

TERM & CONDITION**Coverage Area**

-Whole Sabah's state

Available Pickup Area

-Kota Kinabalu, Kota Belud, Kota

Marudu, Kudat, Tambunan, Keningau, Tenom, Bongawan, Membakut, Beaufort, Telupid, Tongod, Sandakan, Lahad Datu, Felda, Tawau & Semporna

-Coming Soon:

-Tamparuli, Papar, Kuala Penyu, Menumbok, Sipitang, Beluran, Kinabatangan & Kunak

You may reach us at +601153012252 for pickup related matters or send an email to

issue.mantapexpress@gmail.com

Rates

-All prices included 19% Handling & Fuel charges + 6% SST

Perishable

-Perishable items should be adequately packed with sufficient preservation materials e.g cooling packs, dry ice and proper labeling.

Track and trace

-Please refer to our website www.mantapexpress.com, click 'Tracking' and enter the Consignment Note number.

Unexpected Delivery Situation

-MANTAP EXPRESS will not be held responsible for any lost, damage, failure or late delivery because of an unforeseen circumstance outside of our control, such as a strike, natural disaster or bad weather condition.

Absent

-We have the rights to claim the delivery charge after second attempt provided the absent notice and photo of the said location are given as proof of delivery.

Rejected item

-We have the rights to claim the delivery charge for any rejected parcels by the receiver for any reasons that may arise.

Lost and Damaged claim

-Any claims must be made in writing and with proof of order within 24Hours after receiving it from delivery date. If the receiver launch a report after 24Hours time from the delivery date, all consequences will not be bear by Mantap Express. Please email the report to issue.mantapexpress@gmail.com or call our hotline at 01153012252. Inspection is mandatory, therefore do not dispose or tamper the packaging/goods as this may void the claims.

Liabilities

-The liability of Mantap Express shall be limited to the payment by way of damage of a sum not exceeding RM200 or its equivalent per consignment of the value of consigned goods or documents whichever is lesser.

Insurance

-Customers are to arrange insurance coverage on the documents or goods consignment and Mantap Express is under no obligation to provide such insurance coverage.

Consignment Note

-Please use the Consignment Note given or print the Consignment Note from our website, www.mantapexpress.com and attach it on the respective parcel. Please note the rule of one (1) Consignment Note per parcel.

Prohibited Item

Narcotics and psychotropic substances, Obscene or immoral articles / materials, Coins, bank notes and other valuables, Credit Cards and ATM Cards, Explosives and Firearms, Compressed Gas, Flammable liquids, Flammable solids, Oxidising, Materials Toxic & Infectious Substances, Radioactive Materials, Corrosives, Miscellaneous Dangerous Goods, Live animals



Your Flash Delivery Solution