

TERMS & CONDITIONS

Macasher Logistics

Operated by **Macasher Ltd (RC 7364075)**

Ibadan, Oyo State, Nigeria

Last Updated: 25 Feb 2026

1. Introduction

1.1 These Terms and Conditions govern the provision of delivery and errand services by Macasher Logistics ("the Company").

1.2 By booking, requesting, or using our services, you ("the Customer") agree to be bound by these Terms.

1.3 If you do not agree with these Terms, you should not proceed with booking our services.

2. Definitions

For the purpose of these Terms:

- **"Company"** means Macasher Logistics, operated by Macasher Ltd.
- **"Customer"** means any individual or organisation requesting our services.
- **"Consignment"** means the item(s) entrusted to the Company for delivery.

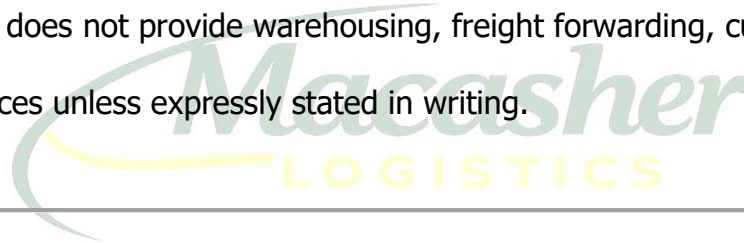
- **“Declared Value”** means the monetary value of the Consignment as stated by the Customer at booking.
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3. Scope of Services

3.1 The Company provides last-mile motorcycle dispatch and errand services within designated service areas.

3.2 Services include pickup, transportation, and delivery of lawful goods as agreed at the time of booking.

3.3 The Company does not provide warehousing, freight forwarding, customs clearance, or insurance services unless expressly stated in writing.



4. Booking & Service Acceptance

4.1 All bookings must include accurate and complete information, including:

- Item description
- Declared value
- Pickup and delivery details
- Recipient contact information

4.2 The Company reserves the right to refuse any Consignment at its discretion, including where safety, legality, or operational concerns arise.

4.3 A booking is confirmed only after rate confirmation and, where applicable, verified payment.

5. Prohibited & Restricted Items

The Company will not transport:

- Illegal substances or controlled drugs
- Firearms, weapons, or ammunition
- Undeclared cash
- Hazardous, explosive, or flammable materials
- Stolen or fraudulent goods
- Any item prohibited under Nigerian law

Where a Consignment is found to contain prohibited items, the Company reserves the right to suspend service and notify relevant authorities.

6. Customer Responsibilities

6.1 The Customer is responsible for ensuring that all items are:

- Properly packaged
- Lawful

- Accurately described

6.2 The Company shall not be liable for damage arising from poor or inadequate packaging.

6.3 The Customer must ensure that the recipient is available and reachable at the delivery address.

7. Pricing & Payment Terms

7.1 Pricing is determined based on distance, time, service category, and urgency level.

7.2 Payment may be required before dispatch, particularly for first-time or high-risk bookings.

7.3 Screenshots of bank transfers are not accepted as proof of payment. Service proceeds only upon confirmed receipt of funds.

7.4 Where Cash-on-Delivery (COD) is offered, limits may apply at the Company's discretion.

8. Cancellation & Waiting Policy

8.1 Cancellation after rider dispatch may attract a dispatch or call-out fee.

8.2 A complimentary waiting period of up to ten (10) minutes is allowed at pickup or delivery.

8.3 Additional waiting time may attract extra charges.

8.4 If the recipient is unreachable after reasonable effort, the Consignment may be returned to the sender at additional cost.

9. Delivery & Verification

9.1 Delivery is deemed completed when the Consignment is handed over to the named recipient or authorised representative.

9.2 The Company may obtain signature, photographic, or digital confirmation as proof of delivery.

9.3 Any visible damage must be reported immediately at the point of delivery. Claims made after acceptance may not be entertained.

10. Liability Limitations

10.1 The Company's liability for loss or damage is limited to the Declared Value of the Consignment.

10.2 Where no Declared Value is provided, liability is capped at ₦50,000 or the service fee paid, whichever is lower.

10.3 The Company shall not be liable for:

- Indirect or consequential loss

- Loss of profit or business opportunity
 - Delays caused by circumstances beyond reasonable control
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11. High-Value Items

11.1 Items valued above ₦200,000 must be declared at booking.

11.2 The Company reserves the right to impose special handling requirements or decline transportation of high-value items.

11.3 Failure to declare accurate value limits the Company's liability in accordance with Clause 10.



12. Perishable & Medical Goods

12.1 The Company does not guarantee temperature control unless expressly agreed in writing.

12.2 Perishable items are transported at the Customer's risk.

12.3 Where pharmaceuticals or medical items are transported, the Customer is responsible for ensuring lawful compliance and appropriate packaging.

13. Safety & Right to Refuse Service

13.1 The Company reserves the right to refuse or discontinue delivery where:

- The location poses safety risks
- The Customer engages in abusive or threatening conduct
- Instructions conflict with applicable law

13.2 Rider safety and public safety remain a priority at all times.

14. Force Majeure

The Company shall not be liable for delay or failure to perform due to events beyond reasonable control, including but not limited to:

- Traffic congestion
- Severe weather
- Civil unrest
- Government restrictions
- Accidents



15. Data Protection & Privacy


15.1 The Company processes Customer data in accordance with the Nigeria Data Protection Act (NDPA).

15.2 Personal information is used solely for service execution, communication, and operational records.

15.3 The Company does not sell or unlawfully disclose Customer data.

16. Indemnity

The Customer agrees to indemnify and hold the Company harmless from any loss, damage, liability, or regulatory penalty arising from:

- False declarations
 - Transportation of prohibited items
 - Breach of Nigerian law
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- The logo for Macasher Logistics is positioned behind the list items. It features the word "Macasher" in a large, light green, cursive-style font, with "LOGISTICS" in a smaller, yellow, sans-serif font below it. A yellow swoosh underline is present under "LOGISTICS".

17. Dispute Resolution

17.1 The parties shall first attempt to resolve disputes amicably.

17.2 Where amicable resolution fails, disputes shall be subject to the jurisdiction of competent courts in Oyo State, Nigeria.

18. Governing Law

These Terms are governed by the laws of the Federal Republic of Nigeria.

19. Amendments

The Company reserves the right to update these Terms at any time. Updated versions will be published on the Company website and shall take effect upon publication.

CUSTOMER ACKNOWLEDGEMENT

By proceeding with a booking, you confirm that:

- The information provided is accurate and lawful.
- You have read and agree to these Terms and Conditions.

