



[www.pahatid.ph](http://www.pahatid.ph)

EMAIL: [customerservice@pahatid.ph](mailto:customerservice@pahatid.ph) | [sales.pahatidph@gmail.com](mailto:sales.pahatidph@gmail.com)

CONTACT NUMBERS: 09178731975 | 09153609800 | 09175994569

## PAHATID.PH MERCHANT POLICY & PRICING

As of July 25, 2020

### A. RATES

- PAHATID.ph currently offers 3 types of pricing:

QUANTITY	UNIT PRICE
One Time Delivery	Php 220.00
2 to 10 (per parcel/ item) per day	Php 150.00
11 and above (per parcel / item) per day	Php 130.00

- This rate is fixed for all areas in Metro Manila.
- Php 280 flat rate for Bulacan (Meycauayan, Marilao, San Jose Del Monte), Laguna (San Pedro, Susana Heights), Cavite (Molino, Bacoor, Imus), and Rizal (Antipolo, Taytay, San Mateo, Rodriguez).
- Merchants may also arrange a special delivery for bulk/oversized items as PAHATID.ph has delivery SUVs. Booking must be done 1 to 2 days prior to ensure securing a reservation. Pricing are as follows:
  - METRO MANILA:** 350/drop off
    - +50/drop off for South Areas (Alabang, Muntinlupa, Bicutan, Paranaque) and Calabarzon
  - CALABARZON:** 550/drop off
  - Minimum # of drop off must be 5. Unless there are other items for delivery which will be on the same route, PAHATID.PH will advise so they can accommodate your package.
  - Half-day and whole-day rental is also possible. Rates may be negotiated depending on the intent, schedule, and location.
- The agreed shipping fee does not include parking fees, gate pass, or any other fees collected by your property management or establishments that would require our rider to pay.
- Rates are inclusive of 12% Vat.

### B. Inclusions of the Pricing

- COD Fee ( collection and wiring fee ).
- One-Failed delivery

### C. SHIPPING FEE

- There are two ways that **PAHATID.PH** will be collecting the shipping fee:
  - Automatic deduction from COD
  - Advanced payment for ONE-time deliveries and non-COD deliveries.
- For orders that are a combination of COD and NON-COD, shipping fee will still be deducted from the COD.

### D. ITEM DIMENSIONS/WEIGHT

- Length should not be greater than **25cm x 25cm x 40cm**; weight should not be greater than **4kgs**.
  - PAHATID.ph has the right to decline on items that are dubious or do not comply with our standards and policies. Such items like fresh food, illegal drugs, weapons and any other products prohibited by the government.
  - For special items and arrangements, please contact our sales team for negotiations and approval

## E. PACKAGING

- Currently, PAHATID.PH requires its merchants to label their own items.
  - Basic information must include the following:
    - Name of Receiver
    - Address
    - Contact Number
    - Item, Quantity and Amount of COD (if any)
  - We recommend putting an ORDER NUMBER for easier monitoring whenever we encode the items through our system and match it with the rider's itinerary upon delivery.
- Fragile items must be packed with care by the merchant. Such items must be placed in a box or wrapped with foam or bubble wrapped, that are well-secured/ sealed to avoid unnecessary breakage.
- Merchant must declare such items to ensure that PAHATIDph is aware of its delivery.
- Items that contain liquor must be positioned upright. An inner seal and perforated cap are required to be able to contain leaks.

## F. PICK-UP

- a. Merchants must communicate directly with any PAHATIDph representative to accommodate their pick-up and delivery requests. They may be reached through any of the contact information above.
- b. PAHATIDph's #Frontrider's will go to the merchant's location to pick-up items that have been confirmed for delivery.
- c. PAHATIDph will pick-up on the same day if items are booked on or before 1PM. Late bookings will be accommodated the next day.

