



# Terms and Conditions

# MOVNN LOGISTICS SERVICES – TERMS AND CONDITIONS

Last Updated: 1st July 2025

## 1. DEFINITIONS AND INTERPRETATION

1.1 In these Terms and Conditions:

"Company" means Movnn Logistics Services, a logistics and transportation services company registered in Nigeria

"Customer" means any person or entity that engages our services

"Services" means all logistics, transportation, warehousing, and related services provided by the Company

"Goods" means any items, products, or cargo accepted by the Company for transportation or storage

"Platform" means our mobile application, website, and digital booking systems

"Agreement" means these Terms and Conditions along with any service agreement or booking confirmation

## 2. ACCEPTANCE OF TERMS

2.1 By using our Services, accessing our Platform, or engaging our company for any logistics services, you agree to be bound by these Terms and Conditions.

2.2 These terms may be updated from time to time. Continued use of our Services constitutes acceptance of revised terms.

## 3. SERVICES PROVIDED

3.1 Movnn Logistics provides:

- Last-mile delivery services
- Interstate transportation
- Warehousing and storage solutions
- Supply chain management
- Freight forwarding
- Same-day and next-day delivery
- Corporate logistics solutions

3.2 All services are subject to availability and operational capacity.

## **4. BOOKING AND ORDER PLACEMENT**

4.1 Orders may be placed through our Platform, mobile application, or by contacting our customer service.

4.2 All bookings are subject to confirmation by the Company.

4.3 Customers must provide accurate and complete information regarding pickup and delivery addresses, contact details, and nature of goods.

4.4 The Company reserves the right to refuse service for any goods that are prohibited, dangerous, or not properly declared.

## **5. PRICING AND PAYMENT**

5.1 Prices are quoted in Nigerian Naira and are subject to change without notice.

5.2 Payment may be required in advance or upon delivery, depending on the service agreement.

5.3 The Company accepts payment through:

- Cash on delivery
- Bank transfer
- Movnn wallet
- Credit/debit cards

5.4 Late payment charges may apply to overdue accounts.

5.5 All prices include VAT where applicable.

## **6. PROHIBITED ITEMS**

6.1 The Company will not transport:

- Illegal substances or contraband
- Hazardous materials without proper documentation
- Perishable goods without prior arrangement
- Fragile items without appropriate packaging
- Items exceeding weight/size limitations

- Currency, jewelry, or other high-value items without special arrangement
- Live animals
- Weapons or ammunition

6.2 Customers must declare the nature of goods being transported.

## **7. PACKAGING AND HANDLING**

7.1 Customers are responsible for proper packaging of goods.

7.2 The Company is not liable for damage resulting from inadequate packaging.

7.3 Special handling requirements must be communicated at the time of booking.

## **8. DELIVERY AND PICKUP**

8.1 Delivery times are estimates and not guaranteed unless specifically agreed in writing.

8.2 Customers must be available for pickup and delivery at scheduled times.

8.3 Failed delivery attempts may result in additional charges.

8.4 Proof of delivery will be obtained through signature, photo, or other verification methods.

8.5 Goods will be delivered to the address specified, not necessarily to the consignee personally.

## **9. LIABILITY AND INSURANCE**

9.1 The Company's liability is limited to the lesser of:

- The actual value of the goods
- NGN 100,000 per shipment
- The declared value of the goods

9.2 The Company is not liable for:

- Consequential or indirect damages
- Loss of profits or business opportunities
- Delays beyond our reasonable control

- Damage due to improper packaging
- Acts of God, war, terrorism, or government action

9.3 Claims for loss or damage must be reported within 7 days of delivery or expected delivery date.

9.4 Insurance coverage is available for high-value items at additional cost.

## **10. FORCE MAJEURE**

10.1 The Company is not liable for delays or failures due to circumstances beyond our control, including but not limited to:

- Natural disasters
- Government restrictions
- Labor strikes
- Vehicle breakdowns
- Traffic conditions
- Security concerns

