

## DELIVERY POLICY

1. All Merchant must comply with this guideline regarding the fulfilment of all Order by the Consumer.
2. All Merchant must fulfil all Order by using the authorised courier service provider as may be determined by UU2 from time to time. All Merchant accepts and agree to be bound by the terms and conditions impose by the authorised courier service providers in fulfilling or shipping the Order of the Consumer.

### **Confirmation of Order**

3. Once the Consumer places an Order, the Merchant must review the Order and must ensure that the Product requested is in stock and can be sold and delivered to the Consumer. The Merchant must ensure the accuracy of the address or information provided by the Consumer for the fulfilment of the Order. If the Merchant discovers that the Merchant is unable to fulfil any Order, the Merchant must follow the procedure describe in the Order Cancellation, Return & Refund Guideline.

### **Packaging & Handing Over**

4. The Merchant must ensure the accurate size and package for the Order to be fulfilled. The Merchant must adhere to the terms and conditions of the authorised courier service provider or Applicable Law in respect of the packaging of the Product. The Merchant shall follow the general guideline regarding the size and package of the Product (default, non-bulky or bulky) to be shipped as follows:

Standard/ Delivery Type	Standard (Automatically assigned to you)
	Default/ Non-bulky
Parcel Size Guide	Land Freight <ul style="list-style-type: none"> <li>• Longest side must not more than 150cm</li> <li>• Length + Width + Height must not more than 300cm</li> <li>• Actual weight must not more than 70kg</li> </ul> Air Freight <ul style="list-style-type: none"> <li>• 90cm*90cm*90cm</li> <li>• Actual weight must not more than 35kg</li> </ul> *Chargeable rate will be based on volumetric or actual weight, whichever higher.
Pick up	Min 10 parcels
How many days till parcels get delivered?	Approximately 2-7days on normal days
Shipping Fees	Calculated based on the dimensions and weight of your parcel and by region

5. Any parcel containing the Product(s) may be re-weighed and/or re-measured by the authorised courier service providers to ensure the accuracy of the said parcel and any action taken by the authorised courier service providers (including imposing any custom duties and/or tax) shall be in the authorised courier service providers' sole discretion.
6. The Merchant is responsible and must pack the Product safely and carefully to minimize any risk of Product damage during shipping in accordance with the terms and conditions of the authorised courier service provider or Applicable Law in respect of the packaging of the Product.

7. The Merchant is responsible to ensure the correct labelling of the Product for shipping purposes in accordance with the terms and conditions of the authorised courier service provider or Applicable Law in respect of the packaging of the Product.
8. The Merchant is responsible to ensure that the package of the Product is handed over to the correct drop point in accordance with the terms and conditions of the authorised courier service provider or Applicable Law.
9. Once the Merchant have handed over the package of the Product to the correct drop point, the Merchant must update the Order status to "Shipped" and the Merchant must enter the accurate and valid shipment tracking ID together with the name of the authorised courier service provider.
10. The Merchant must ensure the timeline of fulfilling Consumer Order based of the terms and conditions of the authorised courier service provider or Applicable Law in respect of the shipping of the Product.
11. The Merchant must not ship any Product to the Consumer fraudulently i.e. shipping empty packages, shipping wrong or incomplete units of Product, forging any shipping label information, invalid shipping tracking number and etc.
12. The Sender shall, at Sender's best endeavours, to follow these Basic Packaging Guidelines & Principles as follows:-
  - The Sender has the responsibility to understand and comprehend the importance to ensure parcel is able to withstand all transit activities including but not limited to movements, impacts, pressure, easy handling etc. The following serves as a minimal guide should the packaging be done at Sender's end:-
  - Ensure appropriate material, quality, sizes of packaging used suitable for shipment carried, considering its nature, weight, sizes, shapes etc. Eg. Fragile items should be packed in boxes with solid in-fillers, documents should be packed in hard-cover paper enveloped etc.
  - A good packaging should be able to withstand 2 meters of free fall, and 30KG of pressure.
  - Ensure internal fillers are sufficient, proper layering, no space left, well organized, no shifting or movement of content in the packaging or impacts among contents in the packaging (if multiple contents, items should be wrapped individually in the parcel).
  - Ensure sharp or pointy items are properly wrapped, no exposure of sharp or pointy edges to avoid hurting our staffs or damaging other parcels. Sender is fully responsible of any medical or damage if such parcel causes injuries or damages.
  - Ensure high value items are tightly packed, sealed, unconcealable of internal content to outsiders and durable for transit.
  - Ensure all fragile items are well packed and sealed.
  - Ensure parcels packed are clean, dry, odourless, oil-free, and contamination free. All parcels should be properly packed, no leakage, content exposure, tear, no re-use of used packaging materials etc.
  - Packaging of air-freight shipments should comply to IATA (International Air Transport Association) and ICAO (International Civil Aviation Organization) guidelines.
13. The use of J&T Malaysia-provided packaging (including but not limited to materials, supplies and assistance) is not a guarantee that an item is sufficiently packaged for transportation or exemption of Sender's responsibility. J&T Malaysia will not be liable (for any breach of packaging guidelines above) for direct or indirect losses on any damages or losses that are caused by packaging problems.
  - The Merchant shall be responsible for all posted items, including but not limited to liquids, creams, lotions, or cosmetic that may be risk at rupture, as well as perishable food and/or other forms of food.

