES TO THE DELIVERY OF MATERIALS SERVED BY THE CITIES OF AHMEDABAD, BENGALURU, CHENNAI, DELHI, HYDERABAD, KOLKATA, MUMBAI, AND PUNE:**  
RS. 100/- PER WAYBILL
- **VALUE SURCHARGE:** THE VALUE SURCHARGE WILL BE RS.100/- FOR EACH VALUE SLAB OF RS.50,000/-, OR PART THEREOF
- **FUEL SURCHARGE:** 10%
- **STATE SURCHARGE (IN ADDITION TO THE BASIC FREIGHT RATE):**
  - CHARGE OF RS. 4/- PER KG. FOR KERALA, ASSAM AND J&K
  - CHARGE OF RS. 12/- PER KG FOR ARUNACHAL PRADESH, MIZORAM, TRIPURA, MANIPUR, MEGHALAYA & NAGALAND
- **TO-PAY SERVICE CHARGE:** FOR INCOMING CONSIGNMENTS MOVING ON TO-PAY BASIS, TO-PAY SERVICE CHARGES WILL BE CHARGED AS BELOW –

WEIGHT (KG)	TO-PAY SERVICE CHARGE (RS)
UPTO 100	200
101-200	300
201-300	400
301-400	500
401-500	600
501-600	700
601-700	800
701-800	900
801-900	1000
ABOVE 900	1100

- **FREIGHT FOR ANDAMAN NICOBAR, LAKSHADWEEP & LADAKH:** CHARGE OF RS. 120/- PER KG. FOR SURFACE & RS. 160/- PER KG. FOR AIR
- **CHEQUE/DRAFT ON DELIVERY (COD/DOD), DELIVERY AGAINST CONSIGNOR COPY (DACC) & HUB DELIVERY SERVICE CHARGE:** RS. 600/- PER WAYBILL
- **SAFEXTENSION SERVICE CHARGE:** RS. 1500/- PER WAYBILL OR RS. 3/- PER KG, WHICHEVER IS HIGHER
- **SPECIAL DELIVERY SERVICE (SDS) CHARGE:** CHARGE FOR ANY DELIVERY THAT INVOLVES COMPLEX ARRANGEMENTS SUCH AS ONES MADE TO E-COMMERCE FULFILMENT CENTRES, MODERN RETAIL STORES, CANTEEN STORES, GOVERNMENT DEPARTMENTS, ETC.– RS 1500/- PER WAYBILL OR RS. 5/- PER KG, WHICHEVER IS HIGHER
- **CHARGED & ACTUAL WEIGHT:**
  - MINIMUM CHARGEABLE WEIGHT - 20 KG. PER WAYBILL FOR SURFACE AND 10 KG. FOR AIR
  - MAXIMUM ACTUAL WEIGHT – 6000 KG. PER WAYBILL

- 
- **PAYMENT OF CREDIT BILLS:**
  - INVOICE CYCLE WILL BE FORTNIGHTLY (15 DAYS), **M/S DEYE INVERTER TECHNOLOGY PVT LTD** WILL MAKE PAYMENT IN FULL WITHIN 30 DAYS FROM THE DATE OF INVOICE THROUGH E-PAYMENT MODES; FAILING TO WHICH CREDIT FACILITY WILL BE WITHDRAWN
  - SAFEXPRESS UNDERTAKES TO ADDRESS ALL ISSUES TO THE ENTIRE SATISFACTION OF CUSTOMER, THERE WILL BE NO DEDUCTIONS OR HOLDING OF PAYMENT UNDER ANY CIRCUMSTANCES, WHATSOEVER
  - **KINDLY MARK PAYMENT ADVISE TO BILLPAYMENTS@SAFEXPRESS.COM**
- **ANNUAL INCREMENT:** ANNUAL INCREMENT SHALL BE APPLIED ON TOTAL FREIGHT (BEFORE GST) @7% ON THE LAST PREVAILING COMMERCIALS
- **GST:** 18%
- **CONTRACT VALIDITY:** 3 YEARS

