

QUALITAIL DELIVERY POLICY

Last Updated: 01 August 2026

This Delivery Policy forms an integral part of the **Qualitail Retailer Buying Terms & Conditions** and applies to all orders placed through the Qualitail Platform. By placing an order through the Platform, the Retailer agrees to this Delivery Policy.

1. Delivery Coverage

Qualitail facilitates deliveries through participating manufacturers, authorised warehouse partners, fulfilment centres, logistics partners and other approved supply chain partners, depending upon the Product, destination and applicable fulfilment model.

Delivery services are available only in serviceable locations as determined by Qualitail from time to time.

2. Order Processing

Orders are processed only after:

- successful order confirmation;
- completion of applicable payment requirements (where applicable); and
- any verification considered necessary by Qualitail.

Qualitail may contact the Retailer to verify order details before processing an order.

3. Dispatch & Delivery

Dispatch timelines depend on product availability, manufacturer readiness, warehouse inventory, order quantity and operational requirements.

Unless otherwise communicated, delivery is generally completed within **up to fifteen (15) working days** from the date of order confirmation.

Delivery timelines are estimates only and may vary due to operational or logistical circumstances.

4. Partial Deliveries

Where an order contains multiple Products, Qualitail may dispatch and deliver the Products separately based on availability or fulfilment requirements.

Unless otherwise communicated, no additional delivery charges shall apply for such partial deliveries.

5. Delivery Acceptance

The Retailer or its authorised representative shall be available to receive and acknowledge delivery at the registered Outlet or approved delivery location.

Risk in the Products shall pass to the Retailer upon successful delivery.

Ownership of the Products shall transfer in accordance with the applicable commercial and payment terms governing the relevant transaction.

6. Inspection Upon Delivery

The Retailer shall inspect the Products immediately upon delivery.

Any shortage, visibly damaged package or incorrect Product must be reported to Qualitail within **twenty-four (24) hours** of delivery through the Platform or the designated customer support channels.

Claims relating to manufacturing defects, product quality, expiry, replacement or eligible product returns shall be governed by the **Return & Replacement Policy**.

Qualitail may be unable to process delivery-related claims reported after the above period where the delay prevents verification of the reported discrepancy.

7. Delivery Delays

Qualitail shall endeavour to deliver Products within the estimated delivery timelines.

However, delivery may be delayed due to:

- manufacturer production schedules;
- inventory availability;
- transportation disruptions;
- weather conditions;
- regulatory restrictions;
- public holidays;
- strikes or labour disruptions;
- force majeure events; or
- any circumstance beyond Qualitail's reasonable control.

Where reasonably practicable, Qualitail shall keep the Retailer informed of significant delivery delays.

8. Failed Deliveries

Where delivery cannot be completed due to reasons attributable to the Retailer, including but not limited to:

- incorrect delivery information;
- Retailer unavailability;
- refusal to accept delivery; or
- inability to contact the Retailer,

Qualitail may:

- reschedule the delivery;
- temporarily hold the shipment;
- cancel the order; or
- recover any additional logistics costs reasonably incurred.

9. Delivery Charges & Terms

Applicable delivery, freight or logistics charges, if any, shall be displayed on the Platform before order confirmation.

Qualitail may revise delivery charges from time to time based on destination, order value, logistics arrangements or promotional campaigns.

10. Changes to this Policy

Qualitail may revise this Delivery Policy from time to time to reflect operational, commercial, regulatory or legal requirements.

The latest version shall always be available on the Platform and shall become effective upon publication.

Continued use of the Platform after such publication constitutes acceptance of the revised Delivery Policy.

11. Contact Us

For any delivery-related assistance, Retailers may contact Qualitail through the customer support channels made available on the Platform.