

Sendler Rights

Our commitment to you.



sendle

Shipping that's good for the world.

Our mission is simple: shipping that's good for the world. Designed for small business, our service is *simple, reliable, affordable, and sustainable*. Big or small, we believe business can be a force for good. And we believe that everyone who uses Sendle is entitled to the following rights:

› Every delivery is 100% carbon neutral

Sending a parcel shouldn't cost the earth.

For every parcel you send with us, we offset the carbon emissions created. We want everyone involved: so each year, you're invited to vote on the carbon offset projects we support.

This year, Sendlers are helping to protect the biodiversity in the Peruvian Amazon, endangered native species in Victoria, Australia, and the pristine wilderness and wildlife in Alaska, USA.

› Low Prices, Guaranteed

With Sendle's Price Guarantee you actually save money by being green.

We **guarantee** you can send your **500g, 1kg/4L, 3kg/12L, 5kg/20L, 10kg and 25kg parcels** in Sendle's same-city and national zones for less than standard Parcel Post rates. If not, we'll beat the price!

› Free parcel pickups from your door

Sendle picks up and delivers door-to-door at no extra cost.

We've also made it simple and easy: to arrange a pickup, all you need to do is book online, print, and attach the label.

› Pickup is guaranteed

With our pickup service, you don't have to worry about a thing.

In fact, if your parcel pickup is delayed, we'll get it back on track or cover the delivery cost. Our guarantee means that if we don't attempt to pickup your parcel on the scheduled day, we'll send out a driver the next business day to get it. If there are any issues with pickup after that, all you need to do is get in touch and we'll **refund the cost of the delivery**.

› Your delivery rights

› If the delivery instructions on your parcel booking are for "Signature on Delivery" we will provide proof of that delivery.

› If the receiver is not at home when the driver attempts to deliver the parcel for a "Signature on Delivery", we will provide an alternative delivery option.

› You can cancel a parcel delivery and get a full refund anytime before it gets picked up or dropped off.

› You're covered with the Sendle Cover Policy

If something goes wrong, we want to make it right.

If your parcel is declared lost by the Sendle team, we'll cover the cost of the lost item up to \$100* or \$300**, as well as the cost of delivery. This cover comes at no extra charge and includes all eligible parcels, both domestic and international. For more details, see [Sendle's Cover Policy](#).

*Sendle Standard and Sendle Premium accounts **Sendle Pro accounts

› Where is my parcel?

If the estimated delivery date has passed, and your parcel hasn't arrived, use the [Toolbox](#) to launch an [investigation](#) and we'll locate it within 7 business days. If we're unable to locate it within that time, we'll refund you. You may also be eligible to make a claim under [Sendle's Cover Policy](#).

› No nasty surprises

We like to keep things simple at Sendle.

With affordable flat rate pricing, you can easily plan your business budget. And with a minimum order quantity of one, Sendle is here for you from the first order to the millionth. Our service includes:

- No subscription fees, no extra fees, no fuel surcharges
- No lock-in contracts or hidden fees
- Pickup from your door
- Tracking and Sendle Cover are included

› Contactless Delivery during COVID-19

As an essential service, we're working harder than ever to get your parcels to their destination—especially during times of crisis.

Which is why your safety and that of our drivers' is our top priority. While you're self isolating and practising social distancing, contactless delivery means you won't have close contact with the driver, share pens or touch the scanning device.

› If a driver accidentally picks up the incorrect parcel at your door, we will try to deliver it where we can – if not, we'll bring it back to you, ready for the right driver to pick it up.

› If the receiver's address is in a location not serviced by our drivers and the parcel has been picked up, don't stress. We'll still cover the cost of delivering it via a third party.

› If you have a bad experience with a delivery driver, we will investigate the incident and refund you the shipping cost.

Need to get in touch?

To help us quickly identify your account so that you get the right kind of help, head to support.sendle.com.

As of May 13, 2020