

RETURN AND REFUND POLICY

Please read these Terms and Conditions carefully before using the services offered by The Lorry Online Sdn Bhd ("The Lorry") or ("We", "Us", or "Our"), a company incorporated under the laws of Malaysia. These terms set forth the legally binding terms and conditions for your use of Our Services as contained in <http://www.thelorry.com> ("Website") and TheLorry platform ("Mobile App") (collectively with the site, referred to as "Services").

1. RETURN OF YOUR ITEMS

We do not accept any return of your items and We do not replace any of your items. We will endeavour all reasonable care to ensure that Our Services conform with the standard delivery care of any delivery services in Malaysia.

2. REFUND OF YOUR PURCHASE

A "Cancellation Fee" which is 50% of the agreed contractual fee will be applied in the following circumstances:

If five (5) minutes have elapsed since the User requested Service and has been accepted by the Driver, and then the User cancels the request, or

The User requested Service and the Driver discovers and accepts, upon Driver arriving at requested pickup location, that the User Items are not eligible for the Services.

For clarity, if, before five (5) minutes upon Driver accepting the service request, the User cancels the request, no cancellation fee will apply.

However, if the service paid was not fulfilled due to factors beyond The Lorry's control, we will offer an alternative or you will be entitled to a full refund of paid amount for that specific service.

We will refund your purchase of Our Services and a credit will be applied to your original method of payment or any such manner as may be communicated to you.



3. DAMAGED GOODS

Please ensure that you have packaged and clearly marked any fragile or valuable in a manner adequate to withstand the risk of damage or deterioration while in transportation, loading and unloading. The Lorry shall not be liable for any loss/damage to these goods arising out of or resulting from your failure to perform such obligations.

The Lorry will not be liable for any damage, loss or deterioration of goods unless clear and prior notice was given or there was negligence/recklessness on the driver's part. Notice of damage must be given to us within 24 hours after delivery. The maximum compensation that can be granted will be capped at RM200 or the value of the booking (whichever is lesser).

We will examine any defects of your item prior to the loading of your items for transportation, hence we will not be liable for any unnoticed defect that is not informed by you.

4. DELIVERY OF GOODS

We endeavour to adhere to stipulated delivery deadlines as indicated in Our Website. However, due to the hazards and peculiar features of Our Services, delivery deadlines will not be binding unless expressly agreed otherwise.

Furthermore, actual charges may vary based on factors outside of the Company's control, such as but not limited to weather and traffic conditions, store loading and wait times, customer special requests, and other unexpected barriers to loading or unloading that may or may not have been communicated to TheLorry.

Delivery times for drivers (including pre-scheduled times) are also non-binding estimates and may vary for the same or similar reasons. Customers should reasonably expect variances of up to 60 minutes from estimated or pre-scheduled delivery times.

Our contractual obligations are subject to a case to case basis based on your request and additional charges may incur.

When making a booking with us, please ensure that you have ordered the correct and most suitable vehicle size, as excess cargo will be subject to additional charges.

Please be clear regarding the type of property (landed or non-landed) and the amount of manpower required. Last minute changes will correspondingly be subject to additional charges.

Please be informed that packaging and wrapping services are only available upon request and need to be communicated when booking with us.

5. NO WAIVER



The failure to exercise or delay in exercising a right or remedy provided hereunder or by law does not constitute a waiver of the right or remedy or waiver of other rights or remedies.

6. GOVERNING LAW

These Terms and Conditions shall be governed by and interpreted in accordance with Malaysian law and the parties irrevocably submit to the exclusive jurisdiction of the Malaysian courts.

7. SPECIAL TERMS

These Terms and Conditions are not intended to nor shall create any rights, entitlements, claims or benefits enforceable by any person that is not a party to them. No person shall derive any benefit or have any right, entitlement or claim in relation to this Terms and Conditions.

8. CHANGES TO THE TERMS AND CONDITIONS

We reserve the right to update these Terms and Conditions at any time and any changes may be made without notice to you. We recommend you to read this Terms and Conditions periodically.

By continuing to access or use Our Services after those revisions or changes become effective, you agree to be bound by the revised terms. If you do not agree to the new Terms and Conditions, please stop using the Website and/or Our Services.

All of our rights are reserved.



(<https://www.facebook.com/thelorry/>)



(<https://twitter.com/thelorrydotcom/>)



(<https://www.instagram.com/thelorrydotcom/>)

THE COMPANY

Business (<https://thelorry.com/business>)

FAQ (<https://thelorry.com/my/faq>)

Blog (<https://thelorry.com/blog>)

Partner With Us (<https://thelorry.com/#partnerWithUs>)

Careers (<https://thelorry.com/careers>)

Press Kit (<https://thelorry.com/presskit>)

BOOKING SERVICES

Standard Delivery (<https://thelorry.com/book>)

Express Delivery (<https://thelorry.com/book>)

Disposal Service (<https://thelorry.com/book/disposal>)

Redeem (<https://thelorry.com/book/redeem>)



TERMS & CONDITIONS

Terms and Conditions (<https://thelorry.com/my/tnc>)

Privacy Policy (<https://thelorry.com/my/privacyPolicy>)

Return & Refund Policy (<https://thelorry.com/my/refundPolicy>)
Terms of Use (<https://thelorry.com/my/termsOfUse>)

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