

Surparcel - Refund Policy

If you have any questions on the above, please contact us prior to sending your parcel.

- Refunds will be provided based on the service definitions associated with the specific service selected during payment. Customers are advised to review their service definition to understand the refund eligibility.
- Refunds cannot be processed for any consequential loss
- If a refund is appropriate, it will be issued back to the original payment method used for booking the transaction. Refunds can only be processed to the contracted party who booked the order.
- Refunds to the original payment method may take up to 10 working days, as they undergo a process to ensure no collection took place.
- If the parcel has already been collected or the service has been carried out, additional add-ons such as Signature, and Text Message Notification will not be refunded.

Surparcel - Return Policy

1. If a parcel is returned directly to the Surparcel warehouse by a recipient for reasons such as;
 - a. Non-acceptance;
 - b. non-payment of outstanding charges; and/or
 - c. being Out of Gauge without the appropriate payment,the company will arrange for the parcel to be returned to the original sender.
2. Depending on the reason for the return, circumstances where there may be charges applicable include, but are not limited to, undelivered returns, under declared parcels, and paid claims.
3. If the attempt to deliver the parcel to the original sender is unsuccessful, the parcel will be automatically returned to the Surparcel warehouse. The original sender will be notified by email, explaining how to rearrange delivery or collection of the parcel.
 - a. Surparcel will store the parcel at their warehouse for a maximum of 28 days; and
 - b. Another reminder will be sent to the original sender 21 days after the last unsuccessful attempt to return the parcel.
4. If the original sender does not respond to any of the communications or fails to arrange for redelivery or collection of the parcel within 28 days of the last unsuccessful attempt, Surparcel reserves the right to dispose of the parcel in an appropriate manner.