



GoETra Private Limited

J8 3RD FLOOR BERI WALA BAGH

HARI NAGAR, NEW DELHI

+91-9999056780/9999956780

www.goetra.com

Name of Company: _____

Mobile Number#: _____

We have been briefed on and accept the following aspects of GoETra PVT LTD services:

A. AGREEMENT

1. BEFORE YOU DECIDE TO ACCESS THE APPLICATION OR AVAIL THE SERVICES MADE AVAILABLE ON THE APPLICATION OR THROUGH TELEPHONIC BOOKINGS OR WEBSITE BOOKINGS (AVAILABLE UNTIL THE FULL IMPLEMENTATION OF THE APPLICATION), PLEASE CAREFULLY GO THROUGH THESE TERMS AND CONDITIONS. IF YOU DO NOT UNDERSTAND THIS AGREEMENT, OR DO NOT AGREE TO BE BOUND BY THESE TERMS, YOU MAY NOT USE THE SERVICES.

2. THE COMPANY RESERVES THE RIGHT TO MODIFY OR TERMINATE ANY PORTION OF THE AGREEMENT FOR ANY REASON AND AT ANY TIME, AND SUCH MODIFICATIONS SHALL BE INFORMED TO YOU IN WRITING. IT IS YOUR RESPONSIBILITY TO REVIEW THIS AGREEMENT PERIODICALLY.

3. IN ORDER TO USE THE SERVICES, THE CUSTOMER HAS TO CREATE AND REGISTER AN ACCOUNT ("ACCOUNT") ON THE WEBSITE BY PROVIDING CERTAIN INFORMATION (WHICH WILL FORM PART OF THE USER INFORMATION AS DEFINED IN THE PRIVACY POLICY) WHICH INCLUDES NAME, MOBILE, EMAIL ETC. AND COMPLETING THE REGISTRATION FORM.

4. BY USING THE SERVICES, YOU CONSENT TO THE COLLECTION, STORAGE, SHARING AND USE OF CERTAIN INFORMATION ABOUT YOU, AS SPECIFIED IN THE PRIVACY POLICY ("USER INFORMATION") AVAILABLE AT WWW.GOETRA.COM THE PRIVACY POLICY.

5. THE COMPANY PROVIDES THE SERVICES FOR DELIVERY OF YOUR NON-PRECIOUS AND UN-BREAKABLE ARTICLES AND DISCLAIM ANY LIABILITY ON ACCOUNT OF LOSSES OR DAMAGES DURING TRANSIT.

6. ONCE SERVICE IS CONFIRMED BY US BY WAY OF DELIVERING ACKNOWLEDGEMENT/RECEIPT, THE SERVICE CANNOT BE CANCELLED AND THE CUSTOMER SHALL BE LIABLE TO PAY THE FEE AND CHARGES

7. DANGEROUS GOODS SHALL NOT BE ACCEPTED FOR SERVICE

8. IF NO SAFE AND ADEQUATE ACCESS EXISTS AT THE DELIVERY ADDRESS, SERVICE SHALL END AT THE EXPIRY OF ONE HOUR AFTER WE HAVE GIVEN NOTICE TO YOU BY TELEPHONE OF THE INACCESSIBILITY AND SHALL BE SOLELY RESPONSIBLE FOR TAKING BACK POSSESSION OF ARTICLE/GOODS AND FOR PAYING FOR THE SERVICES; OR WHEN FOR ANY OTHER REASON WHATSOEVER THE GOODS/ARTICLES CANNOT BE DELIVERED, THEN SERVICES SHALL END AT THE EXPIRY OF THE REASONABLE TIME AS DETERMINED BY COMPANY.



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9. WE AT GOETRA COMMITTED TO TIMELY DELIVERY OF PACKAGES , WE ALSO CHARGE FOR WAITING CHARGES WE WAIT FOR MAX 10 MINUTES FOR RECEIVER/SENDER IN CASE OF ANY DELAY WE CHARGE 2INR PER MINUTE.

10. WHERE WE ARE UNABLE FOR ANY REASON TO DELIVER A CONSIGNMENT TO THE CONSIGNEE, OR WHEN IN ACCORDANCE WITH THIS AGREEMENT, A SERVICE IS DEEMED TO BE AT AN END, WE WILL USE REASONABLE ENDEAVOURS TO GIVE NOTICE TO THE CUSTOMER THAT THE GOODS/ARTICLES WILL BE SOLD UNLESS WITHIN THE TIME SPECIFIED IN THE NOTICE, BEING A REASONABLE TIME IN THE CIRCUMSTANCES, THE GOODS/ARTICLES IS COLLECTED FROM COMPANY. AFTER THE EXPIRY OF THE TIME SPECIFIED IN THE NOTICE, WE MAY SELL THE GOODS/ARTICLES OR ANY PART OF IT AND WILL PAY IT TO THE CUSTOMER.