**\*PLEASE NOTE: THIS COMMERCIAL OFFER IS VALID UP TO ONE MONTH STARTING FROM THE DATE OF PROPOSAL**

## ANNEXURE 2

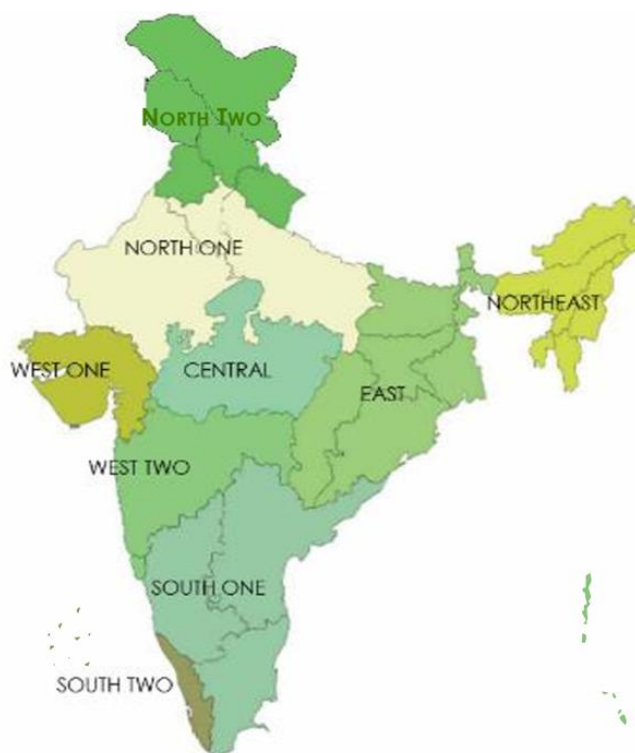
### SAFEXPRESS ALL INDIA ZONE MATRIX



EX/ TO	NORTH ONE	NORTH TWO	EAST	NORTH EAST	WEST ONE	WEST TWO	SOUTH ONE	SOUTH TWO	CENTRAL
NORTH ONE	A	A	D	E	B	C	C	D	B
NORTH TWO	A	A	D	E	C	C	D	D	B
EAST	C	D	A	B	C	D	C	D	B
NORTH EAST	C	D	B	A	D	D	D	E	C
WEST ONE	B	C	D	E	A	A	C	D	B
WEST TWO	C	D	D	E	A	A	B	D	B
SOUTH ONE	C	D	D	E	C	B	A	B	B
SOUTH TWO	D	D	D	E	C	C	A	A	B
CENTRAL	B	C	D	E	A	B	B	D	A

#### KEY:

NORTH ONE	DELHI, UTTAR PRADESH, HARYANA, RAJASTHAN
NORTH TWO	CHANDIGARH, PUNJAB, HIMACHAL PRADESH, UTTARAKHAND, JAMMU & KASHMIR
EAST	WEST BENGAL, ODISHA, BIHAR, JHARKHAND, CHHATTISGARH
NORTH EAST	ASSAM, MEGHALAYA, TRIPURA, ARUNACHAL PRADESH, MIZORAM, MANIPUR, NAGALAND, SIKKIM
WEST ONE	GUJARAT, DAMAN & DIU, DADRA & NAGAR HAVELI
WEST TWO	MAHARASHTRA, GOA
SOUTH ONE	ANDHRA PRADESH, TELANGANA, KARNATAKA, TAMIL NADU
SOUTH TWO	KERALA, PUDUCHERRY
CENTRAL	MADHYA PRADESH





# ANNEXURE 3

## TRANSIT SCHEDULE



W.E.F. October 1, 2025



### SAFEXPRESS TRANSIT SCHEDULE

With an ever-growing network spanning to every square inch of India & covering all pincodes across 36 States & Union Territories of the country, Safexpress has the largest supply chain & logistics network that enables us to cater customers' end-to-end express distribution requirements in the minimum transit time.

#### TRANSIT TIME (IN DAYS)

ZONE/ MODE	A	B	C	D	E
SURFACE	2	3	4	5	6

ZONE/ MODE	A	B	C	D	E
AIR	1	2	2	3	3

This transit time is for direct destination and multi-modal destination both

#### Please Note:

- Pick-up and the delivery days are not included in the calculation of transit time. The performance level is targeted at 95%+, with a consideration of 1 day grace period
- For late pick-up, i.e., after the cut-off time of 1800 hours, next calendar date will be considered as the Booking date
- For deliveries to Safextension pincodes, one day will get added to the zone wise transit time
- In North-East Delivery Zone, for delivery to Guwahati in Assam, zone wise transit time will apply for surface and air. For delivery by surface mode to rest of Assam, Arunachal Pradesh, Nagaland, Manipur, Mizoram, Tripura, Meghalaya and Sikkim, two days will get added to the zone wise transit time, while for delivery by air mode, zone wise transit time will apply
- If the delivery falls on holidays\*/ Sunday, transit time will get extended to the next working day
- Transit time may get impacted by strikes, political rallies, road closures, lock-down, curfews, unfavorable & extreme weather calamities including fog, snow, storms, floods, route diversions due to religious festivities, etc. involving additional transit hours traversed by the route vehicles

#### EXCEPTIONS THAT APPLY TO THE SERVICE LEVEL ANALYSIS

- Consignments booked on To-Pay Freight, DOD, DACC, VMI, SDS, Hub Delivery, etc., where deliveries have dependency on consignee readiness for accepting deliveries
- Destination location in Jammu & Kashmir and Ladakh regions of India
- Booking in rainy season, i.e., July 1 to September 30

While every effort will be made to strictly adhere to the transit time/ schedule, Safexpress will not be responsible/ liable for any delays resulting from situation such as riots, civil commotion, strikes, bandhs, disturbed conditions, accidents, detention of vehicles/ containers at check-posts, etc. or for any other reason beyond our control. Safexpress will not accept any responsibility/ liability for any consequential losses, if any, suffered by a customer due to delayed delivery of the consignment.

#### VALIDITY PERIOD

Valid till March 31, 2026 or subject to changes depending upon the prevailing situation. Any earlier schedule given or proposed shall stand null and void.

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Website : [www.safexpress.com](http://www.safexpress.com)

