

Terms of Use and Business Operations (T&C)

Legal and Compliance

S.L. Express Logistics

Author Note

For any legal inquiries or compliance questions, please contact us at slexpress15@gmail.com or slexpressbng@gmail.com or visit slexpress.com

Welcome to S.L. Express.

We at S.L. Express (“Company,” “we,” “us,” or “our”) are fully committed to providing reliable, seamless, and high-quality logistics and courier solutions. This website, slexpress.com (the “Website”), is designed to help you manage, track, and arrange your shipping needs efficiently. By accessing, browsing, or using our online platform, you acknowledge that you have read, understood, and agreed to be bound by these Terms of Use. If you do not agree to these terms, please refrain from using our online services.

TERMS OF USE**1. Acceptance of Terms**

By accessing slexpress.com, you agree to these Terms of Use, all applicable laws, and local regulations. If you disagree with any part of these terms, you must stop using this Website immediately.

2. Intellectual Property Rights

All content displayed on this Website belongs exclusively to S.L. Express. This includes, but is not limited to: text, graphics, logos, brand icons, images, tracking layouts, and underlying software code. You are strictly prohibited from copying, modifying, distributing, or using any content for commercial purposes without our prior written consent.

3. Website Usage and Restrictions

You agree to use this Website only for legitimate shipping, tracking, and inquiry purposes. You are strictly prohibited from:

- i) Using the Website in any way that causes damage or impairs platform availability.
- ii) Engaging in automated data mining, data harvesting, scraping, or extracting.
- iii) Uploading malicious software code, viruses, or Trojan horses.
- iv) Attempting unauthorized access to our servers, databases, or corporate networks.

4. User Accounts and Security

If you visit this Website to manage corporate shipments, you are responsible for maintaining the confidentiality of your credentials. You accept full responsibility for all tracking requests, bookings, and activities that occur under your account. Notify us immediately of any unauthorized security breach or suspicious activity.

5. Disclaimer of Warranties

This Website is provided on an “as is” and “as available” basis without any express or implied warranties. S.L. Express does not guarantee that the online tracking system or portal will be completely error-free, uninterrupted, or free of digital viruses. Your use of this Website is entirely at your own risk.

6. Limitation of Liability

S.L. Express, its directors, and employees will not be held liable for any direct, indirect, incidental, or consequential damages arising from your use of, or inability to use, this Website or its tracking features.

TERMS OF BUSINESS**1. Pickup and Booking Schedules**

- i) Our representative shall visit your office on all our working days before 4:00 PM specified by you without fail unless otherwise agreed in writing.
- ii) Our office booking and delivery time is between 10:00 AM to 6:00 PM, except on Sundays and public holidays.
- iii) All consignments received from you will be sent for onward movement as per the existing schedule. In case of a holiday, the delivery will be carried over to the next consecutive working day.

2. Packaging, Documentation, and Address Requirements

- i) Delivery addresses must be provided in full along with the correct PIN code. For all residential deliveries, a working telephone or mobile number is mandatory.
- ii) All non-documents should be accompanied by proper invoices, proper declarations, delivery challans, etc. A minimum of six (6) sets of all transport documents must be provided at the time of booking.
- iii) We are not responsible for any damages due to improper, insecure, or insufficient packing by the consignor.

3. Transit, Delivery Schedules, and Liability Disclaimers

- i) Every effort is made to adhere to delivery schedules, but shipments may be delayed due to circumstances beyond our control.
- ii) We try our level best to deliver your valuable documents, parcels, and samples within the stipulated time. However, late delivery cannot give any right to claim compensation in any manner. Late deliveries shall be excused.
- iii) Proof of Delivery (P.O.D.) will be generated and submitted to the customer upon request, as per the standard schedule.

4. Rates, Fuel Surcharges, and Billing Escalations

- i) Volumetric weight rates are applicable for consignments that weigh less but occupy more physical space, as per standard airline and transport regulations. Charges will be billed on actual weight or volumetric weight, whichever is higher.
- ii) A mandatory fuel surcharge of 15% is applicable on the total invoice value of the shipment.
- iii) In case of any increase in air tickets, Excess Baggage Tickets (E.B.T.), train or bus fares, or external freight tariffs, the rate escalation will be applied proportionate to the same percentage.

iv) This commercial quotation is valid for a maximum period of six (6) months only, counted from the official date of approval.

5. Taxes and Statutory Levies

- i) We shall charge you GSTIN @ 18% on the total billing amount, as imposed by the Government of India- Ministry of Finance.
- ii) Any government tax like octroi, entry tax, sales tax, or any other statutory local tax applicable at state borders or checkpoints must be borne entirely by the consignor or consignee.

6. Payment Terms

- i) All cheques or demand drafts used in the payment of bills must be drawn strictly in favour of "SL EXPRESS – BANGALORE".
- ii) All payment instruments must be drawn on local banks only and must be crossed "A/c Payees Only".

7. Insurance, Claims, and Time Limitations

- i) All consignments should be independently insured by the booking party, and a valid commercial purchase bill must be firmly attached along with the consignment.
- ii) No complaints or claims of any kind will be entertained or reviewed after thirty (30) days from the original date of booking.

8. Force Majeure & Exemptions

S.L. Express is not responsible for any damage, loss, or delay resulting from accidents, riots, fire, or for any other unforeseen reasons completely beyond our control.

9. Prohibited and Non-Acceptable Items

The following items are strictly not acceptable for carriage: Personal mail, hazardous materials, radioactive materials, explosives, liquid chemicals, firearms, military devices, precious stones, jewellery, physical currency, food stuff, pornographic material in any form, liquor, and unmanifested electronics items.

By booking a shipment with S.L. Express or utilizing slxpress.com, the customer explicitly acknowledges that they have read, understood, and agreed to be bound by all the terms, conditions, and rate structures outlined within this document.

[End of Terms and Conditions Document]