

PRIVACY POLICY (Parcelwalah)

Privacy Policy

Last Updated: 14 November 2025

App Name: Parcelwalah

Developer: Finnpays Technology

Email: contact@parcelwalah.in

Parcelwalah collects limited information to provide parcel booking and delivery services. We collect location, pickup/drop addresses, and notification permission only for booking and service updates. We do not offer real-time driver tracking.

We may collect basic device information (like crash logs and app usage) to improve performance.

Your data is not sold, shared unlawfully, or misused.

We use trusted third-party services such as Google Maps and Firebase for location selection and app analytics.

You may request access, correction, or deletion of your data at: contact@parcelwalah.in.

Parcelwalah is not intended for children under 13.

By using the app, you agree to this Privacy Policy.

CANCELLATION POLICY (Parcelwalah)

Cancellation Policy

You may cancel a parcel pickup request before the pickup has been assigned to a delivery partner.

Once a rider/partner is assigned or dispatched, cancellations may not be allowed.

Parcelwalah reserves the right to cancel orders in case of:

Incorrect or incomplete address

Unsafe pickup/drop location

Unavailable delivery partner

Violation of app terms

For cancellation support, contact: contact@parcelwalah.in

✓ REFUND POLICY (Parcelwala)

Refund Policy

Parcelwala follows a simple and transparent refund process:

1. Before Assignment: If you cancel before a delivery partner is assigned, a full refund (if any payment was made) will be issued.

2. After Assignment:

If a partner is already assigned or has reached the pickup location, refund may not be applicable, as operational charges may already be incurred.

3. Failed Delivery:

Refunds may be provided if the failure is due to:

System/technical issue

Non-availability of delivery partner

Operational fault on Parcelwala's side

4. User-Caused Failures:

Refunds will not be provided if delivery fails due to:

Wrong address

Recipient unavailable

Non-permissible items

Cancellation after dispatch

Refunds (if approved) are processed within 5–7 business days to the original payment method.

For refund requests, contact: contact@parcelwala.in