

GO RUSH GENERAL TERMS & CONDITIONS:

1.1 The General terms and conditions shall apply to each of Go Rush's services which include Pharmacy Delivery, Go Rush Plus and Local Delivery as an addition to any specific terms and conditions (where applicable)

1.2 Go Rush reserves the right to amend any terms and conditions as well as any features of the services at any time of our sole discretion. If you continue to use our services after changes are published, you are deemed to have accepted the particular changes.

1.3 Customers must adhere to and be bound by the General Terms and Conditions when utilising Go Rush's services.

2. Payment Terms

2.1 The following payment methods are available:

2.2 Cash,

2.3 Internet banking via Bank Islam Brunei Darussalam (BIBD) and Baiduri Bank,

2.3.1 Guide for BIBD Online payment is as per below:

Step 1: Go to BIBD MOBILE APP

Step 2: Select the "Payments Services/donations" tab.

Step 3: Select the "Bill Payment" tab.

Step 4: On the dropdown, select "Go Rush Express"

Step 5: On the Bill/Reference No.1: Enter your "Tracking Number"

Step 6: On the Bill/Reference No. 2: Enter your "Phone Number"

2.3.2 For Baiduri Bank's account number, kindly contact our customer service representative at +673 2332065 for assistance.

2.3.3 Customers are to send a screenshot of their successful payment to +673 2332065 as a proof, prior to Go Rush providing service. Failing to do so, Go Rush has the right to not provide any service.

2.4 Any cancellation or refund requests will be rejected once the order and payment have been received. Customers may alter their order to one of our other services, such as Go Rush Plus, Pharmacy Delivery, and Local Delivery, or they may transfer their payment to the subsequent transaction. We also offer credit term services; payment is required upfront.

3. Accuracy

3.1 In the case of any missing/wrong information given by customers, Go Rush will not be responsible for any delay in order processing/delivery. It is the customer's responsibility to ensure the following details below are correct:

- Name
- IC Number
- Date of Birth

- BruHims/Patient Number
- Contact Number
- Health Centre
- Quarantine Order
- District
- Address: 1) Jalan
 - 2) Simpang
 - 3) House No.
 - 4) Kampong
- Email
- Type of Delivery
- Charges
- Products
- Parcel Details
- Quantity
- Go Rush Plus Tracking Number
- Currency
- Origin
- Platform
- Shipment Quote
- Value
- Sender Name
- Sender Contact
- Sender Email
- Sender Address: 1) Jalan
 - 2) Simpang
 - 3) House No.
 - 4) Kampong
- Sender District
- Receiver Name
- Receiver Contact
- Receiver Email
- Receiver Address: 1) Jalan
 - 2) Simpang
 - 3) House No.
 - 4) Kampong
- Receiver District

Liability - Go Rush must be told of any loss, damage or claim immediately within 24 hours and must receive written notice (email) of the loss, damage or claim within thirty days of its discovery. In an event, Go Rush will not be liable for any losses of revenue or profits, losses arising from where goods or documents are, for any reason, unavailable for use, delayed, damaged, destroyed, lost or stolen, damages to which Shipper may be exposed to claims for compensation for economic loss from its employees, customers, clients, or other parties in contractual or economic relations with the Shipper, or

any special consequential or other indirect damages or any costs or expenses incurred with respect to any such losses or claims.

LOCAL DELIVERY/GENERAL ORDERS:

Area Coverage – Go Rush Express can deliver nationwide, we cover Brunei-Muara, Tutong, Belait and Temburong. Deliveries outside Brunei-Muara area will only be covered on certain days. Please refer below our schedule:

Deliveries:

- (a) The rates are quoted for delivery as per the table. Any additional service required beyond the table will be charged separately.
- (b) Collection for Express delivery must be made a day in advance in preparation for the next day of delivery.
- (c) Instruction of notice should be submitted through our website as per scheduled time
- (d) Parcel can also be dropped off at the Go Rush Headquarters: Unit 9, Ground Floor, Block A, Spg 188, Jln Pengiran Babu Raja, Kg Kiarong, Bandar Seri Begawan BE1318
- (e) If there is a requirement for Go Rush to perform 'Payment on behalf of customer upon parcel/delivery', there is an additional service fee of BND2 or 3% of the total parcel value price (whichever is higher) is chargeable.

