



Refund Policy

Thank you for choosing **Tifeexpress.NG** for your Domestic, Cargo and International express logistics needs. We strive to provide reliable and efficient services to ensure your shipments reach their destinations safely. Please take note of our refund policy outlined below:

1. Goods Damaged Due to Delays: Our refund policy does not apply to goods damaged as a result of delays. It's important to note that most delays are beyond our control and may be caused by airline backlogs or customs checks. While we make every effort to expedite the shipping process, delays can occur due to various external factors. Therefore, we cannot be held responsible for any damage incurred during such delays.

In this regards, we advise that all perishables to be dried to export standard

2. Goods in Transit: We do not provide refunds for goods in transit. Accidents caused by natural disasters or human errors that are beyond our control can occasionally happen during transit. As logistics companies, we are unable to cover these unforeseen circumstances. While we take every precaution to ensure the safe delivery of your items, we cannot guarantee against events that are beyond our scope of control.

3. Coverage for Lost Items: Our refund policy only covers the loss of items or parts of items lost during transit. In the rare event that your shipment is lost or any part of it is missing, we will investigate the matter thoroughly and provide compensation accordingly. Please note that proof of loss may be required for us to process your refund.

4. Claims Process: If you believe you are eligible for a refund based on the terms outlined above, please contact our customer service team within 09:00 to 17:00 Monday to Friday on +2349087900000 or our support team at support@tifeexpressng.com.

Provide detailed information regarding the shipment, including tracking numbers, item descriptions, and any relevant documentation. Our team will assess your claim and guide you through the refund process.

5. Exceptions: Our refund policy may be subject to certain exceptions or additional terms and conditions based on specific contractual agreements or legal requirements. We reserve the right to modify or update our refund policy at any time without prior notice.

At Tifeexpress.NG, we value your business and aim to provide transparent and fair policies to ensure your satisfaction. If you have any questions or concerns regarding our refund policy, please don't hesitate to contact us.

Tifeexpress.NG

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