



Terms & Conditions

1. Pickup & Logistics

- First-mile pickup charges shall be billed separately and are subject to the pickup location.
- Pickup will be scheduled within 24 hours where feasible; otherwise, it will occur the following business day.

2. Shipment Information & Reconciliation

- Any discrepancy in shipment details — including but not limited to weight, dimensions, product description, or HSN code — will result in regeneration of the shipping label and issuance of a new AWB.
- A revised bill will automatically apply if the shipment has already been picked up.

3. Additional Charges

- Any incremental charges arising due to duties, taxes, regulatory changes, or amendments in carrier terms will be billed to the shipper on actuals.

4. Loss or Damage

- Xtramiles acts solely as a logistics facilitator and bears no liability for loss or damage to shipments once handed over to the carrier.
- The shipper is responsible for filing claims directly with the carrier. Xtramiles may assist in guiding the claim process but will not file claims on behalf of the shipper.

5. Payment Terms

- All services offered by Xtramiles are strictly **100% prepaid**. Shipments will not be processed without advance payment confirmation.

6. Post-Label Modifications

- No request for modification of shipment information shall be entertained once a shipping label has been generated.

7. Returns & Refunds

- For shipments returned from the Xtramiles Indian warehouse, applicable pickup and return charges will be deducted.
- The remaining balance, if any, will be refunded to the shipper's Xtramiles wallet.

8. KYC Compliance

- KYC verification is **mandatory** for all shippers. Shipments will not be processed without valid and complete KYC documentation as per prevailing regulatory norms.

9. Contact & Support

For assistance, please contact your assigned Xtramiles representative or write to

 mohit@xtramiles.in