Disbursements - The quoted rates exclude all third party fees and/or services charges (e.g. toll fees, ferry fee, others). The client shall be billed for these charges in our invoice(s) if applicable.

Delivery Guideline - Customer must adhere to Go Rush Delivery Guideline

Payment Terms:

Method 1: Bank Transfer upon order confirmation. Proof of payment must be sent to our hotline +673 2332065 prior to delivery

Method 2: Cash upon pickup or delivery depending on client's and service provider agreement

PHARMACY:

Area Coverage – Go Rush Express can deliver nationwide, we cover Brunei-Muara, Tutong, Seria, Kuala Belait and Temburong.

Deliveries:

- (a) The rates quoted for delivery for each pharmacy are as per the tables below. Any additional service required beyond the below will be charged separately
- (b) All rates are shown in BND and is subjected to prevailing GST and duties & taxes if applicable

- (c) Orders must be submitted through our website as per schedule time. Orders submitted before 12pm will be processed today. Orders submitted after 12pm will be processed the next working day.
- (d) Delivery Duration is as per the table below. The duration listed is after Go Rush receives the medication from Pharmacy. NOT after the submission of delivery request.

Payment Terms:

- (a) If there is a requirement for Go Rush to perform 'Payment on behalf of customer upon parcel/delivery', there is an additional service fee of BND2 or 3% of the total parcel value price (whichever is higher) is chargeable.
- (b) Subscription of service is available. Customers are to send their proof of payment to our hotline +673 2332065

Delivery Guideline - Shipper must adhere to Go Rush Delivery Guideline and Go Rush Standard Terms of carriage. Shipper must also adhere to IATA and the governing law of Brunei

Insurance - Insurance is not inclusive of the above quoted rates but it is **available upon request**.

GO RUSH PLUS:

1. Customers will need to fill in the website form as accurately as possible and should there be any dutiable items, payment for duty will also be collected. Failure to do so, we will not be able to process your order.
2. Go Rush Express has the right to deny any items that are not permitted for transport or shipping. Items that cannot be shipped are:
 - (a) Liquid Products
 - (b) Any form of Food products
 - (c) Dangerous Goods
 - (d) Lithium Batteries
 - (e) Alcohol Based Products
 - (f) Prohibited items (as below)

Royal Customs and Excise has already mandated a list of items that are prohibited and restricted to enter Brunei Darussalam, which are as below:

3. Any cosmetic products are gadgets for personal use, with a declared value of above \$200 will be charged at \$8 per product application to the Department of Pharmaceutical Service, Ministry of Health or AITI (for items containing Bluetooth or WiFi). The cosmetic products must not be listed in the banned product list of controlled products in Brunei Darussalam.
4. Go Rush Express shall take all reasonable precaution to prevent unauthorised persons from having access to the parcel(s) or their contents and shall also take all reasonable precaution against loss of or damage to the same or their contents.
5. All customers shall also ensure that every parcel is packed in a reasonably strong case, wrapper or cover appropriate to its contents, and so that no part of the contents can be removed without either breaking or tearing, the case, wrapper or cover or forcing two adhesive surfaces apart, or breaking a

seal, all contents of the parcel are adequately packed so as to protect against damage in the course of transmission and in particular, but not limited to:

(a) a parcel which is of a fragile nature shall be packed in a container of sufficient strength and shall be surrounded in that container with sufficient and suitable material to protect the parcel against the effect of such concussion, pressure and knocks to which parcels are ordinarily exposed in transmission, and the parcel shall bear the words "FRAGILE HANDLE WITH CARE" written conspicuously in capital letters on the face of the cover above the address of the addressee

(b) a parcel which is liable to be damaged by bending shall be packed in a container of sufficient strength to prevent the parcel from being bent or otherwise damaged in transmission, and the packet shall bear the words, "DO NOT BEND" written conspicuously in capital letters on the face of the cover above the address of the addressee.

6. Customers will not be able to revoke or retrieve back the items once the order has been entered into the system (filled in website order). Should there be a last minute cancellation (2 days prior to shipment), there will be cancellation fees – 50% of the full amount of item.