## G. DELIVERY

- a. PAHATIDph delivers items the next day. We operate from Mondays through Saturdays. We currently do not operate on Sundays.
- b. The delivery time varies. PAHATIDph cannot commit a fixed time for deliveries as they are allocated through our riders based on a specific route.
- c. PAHATIDph ensures the item to be delivered on the scheduled date, unless certain events occur such as riders being caught up in bad weather, minor/major accidents, government interventions, natural calamities, and other unwanted circumstances, which the Management assures to immediately inform the merchant and the consignee.

## H. PAHATIDph CUSTOMER SERVICE

- a. Items that are scheduled for delivery within the day are monitored and assisted by PAHATIDph's customer service team, who will be coordinating with the #Frontriders, real-time.
- b. Consignees will be advised through a text and a call with regard to the item/s that will be delivered. Should there be any changes, both parties may coordinate with each other and the PAHATIDph customer service team will ensure to note any of the requests made.

## I. COD SERVICES

- a. PAHATIDph's pricing already includes its Cash on Delivery (COD) "collection" services.
- b. The COD amount collected within the day will be audited within 24hours. Once clear, PAHATIDph may immediately transfer through bank wiring, which will be documented and shared. A copy of the sales invoice will also be sent to the merchant for documentation purposes.
- c. The following banks/ payment platforms that PAHATIDph will be using are the following: **BDO, BPI, UNIONBANK, EASTWEST, AUB, SECURITY BANK, GCASH**. For those who do not have accounts with those banks, we may transfer through **Western Union**. Any bank charges or transfer fees will be shouldered by the merchant.
- d. Should there be any unwanted circumstances that arise (such as incorrect banking details, bank system delays, and the like) PAHATIDph is authorized to extend the remittance of the COD on the next banking day.

## J. INSURANCE

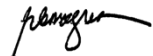
- a. Merchant has the option to insure the item.
- b. Insurance fee is 1% of the declared value of the item. Acceptable maximum of declared value is Php 10,000.
- c. Merchant can file for claims for the following reasons:
  - LOST - if item was lost while in transit.
  - DAMAGED - if item was proven damaged while in transit.
  - SWITCHED - if item was switched with a different item from another merchant.
- d. PAHATID.ph and or Merchant must declare items for possible claims within 1 to 7 days. PAHATID.ph will conduct an investigation with results within the same timeline. Should there be negligence on our

end, the amount agreed on by both PAHATID.ph and Merchant will be settled via bank deposit within 24 to 36hours.

**K. MERCHANT'S PROTECTION AGREEMENT**

- a. In cases where a merchant, consignee, or PAHATID.ph staff shows an abusive behavior that manifests threats to life and security of another party, the same shall be brought in the proper court or authority.
- b. The merchant agrees to always check and verify the status of his or her items.
- c. Each merchant must inform any representative from PAHATID.PH regarding the status of her items if any change arises. Any cancellation requests after an item is delivered will not be a liability of PAHATID.ph
- d. Our #Frontrider's cannot open or test items with the consignee. Any acts of coercion involving threats or injury posed by the latter to the form shall be dealt with immediately by the right authority. The merchant shall be informed about the incident for possible actions.
- e. PAHATID.ph must not refuse service on the basis of extremely arbitrary conditions, unless the merchant or consignee poses verbal and physical threats or abuse towards the company or any employee of PAHATID.ph
- f. Merchants may or may not allow riders to have customers open parcels upon receiving. In this case, delivery and will base decisions on these notes.
- g. In the case that there is no note regarding opening of parcels, we will by default follow our own guidelines of NOT allowing customers to open parcels upon receiving. Should the customer insist, we will contact merchant real-time. Merchants must be available to contact, or have a contact person available to assist, anytime within delivery hours.

**Prepared by:**



**Gie Punsalan**  
Finance & Admin Manager

**Approved by:**



**Chris Guzman**  
CEO/Head of Sales & Operation

**Confirm by:**

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**Merchant Name**