

J.A. LOGISTICS

SHIPPING & LOGISTICS POLICY

Effective Date: August 2026

Document Version: 1.0

Platform: J.A. Dispatch Web & Mobile Application

Entity: J.A. Logistics / J.A. Global Concept

This Shipping and Logistics Policy ("Policy") outlines the operational terms, delivery procedures, fulfillment conditions, and dispatch standards governing all transportation services provided by **J.A. Logistics** via the **J.A. Dispatch** platform.

1. Scope & Service Coverage

J.A. Logistics provides on-demand local dispatch, express parcel delivery, and scheduled freight distribution across designated operational zones. Services are executed using motorcycle dispatch couriers, delivery vans, and haulage vehicles dependent on cargo dimensions and weight specifications.

2. Booking & Dispatch Scheduling

- **Order Placement:** Delivery requests are initiated online through the J.A. Dispatch platform. Requisite details include verified pickup address, destination address, sender/recipient phone numbers, and package description.
- **Pickup Window:** Once an order is assigned to a dispatch rider, standard pickup occurs within 30 to 60 minutes, subject to local traffic and weather conditions.
- **Same-Day Local Delivery:** Standard intra-city orders booked prior to 4:00 PM are processed and delivered on the same day. Orders booked after 4:00 PM may be scheduled for delivery the next morning.

3. Packaging & Cargo Responsibilities

Senders are responsible for ensuring that goods are adequately packaged, sealed, and labeled before handover to the dispatch courier. Fragile, liquid, or temperature-sensitive items must be disclosed during booking and properly cushioned to prevent damage during transit.

4. Delivery Execution & Recipient Protocol

- **Real-Time Tracking:** Customers can track live dispatch progression and status updates directly via the platform interface.
- **Proof of Delivery (PoD):** Upon arrival, delivery completion requires verification via recipient signature, digital confirmation code, or OTP confirmation.
- **Unattended/Unsuccessful Deliveries:** Couriers will attempt contact with the designated recipient up to 3 times within a 15-minute grace period at the delivery location. If unreachable, the parcel will be returned to the dispatch hub or sender at an additional return attempt fee.

5. Pricing, Distance Rates & Tolls

Delivery charges are dynamically computed based on base fare, total route distance (via GPS mapping), package weight class, and peak-hour adjustments. Standard rates cover single-stop delivery; multi-stop routes or extended waiting times exceeding 15 minutes at pickup/drop-off incur additional waiting surcharges.

6. Liability, Insurance & Transit Claims

J.A. Logistics exercises reasonable commercial care in handling all shipments. Liability for loss or physical damage caused directly by gross negligence during transit is limited to standard operational compensation caps unless declared under high-value logistics coverage prior to pickup.

7. Policy Adjustments & Enquiries

J.A. Logistics reserves the right to modify this Policy at any time to reflect operational or regulatory updates. For inquiries regarding shipping schedules or shipment status, please contact customer support:

J.A. Logistics Operations & Support

Email: support@jadispatch.com | Dispatch Hotline: Available via App Support

Operational Headquarters: Benin City, Edo State, Nigeria