

JORAFRA TRANSPORT AGENCY LIMITED SERVICE POLICIES

A.CUSTOMER POLICY

1. Introduction

Welcome to **Jorafra Transport Agency Limited**. We are committed to providing exceptional transportation services while ensuring customer satisfaction and safety. This policy outlines our commitment to our customers and the standards of service you can expect from us.

2. Customer Service

- Our customer service team is available from **08:30AM – 05:00PM Monday to Saturday** to assist you with any inquiries, bookings, or issues you may have. **Except on Saturday it's from 08:30 AM to 13:30 PM.**
- Contact us via +255 738 499 978 or info@jorafra.co.tz or www.jorafra.co.tz

3. Booking and Reservations

- Customers can make bookings through our website, email or by contacting our customer service team.
- All reservations should be made at least **Twenty four hours** in advance to ensure availability.
- Customers are responsible for providing accurate and complete information during the booking process.

4. Cancellations and Refunds

- Cancellations made **Twelve hours** before the scheduled service are eligible for a full refund.
- Cancellations made less than **Four hours** before the scheduled service are subject to a cancellation fee of **30%**.
- Refunds will be processed within **2-3 days** of the cancellation request.

5. Service Standards

- Our vehicles are regularly maintained and inspected to ensure safety and reliability.

- Our drivers are professionally trained, licensed, and committed to providing courteous and efficient service.
- We strive to arrive on time for all scheduled services. However, unforeseen circumstances such as traffic or weather conditions may cause delays. We will communicate any delays promptly.

6. Customer Responsibilities

- Customers are expected to be ready for pick-up at the scheduled time and location.
- Customers should adhere to the safety guidelines provided by our drivers during the journey.
- Any damage caused to our vehicles by a customer will be the responsibility of the customer and may incur additional charges.

7. Complaints and Feedback

- We value your feedback and are committed to resolving any issues promptly.
- Customers can submit complaints or feedback through our website, email, or by contacting our customer service team.
- All complaints will be acknowledged within **Twenty Four Hours after Receiving the Service** and resolved within 2-3 working days.

8. Privacy and Data Protection

- We respect your privacy and are committed to protecting your personal information.
- Personal data collected during the booking process will be used solely for the purpose of providing our services.

B.CARGO AND PARCEL POLICY

1. Introduction

At **Jorafra Transport Agency Limited** we are committed to providing reliable and efficient cargo and parcel delivery services. This policy outlines the terms and conditions for our cargo and parcel services to ensure a smooth and satisfactory experience for our customers.

2. Booking and Reservations

- Customers can book cargo and parcel delivery services through our website, email, or by contacting our customer service team.
- All bookings should be made at least **Twenty Four Hours** in advance to ensure availability.
- Customers are responsible for providing accurate and complete information during the booking process.

3. Packaging and Labeling

- All cargo and parcels must be properly packaged and labeled with the sender's and recipient's information.
- Fragile or perishable items should be clearly marked and appropriately packaged to prevent damage during transit.
- **Jorafra Transport Agency limited** reserves the right to refuse improperly packaged or labeled items.

4. Prohibited Items

- The following items are prohibited from being shipped through our services:
 - Hazardous materials
 - Illegal substances Firearms and ammunition
 - Perishable goods without proper packaging
 - Any other items restricted by law or deemed unsafe by **Jorafra Transport Agency Limited**.

5. Delivery and Transit

- We strive to deliver all cargo and parcels within the agreed time frame. However, unforeseen circumstances such as weather conditions or traffic may cause delays. We will communicate any delays promptly.
- Customers will receive a tracking number to monitor the status of their shipment.

6. Cancellations and Refunds

- Cancellations made **Twelve Hours** before the scheduled pick-up are eligible for a full refund.
- Cancellations made less than **Four Hours** before the scheduled pick-up are subject to a cancellation fee of **30%**.
- Refunds will be processed within **1-2 days** of the cancellation request.

7. Liability and Insurance

- **Jorafra Transport Agency Limited** will take all reasonable precautions to ensure the safety and security of your cargo and parcels. However, we are not liable for any loss or damage caused by circumstances beyond our control.
- Customers are encouraged to purchase insurance coverage for high-value items.

Additional charges may apply.

