

SCHEDULE B

DELIVERY PROMISE

1. Package Entry:

Once the Client hands over packages to **Trans Express Servicers Lanka (Pvt) Ltd**, all packages must be entered into the system (by the client) on the same day.

2. Delivery Guarantee:

The company guarantees delivery within **three (3) working days** from the date of handover.

3. Delivery Attempts and Status Updates:

- If the initial delivery attempt is unsuccessful, the delivery status will be updated as **"Rescheduled."**
- The company will then proceed with **two (2) additional delivery attempts**.
- If these attempts also fail, the delivery status will be updated as **"Failed to Deliver."**

4. Cash on Delivery (COD) Payment:

5. Upon successful delivery, the Client will receive the COD payment on the pre-selected payment method.

6. Holding Period for Undelivered Packages:

In cases where delivery fails after the designated attempts, the undelivered packages will be held at the designated branch for **two (2) working days**.

7. Re-delivery Option:

If the Client contacts and convinces the recipient to accept the package during the holding period, a re-delivery attempt will be arranged.

8. Return of Packages:

Should re-delivery attempts fail, the package will be **returned to the Client**.

9. **Flexibility of Delivery Timelines:**

Delivery timelines may be subject to change based on customer requirements, adverse weather conditions, or other unavoidable situations.

10. **SMS Notification:**

Upon **Rescheduling** or when a package is marked as **Failed to Deliver**, both the Client and the customer will receive an SMS alert. The alert will notify them that the package has been rescheduled or failed to deliver due to a specific reason.