

Frequently Asked Questions (FAQs)

Macasher Logistics – Ibadan

1. What areas do you cover?

We provide last-mile motorcycle delivery services within Ibadan, including Bodija, Mokola, UI axis, Challenge and surrounding locations.

For extended routes, availability may depend on distance and operational capacity.

2. What types of items can you deliver?

We deliver:

- Documents
- Parcels
- Business items
- Pharmacy orders
- Laundry packages
- Personal items

We do not deliver illegal, hazardous, or restricted goods. Please refer to our Terms & Conditions for the full prohibited list.

3. Do you deliver cash?

No. We do not transport undeclared cash or financial instruments.

4. How is your pricing calculated?

Pricing is based on:

- Distance
- Estimated travel time
- Urgency level
- Service type (Standard or Priority)

Our pricing reflects professional handling, reliability and rider safety.



5. Do I need to pay before dispatch?

In most cases, yes — especially for first-time customers.

For approved business clients, structured payment arrangements may be agreed in advance.

We do not rely on transfer screenshots. Dispatch proceeds only after confirmed payment.

6. Do you offer Cash-on-Delivery (COD)?

Yes, subject to approval and transaction limits.

For security and accountability, COD services may require prior arrangement. Certain high-value transactions may not qualify.

7. What happens if the recipient is not available?

We allow a short waiting period at delivery.

If the recipient remains unreachable, the package may be returned to the sender.

Additional charges may apply.

8. What if I cancel after booking?

If cancellation occurs before dispatch, there is no charge.

If a rider has already been dispatched, a dispatch fee may apply to cover time and fuel costs.

9. What happens if my package is damaged?

Customers are responsible for proper packaging.

Any visible damage must be reported immediately at the point of delivery. Once a package is accepted by the recipient without complaint, the delivery is considered complete.

10. Is there a maximum value you can carry?

Yes. High-value items must be declared at booking.

If value is not declared, liability is limited in accordance with our Terms & Conditions.

For items exceeding ₦200,000, additional arrangements may be required.

11. Do you guarantee delivery time?

We provide estimated delivery windows based on traffic and operational conditions.

However, exact delivery times cannot be guaranteed due to:

- Traffic congestion
- Weather conditions
- Road conditions
- Unforeseen disruptions

Priority service is available for urgent deliveries.

12. Do you deliver pharmaceutical items?

Yes, provided they are properly packaged and lawful.

Please note: We do not provide temperature-controlled transportation unless specifically agreed.

13. What if there is heavy traffic or bad weather?

Safety is our priority.

Delays caused by traffic or weather are outside our direct control. We always communicate transparently in such situations.

14. Can you refuse a delivery?

Yes.

We reserve the right to refuse or discontinue service where:

- The item is unlawful
- The location poses a safety risk
- There is abusive or threatening conduct

Professional conduct is expected from both parties.

15. Is my personal information safe?

Yes.

We process personal information in accordance with the Nigeria Data Protection Act (NDPA). Your data is used only for delivery and operational purposes.

We do not sell or misuse customer information.

16. What makes Macasher Logistics different?

We are structured.

- Clear pricing
- Documented policies
- Professional communication
- Transparent liability framework

We operate as an institution — not an informal dispatch service.

17. How do I book a delivery?



You can book via:

- Website booking form
- WhatsApp
- Direct business contact

For businesses requiring regular service, we offer structured account arrangements.