

VELORA LOGISTICS

WEBSITE TERMS & CONDITIONS

Effective Date: 17 August 2026 | Last Updated: 17 August 2026

1. Introduction

Welcome to the Velora Logistics website. These Terms & Conditions govern your access to and use of the Velora Logistics website and the information, features, and services made available through it. By accessing or using this website, you agree to these Terms & Conditions. If you do not agree with these terms, please discontinue use of the website.

2. About Velora Logistics

Velora Logistics provides logistics and transportation-related services in South Africa. Our activities may include road freight coordination, load transportation, delivery management, transport administration, and related logistics services. Information displayed on this website is provided for general business and informational purposes.

3. Quotations

Any quotation requested or received through this website, email, telephone, or another communication channel is subject to the specific terms stated in that quotation. Unless expressly stated otherwise, submitting a quotation request does not create a binding agreement between Velora Logistics and the person requesting the quotation. Rates may depend on factors including:

- Route and distance
- Commodity or cargo
- Load weight or volume
- Truck requirements
- Fuel conditions
- Loading and unloading requirements
- Waiting times
- Site requirements
- Availability
- Applicable taxes
- Additional operational requirements

Velora Logistics reserves the right to amend or withdraw a quotation before acceptance where permitted by applicable law and the terms of the quotation.

4. Service Agreements

A binding logistics service may be subject to a separate quotation, service agreement, transport agreement, purchase order, load instruction, or other written agreement. Where a separate written agreement applies, that agreement will govern the relevant service to the extent of any inconsistency with these general website terms.

5. Customer Responsibilities

Customers are responsible for providing accurate and complete information necessary to perform requested services. This may include:

- Correct collection address
- Correct delivery address
- Cargo description
- Weight and quantity
- Loading requirements
- Delivery requirements
- Contact information
- Required permits or documentation
- Site access requirements
- Any known risks associated with the cargo

Velora Logistics will not be responsible for consequences resulting from materially incorrect or incomplete information supplied by a customer, subject to applicable law.

6. Prohibited Cargo

Velora Logistics reserves the right to refuse transportation of cargo that is unlawful, dangerous, improperly documented, misrepresented, or unsuitable for the agreed transportation arrangements. Hazardous or regulated goods must be declared in advance and may only be transported where all applicable legal and operational requirements have been satisfied.

7. Delivery Documentation

Operational documentation may include:

- Load instructions
- Trip sheets
- Weighbridge tickets
- Delivery notes
- Proof of Delivery (POD)
- Invoices
- Supporting transport records

Customers and their authorised representatives are responsible for ensuring that information they enter or approve on these documents is accurate.

8. Proof of Delivery

A signed, stamped, electronically acknowledged, or otherwise appropriately verified Proof of Delivery may be used as evidence that a delivery was completed. Any dispute concerning delivery should be reported to Velora Logistics as soon as reasonably possible with relevant supporting documentation.

9. Payments

Payment terms for logistics services will be specified in the applicable quotation, invoice, service agreement, or other contractual document. Customers are responsible for ensuring payment is made using the payment details officially provided by Velora Logistics. Customers should independently verify any unexpected request to change Velora Logistics' banking details before making payment.

10. Website Information

Velora Logistics takes reasonable steps to maintain accurate website information. However, website content may contain errors, omissions, or information that becomes outdated. Website information should not automatically be interpreted as a binding quotation, contractual guarantee, or professional advice.

11. Website Availability

We aim to maintain reliable access to our website but do not guarantee uninterrupted or error-free availability. The website may occasionally be unavailable because of maintenance, technical problems, security measures, or circumstances outside our reasonable control.

12. Intellectual Property

Unless otherwise indicated, the Velora Logistics name, logo, website design, graphics, text, documents, and other original website materials belong to Velora Logistics or are used under appropriate permission. Users may not reproduce, distribute, modify, publish, commercially exploit, or misrepresent such materials without appropriate authorisation.

13. Acceptable Use

You may not use this website to:

- Commit unlawful activities
- Submit fraudulent information
- Attempt unauthorised access to our systems
- Introduce malicious software
- Interfere with website operation or security
- Impersonate another person or organisation
- Infringe intellectual-property or privacy rights
- Conduct automated extraction or abuse of website resources contrary to applicable law

14. Third-Party Links

Our website may contain links to external websites. Velora Logistics does not control and is not responsible for the availability, content, privacy practices, security, or services of independent third-party websites.

15. Limitation of Liability

To the maximum extent permitted by applicable law, Velora Logistics will not be liable for indirect or consequential losses arising solely from use of, inability to use, or reliance on general information published on this website. Nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is prohibited by South African law.

Liability relating to an actual logistics service may additionally be governed by the applicable quotation, service agreement, transport agreement, insurance arrangements, and relevant legislation.

16. Privacy

Personal information collected through this website is handled in accordance with the Velora Logistics Privacy Policy and applicable data-protection legislation.

17. Changes to These Terms

Velora Logistics may update these Terms & Conditions periodically. The current version will be made available on our website with an updated revision date.

18. Governing Law

These Terms & Conditions are governed by the laws of the Republic of South Africa. Any dispute will be dealt with in accordance with applicable South African law and any applicable contractual dispute-resolution provisions.

19. Contact

Velora Logistics

General enquiries: info@veloralogistics.org

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