



**Domestic -Client On-boarding Form (COF)**

- Weight** – Weight will be decided by scan report of respective courier company. Any additional/ Discrepancy in weight (Actual /Volumetric) will be charged shipper only and Shipper/ eCourierz’s Customer would be liable to pay. Necessary supporting proof can be provided if needed.
- Address** – It’s mandatory to enter complete address at the time of placing Order. Even if consignee has not provided, we recommend getting complete address in order to avoid RTO (Return to Origin) Charges or Related charges. Any address correction will be billed as INR 55 + Service Tax. In case of Address correction to ODA/OPA ( Out of Delivery Area) location, respective charges of Rs. 1600 + S.T will be billed to Shipper/ eCourierz Customer and same has to be paid without fail.
- AWB (Air Way Bill)**- Its mandatory to provide Shipping AWB along with parcel at the time of Pickup. In case AWB not provided, eCourierz will not be held responsible for any loss or damage of product and no support assistance will be provided from eCourierz for Manual AWB shipment. Penalty for **Manual AWB** charges of INR 500 would be applied and same would be debited for Customer’s Wallet. Very few courier partners don’t require AWB copies and in such case, customers are requested to contact eCourierz support team for more clarification.
- Pick up** –Timings for any shipment pickup (ranges from 24 Hrs to 48 Hrs) along with cut off is mentioned on website. In case of query, customer would be advised to contact eCourierz support team. Pick up time approximate timings only and are subject to change due to climatic conditions, necessary resources availability for pick up. Pick up timings are generally between 2 PM- 7PM on working days. Hence customers are advised to not expect any specific or time definite pick up services from our partners.
- Delivery**:- Delivery timelines mentioned on website are only an estimation and are subject change due to climatic conditions, necessary resources availability for attempting deliveries.
- Sending Documents**: - “Documents” as per Courier company policies are only “Papers”. Anything that contains other than PAPERS are not treated as documents and hence it has to be booked as Parcels Only.
- Entry Tax and Tax forms** – Entry/State/ Statutory Tax of respective states will be billed to Shipper/ eCourierz Customer’s only for their parcels (if applicable). Taxes % changes as per various State Govt Rules & Regulations. Besides different states have Different Tax Form requirements and customers are advised check <http://www.ecourierz.com/tax-forms> or contact our support team for more clarifications. In case if Shipments are held up by State Commercial Tax Dept, it would be shipper’s responsibility to pay necessary charges imposed or provide Necessary State Tax Forms as required on priority basis for further processing.
- Refund & Cancellation**: - Customers are requested to cancel order from eCourierz website only (<http://www.ecourierz.com/cancel-order>) in order to process refund faster. Accepting Cancellation Request & processing would require 24 HRS and refund would be initiated within 3-5 working days time.
- RTO**:- Return To Origin Charges - will be applicable in case of failed attempt for delivery & also could be for various reasons. Same will be charged, and it would be will be equal to forward freight charges. As a best practice, we suggest our clients to keep checking exception mails sent by our team in order to reduce RTO cases.
- Package ready** – Package should be kept ready along with AWB copy, Necessary Documents like Invoice, Declarations, Tax forms and package should be self packed properly (worthy for Shipping by Air/ Road mode) in order to arrange pickup. We can only arrange for reattempt of pick up only 2 times. In case of for any additional arranging of pickup, extra charges will be applicable.
- COD Services**: Cash On Delivery Services are facilitated; however remittance of COD amount will be done within 15-25 Working days from date of delivery. COD facilitation Fee would be charged even if Customer Refuses to accept parcel or any failed delivery attempt.

**I hereby confirm that, above mentioned Information has been completely read & understood by me. I will stand responsible & concur as mentioned above and support eCourierz in discharging my necessary Obligations at all times of my engagement with eCourierz.**

Signature : .....  
Name : .....  
Company Name : .....  
Date : .....