SUPPLY BEAR LOGISTICS

Terms & Conditions

Standard relocation services terms and conditions.

1. Payment Terms & Financials

- Full payment advance: The consignor or client must make 100% payment before loading begins or the vehicle is dispatched.
- Withholding shipments: Supply Bear Logistics may withhold a shipment or delivery at the destination until all outstanding dues are fully cleared.
- Quotation validity: Standard estimates and quotes remain valid for 15 days from the date of issue. Prices may vary after this period based on seasonal demand.

2. Delivery, Logistics & Timelines

- Estimated schedules: Transit schedules, arrival windows, and delivery times are estimates. Supply Bear Logistics is not liable for delays caused by traffic, structural breakdowns, weather conditions, or octroi and check-post compliance.
- Access requirements: Customers must facilitate suitable entry, parking, and structural access for large carrier vehicles at both pickup and delivery locations.
- Detention charges: Unjustified loading or unloading delays caused by client dependencies may incur standard hourly or daily detention charges.

3. Appliance & Electronic Goods Disclaimers

- Technical assistance: Customers must arrange manufacturer support at least 24 hours before packing for locking, unlocking, or decoupling specialised appliances, such as washing machines, air conditioners, and complex IT systems.
- As-is basis: Electronic devices, computers, and household appliances are packed on an as-is, where-is basis. Supply Bear Logistics is not liable for internal mechanical or software malfunctions at the destination.
- Utility disconnection: Customers must independently disconnect gas cylinders, water inlets, electricity lines, and utility meters before the packing team arrives.

4. Vehicle Shifting (Cars & Bikes)

- Mandatory documentation: Safe carriage requires valid originals or copies of the Registration Certificate, Tax Book, PUC Certificate, and comprehensive insurance policy.
- Fuel & maintenance: Vehicles must contain minimal fuel, ideally less than a quarter tank, for transit safety. Existing scratches or minor dents must be documented in the pre-car inventory checklist.

5. Insurance, Transit Risk & Claims

- Risk coverage option: Goods are transported under standard carrier-risk terms unless the customer expressly opts for Transit Risk Coverage (Declared Value Risk).
- Excluded items: Cash, jewellery, high-value bullion, original legal deeds, certificates, and flammable or hazardous chemicals are strictly prohibited. Supply Bear Logistics accepts no liability for these items if packed inadvertently.
- Claim filing window: Any visible damage, shortfall, or structural loss upon unloading must be reported in writing within 24 to 48 hours of delivery, with clear photographic proof.

6. Legal Framework & Jurisdiction

- Entity governance: Agreements are governed by the corporate protocols of Supply Bear Logistics. Legal disputes fall exclusively within the designated local Indian court jurisdictions under the applicable corporate-seat framework.

Note: These are general operational terms. The binding terms for a booking may vary according to the specific consignment agreement signed at the time of booking.