DELIVERY PARTNER (RIDER) SERVICES AGREEMENT

This Delivery Partner Services Agreement ("Agreement") is executed on:

Effective Date: _____

BETWEEN

Platform Name: _____
(Hereinafter referred to as "Platform")

AND

Delivery Partner Name: _____

Phone Number: _____

Email Address: _____

Address: _____

Vehicle Type: _____

Vehicle Registration Number: _____

(Hereinafter referred to as "Delivery Partner" or "Rider")

The Platform and Rider are collectively referred to as the "Parties".

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1. PURPOSE

This Agreement governs the onboarding, activation, order delivery, operational standards, earnings, conduct requirements, and participation of the Delivery Partner on the Platform.

By accepting this Agreement, the Rider agrees to comply with Platform policies and applicable laws.

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2. ONBOARDING & VERIFICATION

Rider shall submit complete and accurate information.

Required verification documents may include:

- Government Identity Proof
- Aadhaar
- PAN (if applicable)
- Driving License
- Vehicle Registration
- Vehicle Photograph
- Rider Selfie Verification
- Bank Details
- Signed Rider Agreement

Platform reserves the right to:

- Approve or reject onboarding
- Request document re-submission

- Suspend activation
- Conduct periodic verification

Approval remains at Platform discretion.

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3. SERVICE ENGAGEMENT

Rider agrees to:

- Accept delivery requests responsibly
- Pick up and deliver orders safely
- Follow operational instructions
- Maintain customer professionalism
- Protect order integrity

Rider shall remain responsible for completing accepted deliveries.

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4. DELIVERY STANDARDS

Rider shall:

- Arrive at pickup location on time
- Verify order collection
- Deliver to correct customer
- Follow delivery instructions
- Maintain communication

Rider shall not:

- Mark fake deliveries
- Delay intentionally
- Share rider account
- Manipulate GPS
- Collect unauthorized charges

Repeated violations may lead to suspension.

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5. EARNINGS & PAYMENTS

Compensation may include:

- Base Delivery Fee
- Distance-Based Earnings
- Incentives
- Promotional Bonuses
- Peak Hour Earnings

Adjustments may apply for:

- Refunds
- Fraud investigations
- Policy violations
- Incorrect delivery

Settlement Cycle:

Weekly / Biweekly / Monthly

6. VEHICLE & EQUIPMENT

Rider shall maintain:

- Valid vehicle documents
- Safe operating condition
- Fuel and maintenance
- Mobile device for operations
- Delivery accessories where required

Platform is not responsible for vehicle ownership or maintenance.

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7. LOCATION & TRACKING

Rider authorizes Platform to:

- Collect GPS location during active deliveries
- Monitor delivery routes
- Generate operational analytics
- Improve assignment efficiency

Tracking remains active only during operational use.

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8. CUSTOMER EXPERIENCE

Rider agrees to:

- Maintain professional conduct
- Respect customer privacy
- Avoid abusive behaviour
- Handle orders carefully

Customer complaints may impact account standing.

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9. SAFETY & COMPLIANCE

Rider shall comply with:

- Traffic rules
- Safety regulations
- Vehicle insurance requirements
- Local operational laws

Platform does not guarantee minimum earnings.

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10. ACCOUNT SUSPENSION & TERMINATION

Platform may suspend or terminate rider access due to:

- Fraud

- Fake deliveries
- False documents
- GPS manipulation
- Excessive cancellations
- Customer complaints
- Operational misconduct

Outstanding settlements remain subject to platform review.

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11. LIABILITY

Rider remains solely responsible for:

- Vehicle operation
- Personal conduct
- Traffic penalties
- Regulatory obligations

Platform acts as a technology intermediary.

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12. CONFIDENTIALITY

Rider shall not disclose:

- Customer information
- Internal pricing
- Platform operations
- Delivery data

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13. ACCEPTANCE

By signing below, Rider confirms that submitted information is accurate and agrees to comply with this Agreement.

Platform Representative: _____ Delivery Partner Name: _____

Signature: _____

Date: _____

Platform Representative: _____

Signature: _____

Date: _____