



# TERMS AND CONDITIONS

**Last Updated:** 11th January 2026

These Terms govern access to and use of Zipro's website, app, and services. By using Zipro, you agree to these Terms.

## 1. Nature of Service

Zipro is a facilitator that connects senders with travellers who are already scheduled to travel internationally.

Zipro does not:

- Handle, store, or ship parcels
- Take physical possession
- Guarantee delivery timelines
- Act as a logistics service provider

## 2. Eligibility

To use Zipro, you must:

- Be at least 18
- Provide accurate information
- Not be restricted by any legal or regulatory order
- Hold valid identification
- Maintain truthful representation

Travellers must hold valid travel documents.

## 3. Sender Responsibilities

Senders must:

- Declare parcel contents accurately
- Send only allowed items
- Follow customs and airline rules
- Stay within Zipro's value limit
- Coordinate handover directly with the traveller
- Bear all customs duties or inspections
- Accept responsibility for misdeclaration





## 4. Traveller Responsibilities

Travellers must:

- Receive the parcel in person
- Inspect the parcel externally
- Personally pack the parcel into their baggage
- Declare the parcel truthfully if questioned
- Follow airline and customs compliance
- Deliver only to the correct recipient
- Refuse suspicious or non matching parcels

## 5. Prohibited Items

The following are strictly banned:

- Electronics and batteries
- Cash, currency, precious metals
- Jewellery or valuables
- Weapons or sharp objects
- Drugs or controlled substances
- Flammables, aerosols
- High-value items beyond Zipro's allowed limit

## 6. Identity Verification and Declarations

Users must complete:

- ID verification
- Parcel declaration (senders)
- Packing confirmation (travellers)
- Acceptance of legal disclaimers

## 7. Payments and Fees

### 7.1 Sender Payments

- Senders pay the full service fee upfront when creating an order.
- Fees are fixed and determined by Zipro based on the travel corridor.
- Fees cannot be negotiated by either party.
- Payment confirms request creation, but fulfilment depends on a traveller accepting the order.

### 7.2 Traveller Compensation

- Traveller payout is fixed and predefined by Zipro for each corridor.





- Travellers do not negotiate payment with senders.
- Payout is released only after successful delivery is confirmed at the destination.
- Payment is made to the traveller's registered bank or wallet account.
- Any attempt to seek extra compensation leads to suspension.

### **7.3 Zipro Platform Fee**

The platform fee covers:

- Matching algorithms
- Identity and safety verification
- Routing and coordination
- Customer support
- Risk and compliance operations

### **7.4 Payment Holds and Disputes**

Zipro may hold traveller payouts if:

- Delivery confirmation is pending
- Sender raises a dispute
- The declared parcel does not match
- Fraud risk signals are detected

### **7.5 Taxes and Compliance**

Travellers are responsible for declaring income to the relevant tax authorities. Zipro may issue statements or deduct taxes when legally required.

### **7.6 No Cash or Off-Platform Payments**

To maintain safety and prevent fraud:

- No cash payments
- No private bank transfers
- No off-platform negotiations

## **8. Refund and Cancellation Policy**

### **Cancellation by sender**

- Full refund before traveller acceptance
- Partial refund after acceptance but before handover
- No refund after handover

### **Cancellation by traveller**





- Traveller rating may be impacted
- Sender refunded
- Order reassigned

### **No show scenarios**

- Sender no show: no refund
- Traveller no show: sender refunded

### **No refunds for**

- Airline delays
- Immigration questioning
- Security checks
- Weather disruptions

## **9. Traveller Risk Disclosure**

Travellers accept that:

- Baggage may be inspected
- Customs may question them
- Misdeclared items may cause penalties
- They must answer truthfully
- They hold responsibility for compliance
- Zipro cannot intervene with the authorities

## **10. Liability Limits**

Zipro is not liable for:

- Misdeclared contents
- Customs penalties
- Delays or inspections
- Loss, damage, or confiscation
- Behaviour of users
- Illegal or prohibited items carried by users

## **11. Account Termination**

Zipro may suspend or terminate accounts for:

- Fraud
- Abuse





- Misuse
- Repeated cancellations
- Illegal activities
- Breach of these Terms

## 12. Intellectual Property

All trademarks, content, design, code, and platform elements belong to Zipro. Users may not copy, replicate, or reverse engineer any part of the service.

## 13. Governing Law

These Terms are governed by Indian law. Jurisdiction rests with courts in Mumbai, Maharashtra, India.

## 14. Changes to Terms

Zipro may update these Terms periodically. Continued use signifies acceptance.

*(This section has been intentionally left blank)*

