

[Company Legal Name]

Delivery and Pickup Policy

Public policy for physical and digital deliveries and customer pickup.

Document Code	POL-DP-001
Version	1.0 (Draft)
Draft Date	17 February 2026
Effective Date	[DD Month YYYY]
Applies To	Customers, visitors, and anyone engaging with our Stock Sector, Service Sector, or Agricultural Sector.
Contact	[Support Email] [Support Phone] [Business Address]

Important notice: This document is a template and should be reviewed by qualified legal counsel in Trinidad and Tobago before publication. Where any term conflicts with mandatory law, mandatory law prevails.

1. Purpose and scope

This Delivery and Pickup Policy explains how **[Company Legal Name]** delivers goods, provides digital deliveries, and manages customer pickup across our Stock Sector, Service Sector, and Agricultural Sector.

We operate multiple departments, including Appliances, Devices, Gaming, Health, Machinery, Gadgets (Stock Sector), and Streaming, BX-Change, eCommerce, Finance, Auctions (Service Sector), as well as Seeds, Plants, Crops and Plant Applications (Agricultural Sector). Delivery rules vary by item type.

1.1 Relationship to our Terms and Conditions and other documents

This Policy should be read together with our **Terms and Conditions** and our Returns and Refunds Policy. Where a signed agreement sets different delivery terms, the signed agreement applies unless prohibited by law.

2. At a glance

- Delivery fees and timelines are provided at checkout/quotation and may vary by location, item size, and urgency.
- Inspect physical goods at delivery or pickup where practical.
- Digital deliveries (codes, access credentials) are considered delivered when sent to the contact method you provided.
- Live plants and perishable items require faster pickup/delivery and have shorter reporting windows for issues.
- If you miss a delivery or pickup deadline, storage or re-delivery fees may apply.

3. Definitions

- **Delivery:** Physical delivery to a customer-provided address within Trinidad and Tobago, or digital delivery via email/WhatsApp/SMS/platform message.
- **Pickup:** Collection by the customer (or authorized representative) at our business location or agreed pickup point.
- **Digital delivery:** Delivery of non-physical items such as gift card codes, top-ups, in-app purchases confirmation, or streaming access credentials.
- **Delivery confirmation:** Proof that delivery was completed, such as a signature, photo, OTP, or message acknowledgment.

4. Delivery areas

We primarily deliver within Trinidad and Tobago. If delivery to Tobago or a remote location is requested, special fees, timelines, and courier arrangements may apply.

5. Delivery methods

5.1 Company delivery / contracted courier

We may deliver using our staff or third-party couriers. Where a third-party courier is used, you agree we may share necessary delivery information (name, address, phone number, item details) with the courier for fulfillment.

5.2 Customer pickup

Some items are pickup-only due to size, fragility, regulatory concerns, or customer preference. Pickup instructions will be provided on your invoice.

5.3 Digital delivery

Digital items and access-based services may be delivered through email, WhatsApp, SMS, or another agreed method. You are responsible for providing accurate contact details.

6. Delivery scheduling and timelines

Estimated delivery times are not guarantees unless expressly stated in writing. Factors such as traffic, weather, item availability, or courier delays may affect timing.

- If a delivery window is provided, ensure someone is available to receive the item.
- For large items (e.g., appliances), we may coordinate a specific appointment window.
- For Agricultural items, we may prioritize same-day or next-day delivery/pickup to protect freshness or plant health.

7. Delivery fees

Delivery fees are quoted based on location, item size/weight, urgency, and special handling requirements. Where applicable, VAT may apply in accordance with Trinidad and Tobago law.

If a delivery fails due to incorrect address details, no receiver present, or access restrictions, you may be charged a re-delivery fee.

8. Receiving your delivery

8.1 Identification and authorization

We may request ID, an order number, or confirmation (such as an OTP) before handing over high-value items. If someone else is collecting/receiving on your behalf, ensure they are authorized and can provide the order information.

8.2 Inspection at delivery

When practical, please inspect items at delivery and notify the driver/agent of any visible damage before signing/confirming receipt.

