



Legal policy

1. Introduction

This Legal Policy outlines the terms and conditions governing the provision of courier services by Dan With A Van (“the Company”, “we”, “our”, “us”). By using our services, you (“the Customer”, “you”) agree to the terms and conditions set forth in this policy.

2. Scope of Services

The Company offers a range of courier services for the delivery of parcels, packages, and documents. The services provided include, but are not limited to, same-day delivery, express delivery, international shipping, and scheduled deliveries. The services are subject to availability and may be modified or discontinued at the Company’s discretion.

3. Customer Responsibilities

The Customer agrees to:

- Ensure that all parcels and packages are properly packed and labeled with accurate and complete information.
- Comply with all applicable laws, regulations, and restrictions regarding the shipment of goods.
- Provide accurate delivery instructions and contact details.
- Obtain any necessary permits or licenses for goods that require special handling (e.g., hazardous materials, restricted items).
- Pay all applicable charges and fees for services rendered.

4. Prohibited Items

The following items are prohibited from being shipped through our courier services:

- Hazardous or dangerous materials (e.g., explosives, flammable substances, toxic chemicals).
- Illegal substances or items prohibited by law.
- Perishable goods that require special temperature conditions.
- Live animals, unless pre-approved by the Company.
- Items that violate intellectual property rights or are counterfeit.

The Company reserves the right to refuse any shipment that violates this list or that it deems unsafe or unlawful.

5. Delivery and Tracking

The Company will make reasonable efforts to ensure the timely delivery of items. However, delivery times are estimates and may vary due to unforeseen circumstances. The Customer can track their shipment through the tracking number provided, though the Company is not responsible for any inaccuracies in tracking information caused by third-party systems.

6. Liability and Claims

- **Limitations of Liability:** The Company is liable for loss or damage to shipments only under specific conditions outlined in this policy. The maximum liability for any lost, damaged, or delayed item is limited to the declared value of the goods, as determined by the Customer at the time of shipment.
- **Claims:** Claims for lost or damaged goods must be submitted in writing within [insert period, e.g., 14 days] from the date of delivery. Claims must include proof of the item's value and damage (if applicable).
- **Exclusions:** The Company is not liable for delays, losses, or damages caused by circumstances beyond its control, including, but not limited to, weather, labor strikes, or governmental actions.

7. Payments and Fees

The Customer agrees to pay all applicable charges associated with the use of the courier services, including shipping fees, fuel surcharges, and customs duties for international shipments. Payment is due at the time of service, and the Company reserves the right to refuse service for non-payment.

8. Indemnity

The Customer agrees to indemnify and hold the Company, its officers, employees, and agents harmless from any claims, damages, or liabilities arising from their use of the courier service, including violations of any laws or regulations.

9. Force Majeure

The Company is not liable for failure to perform its obligations under this policy if such failure is caused by circumstances beyond the Company's reasonable control, including, but not limited to, natural disasters, terrorism, acts of war, or governmental restrictions.

10. Termination

The Company reserves the right to terminate or suspend any Customer's use of the courier services at its sole discretion, without prior notice, if it believes the Customer has violated the terms of this policy or engaged in unlawful or unethical conduct.

11. Governing Law and Dispute Resolution

This Legal Policy shall be governed by and construed in accordance with the laws of [insert jurisdiction]. Any disputes arising from this policy shall be resolved through binding arbitration in [insert location], and the parties waive their right to a jury trial.

12. Changes to the Legal Policy

The Company reserves the right to modify or update this policy at any time. Any changes will be effective upon posting on the Company's website or notification to the Customer. The Customer's continued use of the services constitutes acceptance of the revised terms.

13. Contact Information

For questions or concerns regarding this Legal Policy, or to initiate a claim, please contact us at:

Dan With A Van

07304369987

info@dan-with-a-van.co.uk

Feel free to modify any sections based on your specific business practices, local laws, and customer needs.