### **Delivery of Package**

14. The Merchant shall ensure that the address of the Consumer for the delivery of the Product is accurate for the authorised courier service providers to deliver the Product to the Consumer.
15. The authorised courier service providers are only responsible to deliver the Product based on the address provided by the Merchant.
16. Upon the delivery of the Product(s) to the Consumer (without any objections from the Consumer), the Product(s) will be considered delivered and the authorised courier service providers is released from any obligation and shall not be liable for any loss and/or damage occurred after.
17. If the Consumer is not present when the Product(s) are delivered to them, the authorised courier service providers will store the Product(s) for period in accordance with the authorised courier service providers' policies and/or guidelines.
18. The authorised courier service providers may call the Merchant for any pick-up services or the Merchant may contact the authorised courier service providers to arrange a suitable pick-up time regarding the pick-up services.
19. The authorised courier service providers may call the Consumer before the delivery. If the authorised courier service providers fails in the attempt to deliver the Product(s) for three (3) times, the authorised courier service providers may return the Product(s) to the Merchant.

### **Pick up**

20. J&T will only process the parcel with below requirement :-
  - Parcel from Market Place / Merchant must have UU2/J&T Airway Bill printed and securely stick on the parcel.
  - Any incomplete information and improper packaging will be rejected by Dispatcher
  - Merchant info shall be submitted 1 week before the pickup arrangement.
  - J&T regional pick-up team may arrange or a site visit to merchant's pick up address
  - Normally the merchant pick up time will be between 1600hrs - 1800hrs
  - 3PL will call before PickUp or Seller may contact 3PL for pickup timing arrangement
  - All process will be scanned and update to Service User platform via API

Dangerous Goods are defined as substances, materials, and articles that are covered by the IMDG Code and are considered hazardous due to their flammable, corrosive, or poisonous nature, or other properties.

When shipping your parcel, it is important to take note of the nature of your products.

⚠ Note: Products categorised as Dangerous Goods are not allowed to be shipped using any air transportation.

If you attempt to ship these goods to East Malaysia, your orders are at risk of being cancelled, confiscated, or returned once found.

In the event of any penalties from airlines for undeclared Dangerous Goods, you will be liable for the penalties incurred. Any rejected parcels by the airlines will be returned back to you provided they are not seized by Customs for any restricted / prohibited commodities.

If you would like to find out more details about Dangerous Goods or prohibited items for our UU2 Supported Logistics, please check out the respective links below.

