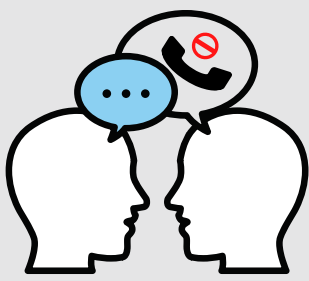


WHEN IS IT VALID TO CANCEL AN ORDER?



1

CUSTOMER CANCELLATION OR UNREACHABLE

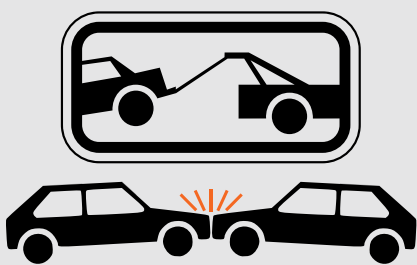
Inform customer service immediately through the Lalamove Driver's App live chat. Ensure that a confirmation call was made before heading to pick-up location.



2

FEELING UNWELL OR FAMILY EMERGENCIES

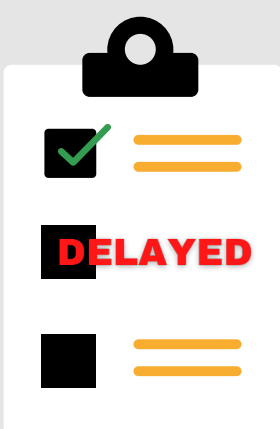
Provide us with Medical Certificates, Official Documents with the relevant date and time.



3

VEHICLE BREAKDOWN OR ACCIDENTS

Provide us with workshop receipts, police report with relevant date, time and vehicle plate number.



4

DELAYED BY PREVIOUS ORDER

Inform customer service immediately through the Lalamove Driver's App live chat. Make sure to inform customer service **40 minutes before** order timing. Note that cancelled order must be taken **at least 1 hour before** current order.



5

WRONG SPECIFICATION OF ITEMS

Inform customer service immediately through the Lalamove Driver's App live chat and provide us with a photo of the item. Do ensure that a confirmation call has been made before heading to pick-up location.

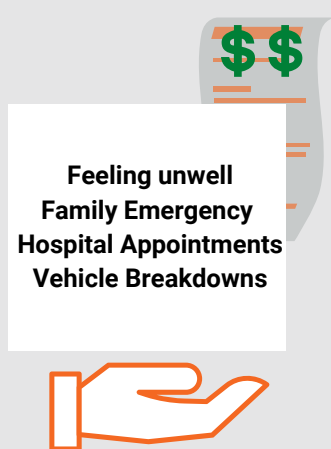


WHEN IS IT INVALID TO CANCEL AN ORDER?



1 TAKEN BY MISTAKE

Drivers are advised to ensure that will be able to meet the pick-up time and locations.



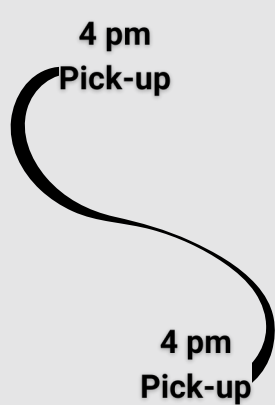
2 PERSONAL REASONS

Cancellation without informing customer service or without the submission of the required relevant documents.



3 TOO MANY ORDERS ON HAND

Accepting of extra orders resulting in driver being unable to complete delivery on time.



4 CLASH OF TIMING

Accepting multiple orders even though both have similar pick-up timing, but have locations that are far apart.



5 OTHER APPOINTMENTS

Appointments such as work, last minute dinner plans, etc.



ORDER CANCELLATION PENALTY

The following penalty will be imposed accordingly, should there be no valid reason for the order cancellation.

CANCELLATION ORDER COUNT*	PENALTY
1	SMS Coaching
2	SMS Coaching + \$4 Wallet Deduction
3	1-Day Suspension + \$4 Wallet Deduction
4	3-Day Suspension + \$4 Wallet Deduction
5	5-Day Suspension + \$4 Wallet Deduction
6 AND ABOVE	7-Day Suspension + \$4 Wallet Deduction / Permanent Ban

*Cancellation order count is based on your last 6-month record.

