

J.A. LOGISTICS

ACCEPTABLE USE POLICY

Effective Date: August 2026

Document Version: 1.0

Platform: J.A. Dispatch Web & Mobile System

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

This Acceptable Use Policy ("Policy") governs the access to and use of the **J.A. Logistics** dispatch platform, mobile applications, and web services ("Platform"). By accessing or using our services as a customer, merchant, or dispatch partner, you agree to comply with the terms of this Policy.

1. General Principle

J.A. Logistics provides tech-enabled dispatch, freight, and package delivery solutions. All users are expected to utilize our services legally, respectfully, and in a manner that does not compromise the safety, integrity, or operational capability of our platform, personnel, or logistics network.

2. Permitted Use

Users may access and use the Platform solely for lawful logistics and delivery purposes, including:

- Scheduling direct door-to-door deliveries for legitimate commercial or personal goods.
- Tracking package status and live dispatch movement through authorized application interfaces.
- Processing payments and managing user account profiles in connection with delivery services.

3. Prohibited Cargo & Prohibited Conduct

Users are strictly forbidden from requesting dispatch or transporting any items that fall under illegal, dangerous, or restricted categories. Prohibited items include, but are not limited to:

- **Illegal Substances:** Narcotics, illicit drugs, controlled substances, or unapproved pharmaceuticals.
- **Weapons & Explosives:** Firearms, ammunition, explosives, fireworks, or hazardous tactical gear.
- **Hazardous Materials:** Flammable liquids, toxic chemicals, radioactive materials, or biohazardous waste.
- **Contraband & Stolen Goods:** Stolen property, counterfeit goods, or items prohibited under Nigerian law.
- **Live Animals:** Live livestock or animals (except as specifically coordinated through authorized special transport arrangements).
- **Unsecured High-Value Items:** Cash, currency notes, negotiable securities, or unregistered bullion.

4. System Integrity & Security

Users must not engage in any activity that interferes with or disrupts the technical performance of the Platform. Prohibited actions include:

- Attempting to gain unauthorized access to our servers, rider accounts, or backend databases.
- Deploying automated scripts, bots, scrapers, or viruses to extract data or overload system servers.
- Falsifying location data, customer information, or package credentials during booking.
- Harassing, abusing, or threatening dispatch riders, customer service personnel, or other platform users.

5. Compliance Verification & Monitoring

J.A. Logistics reserves the right to inspect packages (in the presence of the sender or as authorized by applicable transport regulations) if there is reasonable suspicion of non-compliance with this Policy. We actively co-operate with law enforcement agencies and regulatory bodies to report illegal activities.

6. Enforcement & Termination

Failure to adhere to this Acceptable Use Policy may result in immediate administrative action, including:

- Suspension or permanent termination of platform access and account privileges.
- Cancellation of active delivery requests without refund.
- Reporting non-compliant conduct to law enforcement or relevant regulatory authorities.

7. Contact & Inquiries

For questions or clarifications regarding this Policy, or to report a violation, please contact our support team:

J.A. Logistics Customer Compliance

Email: support@jadispatch.com

Platform: J.A. Dispatch Web Portal & Application