

## **Terms & Conditions, Cancellation and Refund Policy**

### **1.Transfer of Valuables & Important Documents**

Customers are advised to retain custody of all personal valuables, including but not limited to cash, jewellery, educational certificates, shareholding documents, medical records, property papers, and vehicle documents.

TransXpresss shall not be held liable for any loss, theft, or damage to such items if transported through our services.

### **2.Travel Advisory on Shifting Day**

House shifting is an extensive and time-consuming process. Customers are strongly advised **not to schedule any air, rail, or road travel on the day of the move.**

**TransXpress shall not be liable for any losses incurred due to missed or delayed travel plans.**

### **3.Packaging, Rope Transfer & Mathadi/Nokku Kooli Charges**

All packaging material remains the property of TransXpresss and will be collected post-delivery.

Retention charges: ₹100 per corrugated box.

Rope-based transfers (hoisting or lowering items) are done solely at the customer's discretion and risk.

**Mathadi/Nokku Kooli (union labour)** charges, where applicable (e.g., Mumbai, Pune, Kerala), are excluded from the quotation and are to be borne directly by the customer.

**Unpacking and rearranging services are not available in Kerala.**

### **4.Damage Categorization & Claims**

**Minor Damage:** Cosmetic, non-functional impact.

**Major Damage:** Affects usability/structure but is repairable.

**Total Loss:** Inventory is damaged beyond repair.

#### **Claims Process:**

Proof of purchase is mandatory. In its absence, compensation is capped at ₹5,000/item.

No claims will be entertained for: **Self-packed goods.**

Internal damage to electronics/appliances.

Items not listed or undervalued in the packing list.

All damages must be reported within **48 hours** of delivery. Supporting documents must be submitted within **72 hours**.

TV claims require pre-pickup and post-delivery photographs to verify condition.

Car/bike transport: TransXpresss is not liable for accessories (e.g., chargers, goggles, helmets) kept inside.

## **5. Disputes, Documentation & Communication**

Only issues documented within the TransXpresss email/chat support will be considered valid.

**The packing list must include accurate descriptions and values** for each item. Claims against unlisted/misvalued items will be rejected.

Customers must inspect and report missing/damaged items before signing the Proof of Delivery (POD). Claims raised post-signature without POD remarks will not be entertained.

## **6. Vehicle Access & Delivery Timelines**

Vehicle size and availability may vary depending on location and demand, but sufficient arrangements will be ensured.

Customers must notify TransXpresss of any society rules or vehicle entry restrictions in advance.

Delivery timelines are subject to:

Commercial vehicle access timings in cities.

Inter-city route conditions and logistics constraints.

Acts of God / Force Majeure events. (Delays arising from these will not be compensated.)

## **7. Service Scope: Inclusions & Exclusions**

**Quotation is dynamic** and subject to changes in date, distance, or inventory post-confirmation.

Charges **do not include** :

Carpentry or electrical fittings (unless selected).

Long carry (more than 30 meters).

AC gas refilling, extra pipes/wires, etc.

Service slots are pre-booked and influenced by multiple factors.

## **8. Liability Limitations**

Customers must verify entry feasibility for moving vehicles and inform TransXpresss in advance regarding access and timing restrictions.

Consignments are transported at the **customer's own risk**. Opting for Insurance is strongly recommended.

Payment terms, including part or full payment, are solely at TransXpresss discretion.

In case of unavoidable cancellation from TransXpresss's end, only the token amount paid will be refunded.

## **9. Cancellation, Refund & Rescheduling**

Cancellation fees will apply as per TransXpresss's cancellation policy.

We understand that plans can change. Below is our policy on cancellations and refunds.

Cancellation by Customer:

48+ hours before scheduled move [Date&Time]: Full refund, minus any transaction fees.

Less than 48 hours: No refund.

Same-day cancellation: No refund.

Rescheduling is permitted up to **48 hours prior** to the move. Surge pricing may apply on high-demand days.

Refunds will reflect in the customer's bank account within **5–6 working days**.

**Note:**

Weekend and month-end shifts witness higher volumes and logistical challenges. Customers are kindly requested to be patient and cooperative. Movement schedules may be affected by traffic, society restrictions, and vehicle availability.