8. Customer Responsibilities

- Customers are responsible for ensuring that their cargo and parcels comply with all applicable laws and regulations.

Customer must provide the real value of the cargo/parcel

Customers must provide accurate and complete Information for delivery. Including Contact details for both the sender and recipient.

Any damage caused by improperly packaged items will be the responsibility of the customer.

9. Complaints and Feedback

- We value your feedback and are committed to resolving any issues promptly.
- Customers can submit complaints or feedback through our website, email, or by contacting our customer service team.

All complaints will be acknowledged within **Twenty Four Hours after receiving the service** and resolved within **1-5 working days**.

10. Privacy and Data Protection

We respect your privacy and are committed to protecting your personal information.

- Personal data collected during the booking process will be used solely for the purpose of providing our services.

C: CAR HIRE POLICY.

Welcome to **Jorafra transport Agency limited**. We are committed to providing exceptional car hire services to meet your transportation needs. This policy outlines the terms and conditions for hiring vehicles from our company to ensure a smooth and satisfactory experience for our customers.

Booking and reservations

Customers can book car hire services through our website, mobile app, or contacting our customer service team.

All booking should be made at least **Twenty four Hours** in advance to ensure vehicle availability.

Customers responsible for providing accurate and complete information during the booking process.

RENTAL PERIOD.

The minimum rental period is **Twenty four Hours**.

Extension to the rental period must be requested and approved **Three Hours** before the end of the current rental period.

Late returns may incur additional charges.

VEHICLE PICK UP AND DROP-OFF.

Vehicles can be picked up and dropped off at our designated location or as arranged with our customer service terms.

Customer must present a valid driver's license and identification at the time of pick-up. (For self-driving)

Vehicles should be returned in the same condition as they were received, including a full tank of fuel.

Payment must be made in full at the time of booking or pick-up. We accept bank deposited means of payment not cash payments.

A security deposited may be required and will be refunded upon return of the vehicle in good condition.

INSURANCE AND LIABILITY

All rental vehicles are covered by basic insurance additional insurance coverage is available for purchase.

Customer are responsible for any damages to the vehicle during the rental period not covered by insurance.

In the event of an accident, customer must report the incident to Jorafra transport Agency LTD immediately and follow the necessary legal procedures.

FUEL POLICY

Vehicles are be provided with a full tank of fuel and should be returned with a full tank.

Failure to return the vehicle with a full tank may result in additional charges.

PROHIBITED USES

Vehicle must not be used for illegal activities or purposes

Vehicle should not be driven by anyone not listed as an authorized driver on the rental agreement.

Off-road driving is prohibited unless specifically agreed upon in the rental agreement.

ROADSIDE ASSISTANCE

In the event of a breakdown or emergency, customers can contact our 24/7 roadside assistance team at **Jorafra** Logistic and Transport department

Roadside assistance services include towing, tire changes, and jump-starts.

CANCELLATIONS AND REFUNDS

Cancellations made **Twelve Hours** Before the scheduled pick-up are eligible for a **full refund**.

Cancellations made **less than Four Hours** before the scheduled pick-up are subject to a cancellation fee of **30%**

Refunds will be processed within **2 – 3 days** of the cancellation request.

CUSTOMER RESPOSIBILLITIES

Customer must adhere to all traffic laws and regulations while driving the rental vehicle.

Any fine or penalties including the rental period are the responsibility of the customer.

Customer is responsible for keeping the vehicle clean and free of damage.

COMPLAINTS AND FEEDBACK

We value your feedback and are committed to resolving any issue promptly.

Customer can submit complaint or feedback through our website, email or by contacting our customer services team.

All complaints will be acknowledged within **Twenty Four Hours** after receiving the service And resolved within **Five to Six working days**.

PRIVACY AND DATA PROTECTIONS

We respect your privacy and are committed to protecting your personal information.

Personal data collected during the booking process will be used solely for the purpose of providing our services.

AMENDEMENTS

• **Jorafra Transport Agency Limited** reserves the right to amend this policy at any time.

Customers will be notified of any significant changes.

CONTACT INFORMATION

For any inquiries or further information, please contact us at:

- **+255 738 499 978 {Call Center}**
- **+255 786 537 307 {WhatsApp}**
- **info@jorafra.co.tz**
- **www.jorafra.co.tz**

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