1. **J&T Express Prohibited Item List** (Source: [J&T Website](#))
2. [J&T Express Malaysia Terms and Conditions for Shipping](#)

**Drop Off**

21. Merchant can drop-off at any J&T Drop point provided the parcel is ready with below requirement:
- All Parcel must have UU2/J&T Airway Bill printed and securely stick on the parcel.
  - Any incomplete information and improper packaging will be rejected by drop point admin.
  - For standard delivery will end when drop point closed by following their operating hours; For non standard delivery can be carry out after standard operating hours upon arrangement between J&T Drop Points and receiver.
  - Refer attachment - Drop Point Information as attached (<https://bit.ly/33RZYBY>)

**Amount for Lost & damage claims**

22. To claim for damaged orders, you'll need to prepare the necessary photo/video evidence to prove that you have:
- Shipped the order successfully (e.g. shipping receipt, photo of parcel with Air Waybill showing recipient's address, tracking number)
  - Packed the items for the order properly and that they were not damaged before packing
23. You may raise a claim request for orders where buyers request for a return/refund due to:
- Non-receipt, but you have shipped the complete order.
  - Damaged or faulty product received, but you have shipped the order with adequate protection.
  - For damaged or faulty products, the buyer will be required to submit supporting evidence within 3 days. If the buyer fails to do so or if the evidence submitted is inconclusive, the case will be closed in your favour and payment will be released to you.

Shipping Channel	J&T Express
Claim Limit	<2kg, RM 100 >2kg, RM 300
Claim Window	
Damaged / Wrong Item	5 Working Days From Delivered Date
Loss / Wrong Delivery	30 Calender Days From Date Of Parcel Handover to Logistics Partner
Non-Claimable	Liquid, Fragile, Prohibited, Poor Packaging

- For item weighing 2.0 kg or less, the maximum compensation is RM100.00 (Ringgit Malaysia One Hundred only) OR the actual cost of item, whichever is lower.
- For item weighing 2.01 kg or above, the maximum compensation is RM300.00 (Ringgit Malaysia Three Hundred only) OR the actual cost of item, whichever is lower.
- if there is penalty from J&T and this penalty will be deducted in the next settlement to Merchant

**SLA**

24. All J&T Drop Points operates 365 days including weekends and public holidays unless some state's holiday require J&T to close down by local government.
25. SLA description  
The day of pick up will be considered as 'D'
- D+2 = Pick up Today, Deliver Next Day or Day After
  - D+3 = Pickup Today, Deliver Next Day or must complete within 3 days

**\*\*After pick up/receive the parcel over the warehouse will take 24hrs to process the parcel\*\***

### **Parcels required Air Freight**

26. J&T will commit for delivery in East Malaysia however parcels that required air freight will still depending on air freight availability.
27. All the parcels that required air freight must be attached with necessary document which needed by customs.
28. J&T request UU2 merchants can state the parcel item's name/description on the EWB "Parcel Information" column.
29. Custom Public Holiday & Off day for Sabah & Sarawak Public holiday and Off day for Custom in Sabah and Sarawak are excluded for SLA counting. E.g.:
  - Custom closes on Saturday, Sunday, Monday (Public Holiday) and Tuesday (Public Holiday). Custom clearance service will not be available for 4 days from Saturday until Tuesday. Therefore, it will impact other 3PL as well and J&T reserve the right to dispute for parcel delay.

### **Payment**

30. It is an electronic statement. You can view and get it printed or downloaded from your merchant center account once it has been released.
31. Payment will be made for delivered orders, after deducting corresponding charges such as commission, payment, shipping fee and etc
32. Merchant shall reply to UU2 within 2 business days for any dispute.
33. If there is a penalty the payment will be deducted in the next payment cycle.

### **Miscellaneous**

34. If the Merchant ships from an area where an event of force majeure (as described under Applicable Law including floods) has occurred, and that event prevents the Merchant from dispatching the Product to the Consumer, the Merchant must report details of the said force majeure event and its consequences (with necessary supporting documents) to UU2 through the Merchant Portal. If the situation has been verified and acknowledged by UU2, UU2 will not impose any penalty on the Merchant.
35. If there is any after-sale issue with the Consumer caused by any Product damage or broken Product, the Merchant is responsible and is liable to make good of the situation with the Consumer. The Merchant may escalate the issue in accordance with the UU2 E-Commerce Platform After-Sale Dispute Escalation Handling Guideline.
36. The authorized courier service providers will not be liable for any claims (based on any reasons) regarding any loss, damage or delay of the shipment regarding the Product(s) of the Merchant.