



Customer Agreement Form with Shipping Details

Please fill in all fields clearly. This form must be signed by the sender before pickup / handover.

Date		Booking ID		Service	
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SENDER DETAILS		RECEIVER DETAILS	
Name		Name	
Flat / Apartment		Address	
Area / City		City	
Postal Code		Postal Code	
Phone		Country	
Email		Phone	
ID Proof No.		Email	

SHIPMENT CONTENTS (Declaration of goods)					
#	Product Description	Made of / Material	Qty	Rate (USD)	Amount (USD)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
TOTAL VALUE OF GOODS (USD)					

Actual Weight (kg)		Volume L×W×H (cm)		No. of Pieces	
Chargeable Weight (kg)		Shipment Type	☐ Non-Commercial (Gift / Personal) ☐ Commercial		

Chargeable weight = greater of actual weight and volumetric weight ($L \times W \times H$ in cm $\div$ 5000). The carrier's final chargeable weight is binding.



Customer Agreement & Terms of Service

By signing this form and/or using the services of CourierVia.com, the Sender (hereinafter the "Customer") agrees to the following terms and conditions:

1. Sender's Responsibilities & Acknowledgments

Accurate Declaration: The Customer is solely responsible for the accurate and truthful declaration of all shipment contents and their value, and agrees to pay any penalties or fines resulting from improper, illegal, or undeclared items.

Packaging: The Customer is responsible for ensuring all items are packed sufficiently to withstand the rigors of transit.

Prohibited Items: If a shipment is rejected by a carrier (e.g., DHL, FedEx, UPS) due to prohibited or non-compliant contents, the Customer authorizes CourierVia.com to remove and return said items at the Customer's expense.

Accurate Address: The Customer is responsible for providing a complete and accurate delivery address. Any charges for redirection or reshipment due to an incorrect address will be borne by the Customer.

2. Scope of Service & Limitation of Liability

Platform Service: The Customer acknowledges that CourierVia.com provides a technology platform that enables Customers to view shipping rates, request parcel pickups, and hand over shipments to third-party carriers (e.g., FedEx, DHL, UPS).

Liability Handover: CourierVia.com's responsibility for customer service and claims is limited to the period before the parcel is handed over (manifested) to the selected carrier. After this handover, the Customer must contact the respective carrier directly for all service issues, tracking, and claims.

Indemnity for Damage: The Customer agrees to indemnify and hold harmless CourierVia.com and its partner carriers from any claims related to breakage or damage that occurs during transit. The Customer sends the shipment with the full understanding that there is no liability on CourierVia.com for in-transit damage.

Lost Shipment Compensation: In the event of a shipment loss, the Customer's sole remedy is the compensation (if any) offered by the respective carrier according to its terms and conditions. The Customer agrees in advance to accept this compensation as full and final settlement.

Delivery Delays: CourierVia.com's key performance indicator (KPI) is to successfully connect parcels to the selected carrier network. Delivery timelines are estimates provided by the carriers; delays in final delivery by the carrier do not entitle the Customer to a refund from CourierVia.com.

3. Charges, Payments & Fees

Chargeable Weight: Shipping charges are based on the Chargeable Weight, defined as the greater of the Actual Weight and the Volumetric Weight ($L \times W \times H$ in cm $\div$ 5000). The final chargeable weight determined by the carrier is binding. CourierVia.com will provide the carrier's airway bill as proof of chargeable weight on request.

Import Duties: The consignee (recipient) is responsible for paying all import duties, taxes, and customs fees, unless a DDP (Delivered Duty Paid) or similar service is explicitly selected and paid for in advance.

Surcharges: The Customer agrees to pay all applicable surcharges, including (but not limited to) fees for remote and extended delivery areas, regardless of the carrier selected.

Cancellation After Pickup: If a shipment is cancelled after pickup, the Customer is liable for all associated costs, which may include cancellation fees, payment gateway fees (5%), pickup charges, return charges, and any accrued warehouse charges.

Warehouse Charges: Shipments held at the CourierVia.com facility for more than two (2) days (e.g., due to non-payment, documentation issues, or prohibited items) incur warehouse charges of ₹100 per day or ₹10 per kg per day, whichever is higher.

4. Operations & Communication

Official Channels: Official customer service is provided exclusively via WhatsApp and voice call on the designated service number 7861011111 and by email at cs@couriervia.com. Communication from any other source will not be considered official.

Pickup Cut-Off Times: Daily cut-off times for same-day network connection on weekdays: FedEx & Aramex – 4:00 PM; DHL, UPS & Self-Service – 7:00 PM.

5. General Terms

Governing Agreement: This document is supplemental to the full Terms and Conditions available at <https://couriervia.com/terms.php>.

Digital Signature Authorization: The Customer authorizes CourierVia.com to store the signature provided on this form and to affix or reproduce it, in physical or digital form, on any shipment-related document required by the carrier, customs, or regulatory authorities — including but not limited to airway bills, KYC / identity declarations, customs declarations, invoices, release or clearance authorizations, and delivery instructions — for this shipment and any future shipments booked by the Customer with CourierVia.com, until revoked by the Customer in writing to the official email above.

Declaration: By signing below, the Customer affirms that they have read, understood, and agree to be bound by all terms and conditions set forth in this document, including the Digital Signature Authorization in Section 5.

Customer Name		Date	
Customer Signature		Place	

For office use: Booking ID _____ Verified by _____ Signature captured on file ☐