## **11. DATA PROTECTION AND PRIVACY**

11.1 The Company collects and processes personal data in accordance with Nigerian data protection laws.

11.2 Customer information may be used for:

- Service delivery
- Communication purposes
- Service improvement
- Legal compliance

11.3 Customer data will not be shared with third parties without consent, except as required by law.

## **12. CUSTOMER OBLIGATIONS**

12.1 Customers must:

- Provide accurate information

- Be available for pickup and delivery
- Pay for services as agreed
- Comply with all applicable laws
- Properly package goods
- Report issues promptly

12.2 Customers are responsible for ensuring they have the right to transport the goods.

## **13. CANCELLATION AND REFUNDS**

13.1 Cancellations must be made through our customer service channels.

13.2 Cancellation charges may apply depending on the timing and nature of the service.

13.3 Refunds will be processed within 7-14 business days of approved cancellation.

## **14. DISPUTE RESOLUTION**

14.1 The Company will make reasonable efforts to resolve disputes amicably.

14.2 Unresolved disputes shall be submitted to arbitration under Nigerian law.

14.3 The courts of Nigeria shall have jurisdiction over any legal proceedings.

## **15. INTELLECTUAL PROPERTY**

15.1 All content on our Platform, including logos, trademarks, and software, is owned by the Company.

15.2 Customers may not reproduce, distribute, or commercially exploit our intellectual property.

## **16. TERMINATION**

16.1 Either party may terminate the service relationship with reasonable notice.

16.2 The Company reserves the right to terminate services immediately for breach of these terms.

16.3 Outstanding obligations survive termination.

## **17. GENERAL PROVISIONS**

17.1 These Terms and Conditions are governed by Nigerian law.

17.2 If any provision is found invalid, the remaining provisions remain in effect.

17.3 The Company's failure to enforce any provision does not constitute a waiver.

17.4 These terms constitute the entire agreement between the parties.

## **18. THIRD-PARTY LOGISTICS (3PL) STORAGE SERVICES**

### **18.1 Storage Agreement**

- 3PL storage services are subject to a separate storage agreement and these terms
- Storage rates are calculated based on space utilized, handling frequency, and service level
- Minimum storage periods may apply depending on the agreement

### **18.2 Warehousing Responsibilities**

- The Company will exercise reasonable care in storing goods
- Climate-controlled storage available for sensitive items at additional cost
- Customers must provide accurate inventory descriptions and special handling requirements

### **18.3 Access and Inventory Management**

- Customers may access stored goods during business hours by placing a request order via their respective Movnn account
- Inventory reports provided via their Movnn account
- The Company reserves the right to inspect stored goods for safety and compliance

### **18.4 Storage Fees and Charges**

- Storage fees are charged daily, monthly, weekly or yearly in advance as the case may be
- Additional charges apply for handling, repacking, and special services
- Unpaid storage fees may result in lien rights over stored goods

### **18.5 Long-Term Storage and Abandonment Policy**

- Inventory stored for more than 180 days incurs additional long-term storage fees per cubic meter as presented by Movnn

- Inventory stored for more than 365 days incurs premium long-term storage fees per cubic meter as described by Movnn

#### 18.6 Inventory Disposal and Abandonment Rights

- Customers failing to respond to removal notices within 30 days forfeit ownership rights
- Inventory stored beyond 365 days without customer contact may be deemed abandoned
- The Company reserves the right to dispose of abandoned inventory at customer's expense
- Disposal methods include donation, recycling, auctioning or destruction as deemed appropriate
- No compensation provided for disposed abandoned inventory

#### 18.7 Removal Orders and Customer Response

- Customers must submit removal orders within 23 days of unfulfillable inventory notification
- Failure to create removal orders results in automatic disposal at customer's expense
- Removal processing takes 30-90 days from order submission
- Customer failure to accept delivery renders inventory abandoned and subject to disposal

### 19. MOVNN ONLINE WALLET

#### 19.1 Wallet Services

- The Movnn Wallet allows customers to store funds for services provided by Movnn
- Wallet balance can be funded through bank transfer, card payments, or cash deposits
- Minimum and maximum wallet limits apply

