



4400 Bohannon Dr Suite 120

Menlo Park, CA 94025

650 924 – 1270

support@deliv.co

Description	Rate	Comment
Charge only applicable on agreed upon legal holidays	50%	50% surcharge for delivery during legal holidays. Holidays include: New Year's Day, Memorial Day, July 4 th and Labor Day. There will be no delivery service on Easter Sunday, Thanksgiving or Christmas Day
Consumer refusal based on any reason that is not a result of Deliv negligence	100%	100% surcharge for return of items to the originating location during the same day.
Consumer not available to receive delivery during scheduled delivery time	100%	100% surcharge for return of items to the originating location during the same day.
Return of goods to origin for any reason except for Deliv error	100%	100% surcharge for return of items to the originating location during the same day.
Applicable charge for order cancellation after driver is dispatched	50%	50% surcharge for cancellation of orders if occurring inside the delivery window.
Consumer requests a change of destination	100%	100% surcharge for any change of destination address PLUS any zone based increase in price if applicable.



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<p>Up to 15 minutes of wait included in the base delivery rate.</p>	<p>\$0</p>	<p>Assumption is that Customer will notify Deliv when an order is ready for pickup. Should the order not be ready, driver will wait for up to 15 min. After 15 min the driver will be instructed to depart to their other deliveries and you will be charged as though the order has been cancelled after driver is dispatched (50% of original fee)</p>
<p>Updates to package size, weight, or count.</p>	<p>variable</p>	<p>At pickup if a courier reports incorrect package size, weight or count dispatch will update accordingly. This may update the price of the delivery based on the rates applied to your account at time of order creation.</p>