

Cancellation Policy:

The booking made through www.trucktransport.in (TT) is cancelable or change, subjected to following cancellation/change fees:

- More than three(3) days before goods pick up date: No Cancellation charges, only service charges is deducted
- Between three(3) days and two(2) day before goods pickup date: Five(5)% of Base Fare plus Service Charges
- Less than two(2) day before goods pickup date: 10% of Base Fare plus Service Charges

The service charges will not be refunded in the event of booking cancellation

In case a booking confirmation e-mail and/or sms gets delayed or fails because of technical reasons or as a result of incorrect e-mail ID / phone number provided by the user etc, a booking will be considered '**booked**' as long as the booking shows up as 'confirmed' in www.trucktransport.in

Applicable Charges:

Presently TT charges Rs. 200 as service charges to customer for booking in intercity truck and movers and packers services made thru www.trucktransport.in:

Important note:

For Intercity Trucks Transaction:

- Kindly fix the pickup time with transporter directly
- The above rate mentioned is for transportation of goods only. It doesn't include loading/unloading, packing or any other charges. Additional charges will apply for any other services and is to be paid at actual, directly to transporter.
- Hauling charges for truck upto 17 ft is Rs 1500/day and truck longer than 17 ft is Rs 2000/day
- Waiting charges@ Rs 100 for every one (1) hour of delay, after 30 minutes of schedule time.
- TT recommends customers to declare actual value of goods & take comprehensive insurance cover
- TT collects booking amount, service charges and service tax applicable to TT only. The balance amount and all the other charges are to be paid to transporter directly at the time of loading.
- Goods transport agency or cargo handling service tax or any other government taxes, wherever applicable is to be paid in actuals by customer to Transporter directly
- For all other information, kindly read terms of conditions carefully
- For partial load, the rates mentioned are from transporter collection center at source location to transporter delivery center at destination location. Additional charges for door to door delivery charges will be applicable. Kindly select for express cargo services for inclusions of for door to door delivery

For Within City Trucks Transaction:

- Kindly fix the pickup time with transporter directly
- The above rate mentioned is for transporting of goods only. It doesn't include loading/unloading, packing or any other charges. Additional charges will apply for any other services and is to be paid at actual, directly to transporter.
- Kindly inform the transporter if the material loading/unloading is required. Loading/unloading charges are Rs 250/person for ground floor pickup and ground floor destination point. The time considered for material loading/unloading is 2 hours and Rs 50/person is charged for every additional 30 minutes of loading/unloading effort
- Loading and unloading total time is considered as two (2) hour. Rs. 100 is charged for every additional 30 minutes of loading/unloading time wait for vehicle
- Rate is mentioned for ground floor pick up point to ground floor destination point. If the material is to be shifted (up/down) from/to any other floor, Rs 300/floor is applicable.
- Bill is to be paid to transporter directly at the time of loading.
- TT recommends customers to declare actual value of goods & take comprehensive insurance cover
- Goods transport agency service tax or any other government taxes, if applicable is to be paid in actuals by customer to Transporter.
- For all other information, kindly read terms and conditions carefully

For Movers and Packers Transaction:

- Kindly fix the exact pickup time with the service provider directly
- Mentioned rate is for ground floor pick up to ground floor destination and based on the information provided by you. If there is any difference in number of items or item type, then updated rate will be provided.
- Kindly inform in advance if goods is to lifted to/from manually beyond ground floor or in case of staircase restriction (where the lifting by ropes is required). Additional charges of Rs 300/labor/floor will apply
- Kindly inform in advance if the truck cannot reach to the point of loading/unloading(additional labor charges will apply)
- Waiting charges@ 100 for every 15 minutes of delay, after 30 minutes of schedule time.
- TT recommends customers to declare actual value of goods & take comprehensive insurance cover, especially for fragile items, TV etc
- TT collects booking amount and service charges and service tax applicable to TT only. The balance amount is to be paid to transporter directly at the time of loading.
- For all other information, kindly read terms and conditions carefully