



# ProEX

*The Ultra premium standard*



# WHAT IS PRO EX?

Pro EX is the **highest priority express courier** service designed for **mission-critical** and **time-sensitive** shipments requiring **maximum speed, priority handling, and predictable delivery timelines.**

Pro EX represents the fastest and most premium service tier within TPC.



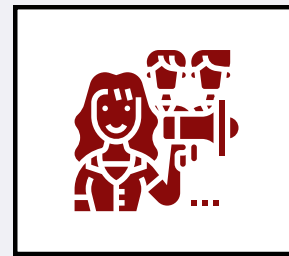
## **Fastest Delivery**

Ensures ultra-fast movement for urgent shipments.



## **Priority Handling**

Every shipment receives premium handling and operational priority.



## **Predictable Timelines**

Reliable and time-defined delivery performance across locations.



## **Mission-Critical Support**

Designed for sensitive, high-value, and urgent logistics requirements.



## **Premium Service Tier**

The fastest and most advanced courier solution within TPC.



**ONLINE BOOKING AND  
DELIVERY**

**REAL TIME TRACKING**

**HYPER LOCAL  
DELIVERY**

# **KEY FEATURES**

**OTP DELIVERY**

**PRIORITY SORTING AND  
DISPATCH**

**EXCLUSIVE WORKFORCE**



# ProGuaranteed

## **DOUBLE MONEY BACK GUARANTEE SCHEEM:**

Performance breach = double refund with ProGuaranteed compensation considered on merit.



# Terms & Conditions

- Clients may carefully note that their envelopes / packets must not contain any letter of communication which will infringe the Indian Post act 1893. Cheques, Drafts, Files, Stationery, Documents, Negotiable Instruments, Banking Papers, LC'S and such other documents are not barred from being sent through Courier Service. We accept envelopes/parcels in good faith that they do not contain anything which infringes the law.
- Goods of hazardous nature which are expressly Prohibited by Railway/Airport authority or any other transport agency shall not be accepted, should this be detected by any authorities at any time, the same shall be the responsibility of the consignor / consignee and they will be liable for legal action, if any.
- Company shall not be liable for any loss arising due to confiscation of goods by any Government or Local Authority.
- Consignors are advised to insure parcel containing valuable, as the same is not under any warranty by The Professional Couriers.
- Our liability in case of any loss or damage, strictly shall not exceed Rs.200/-
- Pro-Guaranteed: Pro EX is an Ultra Premium Standard Service and its Time Lines and Quality of Deliveries are guaranteed under this special scheme of Money Back Guarantee called Pro-Guaranteed for refund of the Double the Courier Charges only, notwithstanding any claims or demands, whether or not The Professional Couriers had the knowledge of the contents or its urgency. Consequential Damages are excluded in this Pro-Guarantee as The Professional Couriers shall not be liable for any event for consequential or special damages or other direct or indirect loss however arising whether The Professional Couriers had knowledge that such damage might be incurred including but not limited to loss of income/profits/interest/utility or loss of reputation etc under this scheme. Customers uses the services of Pro EX by accepting the terms and conditions including the Pro-Guaranteed.
- The company shall not be liable for any loss incurred due to the causes beyond its control such as floods, accidents, fire, theft, war, strikes etc.
- Every effort is made to adhere to the delivery schedule, but it may be delayed in the circumstances beyond our control.
- Octroi or any other charges liveable by any Central/State/Local Authorities wherever applicable shall be extra and payable by the consignor.
- For packets weighing very little but occupying abnormal area, additional charges will be liveable.
- We will also not be liable for any loss, mis-delivery, delay or damage to any article/things/documents sent through us and no officer of company is liable for such loss or mis-delivery, delay or damage except to the extent mentioned at Sl.No.5 above.
- The Professional Couriers has the right but not the obligation, to inspect any shipment, including, without limitation opening the shipment.

- ALL MATTERS OF BUSINESS TO BE SETTLED WITHIN THE JURISDICTION OF PLACE OF ORIGIN ONLY.
- WE DO NOT CARRY CASH, JEWELLERY PRECIOUS METALS CONTRABAND ETC.
- PROOF OF DELIVERY(POD) CAN BE MADE AVAILABLE ON REQUEST IN WRITING AND SUCH REQUEST MUST BE MADE WITHIN THIRTY DAYS OF THE DISPATCH OF THE CONSIGNMENT. NO CLAIM MAY BE MADE AGAINST US OUTSIDE OF THAT TIME LIMIT.
- PROVIDE TELEPHONE NUMBER OR LOCATION MAP OTHERWISE, DELIVERY SUBJECT TO LOCATING THE ADDRESS.
- SCHEDULE OF DELIVERY DEPENDS ON MODE OF TRANSPORT.
- THE PROFESSIONAL COURIERS SHALL HAVE A LIEN ON ANY GOODS DESPATCHED FOR ALL FREIGHT OR FOR ANY MONIES WHATEVER DUE FROM THE SHIPPER/CONSIGNEE OR OWNER OF THE GOODS TO THE PROFESSIONAL COURIERS.
- CONSEQUENTIAL DAMAGES EXCLUDED; THE PROFESSIONAL COURIERS SHALL NOT BE LIABLE FOR ANY EVENT FOR CONSEQUENTIAL OR SPECIAL DAMAGES OR OTHER DIRECT OR INDIRECT LOSS HOWEVER ARISING WHETHER THE PROFESSIONAL COURIERS HAD KNOWLEDGE THAT SUCH DAMAGE MIGHT BE INCURRED INCLUDING BUT NOT LIMITED TO LOSS OF INCOME / PROFITS/INTEREST/UTILITY OR LOSS OF REPUTATION.
- IT IS SHIPPER'S OBLIGATION TO ENSURE THAT ALL SHIPMENT TENDERED TO THE PROFESSIONAL COURIERS FOR CARRIAGE ARE PREPARED AND PACKED SUFFICIENTLY TO ENABLE SAFE TRANSPORTATION WITH ORDINARY CARE AND HANDLING AND THE PROFESSIONAL COURIERS SHALL NOT BE RESPONSIBLE FOR DAMAGES OF THE CONTENT.
- THE PROFESSIONAL COURIERS ACCEPTS THE SHIPMENTS UNDER PRO EX ON AN UNDERSTANDING THAT THE CONSIGNEE'S ADDRESS, PROVIDED ON THE SHIPMENTS BY THE CUSTOMER IS ABSOLUTELY CORRECT AND THE CONSIGNEE IS READY TO ACKNOWLEDGE THE SAME AGAINST DELIVERY OF THE SAID SHIPMENT.
- "PRO EX" SHIPMENTS ARE BOOKED FOR SERVICES FOR "BUSINESS DAY DELIVERY"(BDD), UNLESS OTHERWISE SPECIFIED SEPARATELY.
- GST AND ALL APPLICABLE RULES RELATED TO IT SHALL BE THE RESPONSIBILITY OF THE CONSIGNOR/CONSIGNEE AND THE CARRIERS IS LIABLE ONLY ON ITS RESPONSIBILITY UNDER IT RULES.
- THE PROFESSIONAL COURIERS DO NOT ACCEPT ANY CONTRABAND ITEMS OR ANY SUBSTANCES UNDER BANNED DRUGS OR NARCOTICS. IF THE CONSIGNOR / CONSIGNEE USES THE SERVICES OF TPC BY NOT DISCLOSING THESE, THE CUSTOMER SHALL BE FULLY RESPONSIBLE FOR ITS COST AND CONSEQUENCES, APART FROM INDEMNIFYING THE PROFESSIONAL COURIERS FOR ANY LOSS ETC.,