11 .OUR CHARGES WILL BE MADE IN ACCORDANCE WITH OUR CURRENT TARIFFS AS SPECIFIED IN OUR WEBSITE WWW.GOETRA.COM WHEN THE CONTRACT IS MADE OR AS OTHERWISE AGREED BETWEEN THE CUSTOMER AND COMPANY IN WRITING. PAYMENT OF CHARGES SHOULD BE MADE ON OR BEFORE THE COMPLETION OF THE SERVICE. ANY UNPAID AMOUNT SHALL BE SUBJECT TO PAYMENT OF INTEREST @ 3% PER MONTH.

12. IF CUSTOMER HAS A TRADING ACCOUNT WITH THE COMPANY THEN CUSTOMER MUST KEEP WITHIN ITS/HIS/HER CREDIT LIMIT AT ALL TIMES. IF CUSTOMER REACHES THE CREDIT LIMIT THEN CUSTOMER MUST PAY THE OUTSTANDING BALANCE BEFORE RECEIVING ANY FURTHER SERVICES.

13. COMPANY SHALL NOT BE LIABLE TO THE CUSTOMER FOR ANY LOSS, MIS-DELIVERY OF AND/OR DAMAGE TO THE CONSIGNMENT OR ANY PART OF THEM ARISING OUT OF OR IN CONNECTION WITH ANY REASON OR EVENT WHATSOEVER OUTSIDE OF OUR REASONABLE CONTROL.

14.THE COMPANY RESERVES THE RIGHT TO SUSPEND OR TERMINATE AN CUSTOMER'S ACCESS TO THE APPLICATION AND THE SERVICES WITH OR WITHOUT NOTICE AND TO EXERCISE ANY OTHER REMEDY AVAILABLE UNDER LAW

15. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO COMPLETELY AND CORRECTLY FILL OUT THE GOETRA ORDER SHEET.

16. IN CASE OF CANCELLATION OF ORDER CANCELLATION CHARGES ARE APPLICABLE FOR ALL THE CHARGES REFER GOETRA RATES SHEET

17. IF A CUSTOMER HAS ANY QUESTIONS CONCERNING THE COMPANY, THE APPLICATION, THIS AGREEMENT, THE SERVICES, OR ANYTHING RELATED TO ANY OF THE FOREGOING, THE COMPANY CUSTOMER SUPPORT CAN BE REACHED AT THE FOLLOWING EMAIL ADDRESS INFO@GOETRA.COM



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18. RESTRICTED ITEMS

CERTAIN ITEMS ARE BANNED OR RESTRICTED FOR CARRIAGE ON OUR SERVICES BECAUSE OF THE RESTRICTIONS IMPOSED BY REGULATORY REQUIREMENTS OF THE STATE. LISTED BELOW ARE THE VARIOUS CATEGORIES OF BANNED AND RESTRICTED COMMODITIES.

1. . ALCOHOLIC PRODUCTS
2. . TOBACCO PRODUCTS
3. . CASH/CURRENCY
4. . LIVE ANIMALS
5. . GOLD/JEWELLERY
6. . SEMI-PRECIOUS/PRECIOUS ITEMS
7. . FIREARMS/AMMUNITION
8. . PORNOGRAPHIC MATERIAL
9. . DRUGS & NARCOTICS (ILLEGAL)
10. . HUMAN PARTS/ ORGANS
11. . RADIOACTIVE MATERIAL
12. . HAZARDOUS/DANGEROUS GOODS WHICH MAY CAUSE HARM TO HUMANS
13. . HEAVYWEIGHT ITEMS (HEAVIER THAN 5 KILOS)
14. . OVERSIZED ITEMS (LARGER THAN 20"X15"X20")
15. . COMMODITIES BANNED BY LAW AT ANY GIVEN TIME AND WITHOUT PRIOR NOTICE.







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GoETra Fare			
 Distance in KM	 Base Fare	 /KM	 /KM
0-10	150	0	250
0-20	190	0	320
0-30	30	9	20
0-40	20	9	20
0-50	20	9	20

*Above fare for weight up to 5 kg *COD charges 2% of total amount *Night charges extra *Priority delivery(2X) also available

Other Same Day Delivery Options

***Delhi<->Mumbai *Delhi<->Ahmadabad**
***Delhi<->Chandigarh *Delhi<->Jaipur**