



LALAMOVE

deliver faster

When Should You Appeal?

Valid Reasons for Appeal	Action to Take
Order Delay	Reach out to CS to inform of waiting time
Address / Customer detail was incomplete	Reach out to CS to inform issue and request amendment
Customer requested later delivery	Screenshot of SMS / request as proof

Invalid Reasons for Appeal	Action to Take
Delayed by previous order	Reach out to CS to request cancellation of next order should there be a delay
Unable to locate pick-up / drop-off locations	Make confirmation calls to verify the details first
Traffic / weather conditions	Plan the route properly and consider time/ traffic, stacking of orders is discouraged
Vehicle issue / personal reason	Reach out to CS to cancel an order if you are unable to perform / fulfill the order
Forgot to swipe loading / unloading	Update the app timely regarding pick-up / drop-off of items

Do take note of the following:

- 1) To reach Pick Up location within **30 minutes** for **Immediate Orders**
- 2) To reach Pick Up location on the **stated time** for **Scheduled Orders**
- 3) **1 Hour Delivery Time Frame** after Pick-Up for **Bike, Car and MPV deliveries**
- 4) **2 Hour Delivery Time Frame** after Pick-Up for **Van and Lorry deliveries**