- For sealed electronics, you may inspect the outer box for damage. We recommend filming unboxing for high-value devices.
- For live plants and perishables, inspect promptly due to time sensitivity.

8.3 Delivery confirmation

Delivery may be confirmed by signature, photo, electronic acknowledgment, OTP, or similar. Once confirmed, the item/service is treated as delivered, subject to any DOA or defect reporting rules.

9. Risk of loss and responsibility

9.1 Physical goods

Risk generally passes to you upon successful delivery to your provided address or upon pickup by you (or your authorized representative), unless a written agreement states otherwise or mandatory law requires a different outcome.

9.2 Digital goods and access services

Digital delivery is treated as complete when the code/credentials/confirmation is sent to the contact method you provided or when access has been set up as requested.

9.3 Agricultural goods

Because plants and perishables are sensitive, risk generally passes at handover. You agree to follow any basic handling instructions provided at delivery/pickup.

10. Failed deliveries, missed pickups, and storage

If delivery cannot be completed due to customer-related reasons, we may:

- Reschedule delivery (re-delivery fee may apply)
- Hold the item for pickup within a stated timeframe
- Charge storage fees for bulky items after the free holding period (if applicable)
- For perishable or live items, we may need to cancel and re-prepare the order due to spoilage/plant stress, with charges as applicable

11. Special handling by category

11.1 Appliances and large items

- Ensure safe access (stairs, gates, parking) and inform us of any restrictions in advance.
- Installation services (if offered) are separate unless explicitly included in writing.

11.2 Devices and electronics

- We may use tamper-evident packaging.
- We may require delivery confirmation with ID/OTP for high-value items.

11.3 Health products

Supplements and drinks may require cool, dry handling. If delivery is delayed due to customer unavailability, product quality may be affected.

11.4 Machinery/tools

Some tools may be heavy or have handling risks. Keep children and pets away during handover.

11.5 Agricultural Sector (Seeds, Plants, Crops)

- Live plants should not be left in hot vehicles or direct sun for long periods after delivery/pickup.
- Perishable crops/seasonings should be stored appropriately upon receipt.
- If you request delivery, ensure the receiver can accept the items promptly to prevent spoilage or plant stress.

11.6 Plant Applications (grow-to-order)

Plant Application orders may be delivered or picked up after completion. Delivery fees (if any) are quoted separately. The receiver may be asked to sign acceptance of the plant condition at handover.

12. Digital delivery specifics

12.1 Streaming access

- Access may be delivered via account creation, profile setup, invitation to a plan, or credential delivery (as agreed).
- Do not share credentials publicly. You are responsible for keeping your access details secure.
- Third-party platforms may change features, prices, or availability without notice; interruptions are outside our control.

12.2 eCommerce (codes, gift cards, in-app purchases)

- Digital codes are delivered to the contact method you provide; double-check your email/WhatsApp number before purchase.
- Some codes may be region-locked; confirm region compatibility before purchase.
- For in-app/in-game purchases completed on your behalf, delivery may be confirmed by screenshot, email receipt, or in-app confirmation.

13. Address accuracy

You are responsible for ensuring your delivery address and contact details are accurate. If you provide an incorrect address or unreachable contact, we are not responsible for resulting delays or failed deliveries.

14. Contact

Delivery and pickup support: **[Support Email]** | **[Support Phone]**. Please include your order number and delivery address when contacting us.

15. Legal and regulatory context (non-exhaustive)

This Policy is intended to support transparent business operations in Trinidad and Tobago. Depending on the transaction type, applicable laws and regulations may include (among others):

- Sale of Goods Act, Chap. 82:30
- Consumer Protection and Safety Act, Chap. 82:34
- Value Added Tax Act, Chap. 75:06 (where VAT applies)
- Electronic Transactions Act, Chap. 22:05 (for electronic confirmations and records)

If any part of this Policy conflicts with mandatory law, mandatory law prevails. For regulated activities (including lending, investment-related arrangements, or auctions), professional advice and/or licensing may be required.