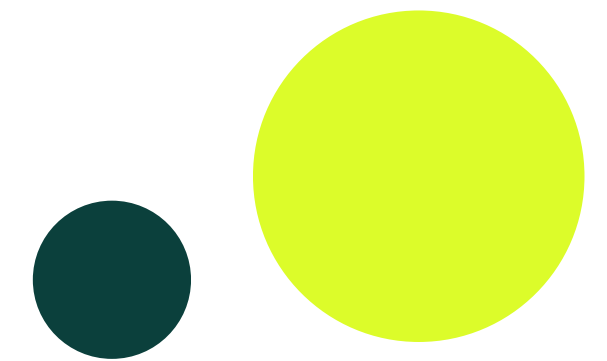


XENDMi



Nigeria

Carrier Orientation - Terms &
Conditions for Individual Carriers



Introduction

Welcome to XENDMi! These terms and conditions apply to all our Individual Carriers.

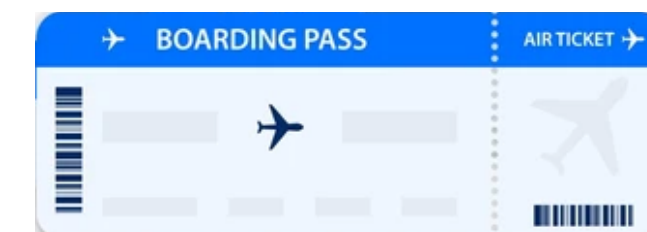
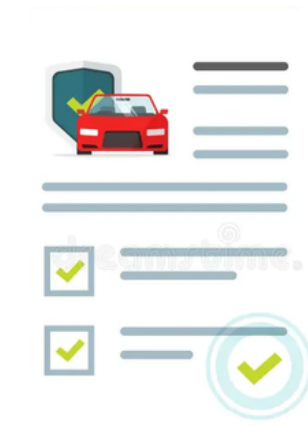
By registering and accepting a delivery, you agree to comply with the terms stated in this document.

Our Goal

To ensure the safety, security, and timely delivery of all goods.

Carrier Eligibility

- You must be at least 18 years old and legally permitted to transport goods in your area.
- Provide a valid government-issued ID and any other documents we ask for.
- For Vehicle-Based Carriers: You must have a valid driver's license, vehicle registration, and insurance if needed
- You must submit verifiable proof of your travel plans (like a flight or bus ticket) for the intended route.



Handling & Securing Goods

- **Acceptance:** You can only carry goods that have been booked and matched to your route on the XENDMi Platform.
- **Inspect and Protect:** Before you accept, inspect the package to make sure it's intact and sealed. Once you have it, keep the goods under your direct control at all times, protecting them from theft or damage.
- **No Tampering:** You must not open, tamper with, or alter any packaging.
- **Verification:** Verify the item details (weight, description, special handling) as listed in the booking. You have the right to refuse any item that looks damaged, improperly packaged, unsafe, or is on the list of prohibited items.

Timely Delivery & Proof of Delivery



On Time, Always

You must deliver the goods within the agreed-upon timeframe. If you have an unavoidable delay, you need to notify XENDMi and the sender immediately via the app.



Late Deliveries

Late deliveries without a valid reason may lead to penalties, reduced ratings, or even a suspension from the platform



Handover Process

Delivery must be made to the correct recipient. You must get a Proof of Delivery (POD) using the XENDMi app. This can be the recipient's signature, an OTP verification, or a photo with their consent.



Get Paid

Payment will only be released after XENDMi has confirmed a successful delivery.

Strictly Prohibited Items

Do NOT carry the following items:

- Illegal drugs or controlled substances.
- Firearms, ammunition, explosives, or hazardous materials.
- Live animals (unless specifically authorized).
- Currency that is over the legal limit.
- Anything else that is prohibited by law, customs, or the rules of a transport company (like an airline or bus).



Your Responsibilities & Our Partnership

- **Liability:** You are responsible for the safety of the goods while they are in your possession. You may be held financially liable for any loss, theft, or damage caused by your negligence or a violation of these Terms.
- **Code of Conduct:** Always treat senders, recipients, and the goods with respect and professionalism. You must follow all transport laws and avoid any fraudulent practices.
- **Breach & Penalties:** XENDMi can suspend or terminate your account for repeated breaches, withhold payment for undelivered or damaged goods, or report serious violations to legal authorities.
- **Changes to Terms:** We can change these terms at any time. We will let you know about the changes, and your continued use of the app means you accept the new terms.

Contact Us

-  **Phone:** 09033190112
-  **Facebook:** XENDMi
-  **LinkedIn:** XENDMi
-  **Instagram:** xendmi_
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