

## Agent Application Process:

Go to **Agent Application** and fill in the Google Form



## Terms & Conditions

1. Responsibilities and Obligations:
  - a. The delivery agent undertakes the responsibility of transporting goods from the designated pickup point to the specified delivery location.
  - b. The agent will ensure the safe and timely delivery of the goods, adhering to the agreed-upon delivery schedule.
  - c. Arkod Smart Logitech will assign qualified agents/personnel to handle the delivery process efficiently and professionally.
  - d. The agent will use appropriate vehicles and equipment to ensure the safe handling and transportation of goods.
  - e. The delivery agent shall perform their duties diligently, adhering to the agreed-upon schedule and following the instructions provided by Arkod Smart Logitech.
  - f. Any unforeseen circumstances or delays that may impact the delivery process should be promptly communicated to Arkod Smart Logitech.
2. Code of Conduct:
  - a. The delivery agent shall conduct themselves in a professional manner, maintaining a respectful and courteous attitude towards clients and their property.
  - b. The delivery agent shall adhere to all applicable laws, regulations, and industry standards while performing their duties. Punctuality, reliability, and adherence to delivery schedules are key principles upheld by the agent assigned.
  - c. The delivery agent shall take necessary precautions to prevent loss, damage, or theft of the goods during transportation. Any incidents should be reported to Arkod Smart Logitech immediately.
3. Account Privacy:
  - a. The delivery agent acknowledges the confidentiality of client information related to the delivery process.
  - b. The delivery agent will not disclose or share any sensitive information provided by clients, such as delivery addresses or contact details, with third parties other than those related to the Arkod Smart Logitech services and without the express permission of Arkod Smart Logitech.
4. Payment Terms:
  - a. The pricing and payment terms for delivery services will be specified in a separate contract or agreement between Arkod Smart Logitech and the client.
  - b. Payment for delivery services shall be made in accordance with the agreed terms, which may include per delivery, per mile, or flat-rate pricing.
  - c. Any additional charges, such as insurance or surcharges, will be clearly communicated and agreed upon before initiating the delivery.
  - d. Agents send or email their invoice report of successfully delivering status to [billing@arkod.com.my](mailto:billing@arkod.com.my)
  - e. The payment will be transferred to the agent account/bank every fortnightly, Friday.

5. Termination:
  - a. Either party has the right to terminate the delivery agent's services upon providing written notice to the other party. Termination shall not relieve the delivery agent from fulfilling any outstanding obligations or duties incurred prior to the termination date.
  
6. Modification of Terms:
  - a. Arkod Smart Logitech reserves the right to modify or update these Terms and Conditions for the delivery agent services at any time without prior notice. It is the responsibility of the delivery agent to review the Terms and Conditions periodically and be aware of any changes made.
  - b. Any disputes arising out of or relating to these Terms and Conditions shall be resolved through amicable negotiations.