#### 19.2 Wallet Usage

- Wallet funds can only be used for Movnn services
- Automatic deduction for services with customer consent
- Transaction history available through customer portal



### 19.3 Wallet Security

- Customers are responsible for protecting wallet access credentials
- Unauthorized transactions must be reported within 24 hours
- The Company implements security measures but cannot guarantee against all fraud

### 19.4 Refunds and Withdrawals

- Wallet refunds processed within 7-14 business days to original funding source
- Withdrawal fees may apply for cash withdrawals
- Dormant wallet accounts may be subject to maintenance fees

## **20. MOVNN INVENTORY MANAGEMENT**

### 20.1 Inventory Services

- Inventory tracking through our platform
- Automated reorder alerts and stock level notifications
- Integration with customer systems where technically feasible

### 20.2 Inventory Reporting

- Daily, weekly, or monthly reports as requested
- Real-time dashboard access for authorized users
- Custom reporting available at additional cost

## **21. RETURN POLICY**

### 21.1 Service Returns

- Customers may cancel services with appropriate notice periods
- Cancellation fees apply based on service type and timing
- Prepaid services may be refunded less applicable fees

### 21.2 Goods Returns

- Failed delivery items returned to sender at sender's expense
- Return logistics services available for customer goods
- Reverse logistics handling for e-commerce returns

### 21.3 Damaged Goods Returns

- Damaged items must be reported within 24 hours of delivery
- Photo evidence required for damage claims
- Return and replacement coordination with customer approval

### 21.4 Refund Processing

- Approved refunds processed within 7-14 business days
- Refunds made to customers wallet
- Administrative fees may be deducted from refunds

## **22. PACKAGING POLICY**

### 22.1 Customer Packaging Requirements

- Goods must be properly packaged for safe transportation
- Packaging must comply with transportation regulations
- Special packaging required for fragile, hazardous, or valuable items

### 22.2 Company Packaging Services

- Professional packaging services available at additional cost
- Packaging materials supplied at competitive rates
- Custom packaging solutions for bulk shipments

### 22.3 Packaging Standards

- All packaging must be secure and properly labeled
- Prohibited packaging materials may be rejected
- Environmental considerations encouraged in packaging choices

### 22.4 Packaging Liability

- Customer liable for damages due to inadequate packaging
- Company packaging services include appropriate insurance coverage
- Packaging guidelines available on request

## **23. LOSS AND DAMAGE POLICY**

### **23.1 Reporting Requirements**

- All loss or damage must be reported within 24 hours of discovery
- Written notice required with supporting documentation
- Photo evidence mandatory for damage claims

### **23.2 Investigation Process**

- Claims investigated within 48 hours of receipt
- Customer cooperation required during investigation
- Third-party inspections may be arranged for high-value claims

### **23.3 Compensation Limits**

- Standard liability limited to NGN 50,000 per shipment unless declared value higher
- Consequential damages excluded from compensation
- Depreciation may be applied to used goods

### **23.4 Insurance Options**

- Additional insurance available for high-value shipments
- Full replacement value coverage available
- Insurance premiums based on goods value and risk assessment

## **24. FULFILLMENT BY MOVNN (FBM)**

### **24.1 FBM Services**

- Complete order fulfillment for e-commerce businesses
- Integration with major e-commerce platforms and websites
- Pick, pack, and ship services from our warehouses

### **24.2 Order Processing**

- Orders processed within 2-4 hours during business hours
- Same-day fulfillment available for orders
- Multi-channel order management and synchronization

### 24.3 Returns Management

- FBM includes returns processing services
- Restocking of returned items
- Customer notification for damaged or non-restockable returns

## 25. CONTACT INFORMATION

For questions, complaints, or support:

### **Movnn Logistics**

- Email: **info@movnn.com**
- Phone: **+234 916 0355 998**
- Address: **Plot 49, Kugbo 2, Abuja, Nigeria**
- Website: **www.movnn.com**

Customer Service Hours: **9am till 5pm | Mondays to Saturdays**

*By using services provided by Movnn Logistics Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.*