DELIVERY PARTNER AGREEMENT

Agreement between OneGrafix and an approved independent delivery partner

This Agreement sets out the conditions under which the delivery company identified below may be listed in the OneGrafix delivery partner directory. It is intended to promote safe, reliable and transparent collection and delivery arrangements.

PART A: ONEGRAFIX	PART B: DELIVERY PARTNER
Legal name: OneGrafix Business Solutions Trading name: OneGrafix Address: _____ Authorised representative: _____ Email / telephone: _____	Registered company name: _____ Trading name: _____ Registration number: _____ Business address: _____ Authorised representative: _____ Position: _____ Telephone / WhatsApp: _____ Email: _____

1. PURPOSE AND SCOPE

This Agreement governs the Delivery Partner's participation in the OneGrafix delivery partner directory and any delivery work separately accepted by the Delivery Partner.

OneGrafix provides a directory through which customers may identify and contact delivery companies. The directory is a connection facility only. It is not a courier booking, dispatch, payment or parcel-tracking service.

2. INDEPENDENT SERVICE PROVIDER

The Delivery Partner operates as an independent business and is not an employee, agent, joint venture partner or legal representative of OneGrafix.

The Delivery Partner is responsible for its staff, drivers, vehicles, licences, taxes, statutory obligations, operating costs and business decisions. It has no authority to make promises or enter into contracts on behalf of OneGrafix.

3. REGISTRATION AND ELIGIBILITY

The Delivery Partner warrants that it is a legally registered business authorised to provide the delivery services it advertises. All information and documents supplied must be accurate, current and complete.

Before approval, and whenever reasonably requested, the Delivery Partner must provide relevant records. These may include its Certificate of Incorporation or Registration, CR6, CR14, tax clearance where applicable, proof of business address, company profile and supporting documents.

The Delivery Partner must promptly notify OneGrafix of any change to its legal name, registration status, ownership, address, contact details, operating areas or authority to trade. False, altered, expired or misleading documents must not be submitted.

4. VEHICLES, DRIVERS AND INSURANCE

The Delivery Partner must use roadworthy, suitable and legally compliant vehicles. Each vehicle listed must be accurately described and supported by the information and documents requested during registration.

Every driver must hold a valid licence for the vehicle class, be competent and authorised, and comply with applicable road, traffic, safety and transport laws.

The Delivery Partner must maintain valid motor vehicle insurance and all other insurance required by law. It is strongly recommended that it also maintains goods-in-transit or carrier's liability insurance appropriate to the value and nature of goods carried. Ordinary motor insurance may not cover goods in transit.

Insurance certificates and expiry dates must be supplied when requested. The Delivery Partner must immediately notify OneGrafix if required insurance expires, is cancelled, suspended or materially restricted. A vehicle must not be used where legally required insurance is not in force.

5. APPLICATION AND APPROVAL

The Delivery Partner must sign this Agreement and submit a complete, legible signed copy before it can be approved for public listing.

Approval is at OneGrafix's discretion and may be withheld until company, vehicle, insurance and agreement checks are completed. Approval or listing is not a certification, guarantee, warranty or endorsement of future performance.

OneGrafix may request updated documents, conduct periodic reviews or require corrections to a listing. The Delivery Partner must cooperate with reasonable verification requests.

6. CUSTOMER CONTACT, QUOTATIONS AND PAYMENT

Customers contact the Delivery Partner directly using the telephone or WhatsApp details displayed in the directory. The customer and Delivery Partner must agree directly on availability, collection arrangements, destination, charges, timing, payment method and special handling requirements.

The Delivery Partner is solely responsible for accurate quotations, explaining additional charges, issuing its own receipts or invoices, collecting payment and resolving payment disputes.

OneGrafix does not set or collect delivery charges, accept courier payments, book courier services, dispatch drivers, guarantee availability or supervise the delivery transaction. The Delivery Partner must not represent otherwise.

7. COLLECTION AND CUSTODY OF GOODS

The Delivery Partner must collect goods only from an authorised OneGrafix representative and confirm the identity of the person handing them over.

At collection, the Delivery Partner should check the number of packages and their apparent external condition. Visible damage, shortage, incorrect labelling or any discrepancy must be recorded and reported before departure.

Once the Delivery Partner or its driver takes physical possession of goods, the Delivery Partner is responsible for their safe custody, handling, transport and delivery, subject to applicable law and any separate agreement with the customer.

The Delivery Partner must use reasonable care to protect goods against loss, theft, damage, contamination, weather exposure, unauthorised access and avoidable delay. Goods must not be opened, used, altered, transferred or disposed of without authority.

8. DELIVERY AND PROOF OF DELIVERY

The Delivery Partner must deliver goods to the customer or the recipient authorised by the customer, at the agreed destination and within the agreed timeframe, subject to circumstances beyond reasonable control.

The Delivery Partner should obtain reasonable proof of delivery, such as the recipient's name, signature, delivery time, photograph where appropriate and lawful, or written confirmation. Personal information must be protected.

If delivery cannot be completed, the Delivery Partner must promptly contact the customer, explain the reason and agree next steps. Goods must not be abandoned or left with an unauthorised person.

9. LOSS, DAMAGE, THEFT AND CLAIMS

The Delivery Partner must promptly notify the customer and OneGrafix of any loss, theft, damage, accident, suspected tampering, misdelivery or material delay involving goods collected from OneGrafix.

The Delivery Partner is responsible for investigating and addressing claims arising from its services, including claims involving its employees, drivers, subcontractors or vehicles, to the extent provided by applicable law and the customer agreement.

The Delivery Partner must cooperate with reasonable requests for information and preserve relevant records, photographs, delivery confirmations and incident reports. Nothing in this Agreement removes any right or liability that cannot lawfully be excluded or limited.

10. STAFF AND SUBCONTRACTING

The Delivery Partner remains responsible for the acts and omissions of its employees, drivers, agents and approved subcontractors as if they were its own.

It must not subcontract or transfer a delivery to another operator without the customer's informed agreement. Any subcontractor must meet the same legal, safety, confidentiality and service standards in this Agreement.

All personnel must act courteously, honestly and without discrimination, harassment, intimidation or abusive conduct.

11. CUSTOMER SERVICE AND PROFESSIONAL CONDUCT

The Delivery Partner must communicate clearly and respectfully, respond to reasonable enquiries, honour agreed prices and avoid misleading statements about its services or relationship with OneGrafix.

The Delivery Partner must not use OneGrafix's name, logo or branding in advertising, uniforms, vehicles, social media or promotional material without prior written permission.

It must not claim to be an employee, branch, official representative or exclusive courier of OneGrafix.

12. CONFIDENTIALITY AND DATA PROTECTION

The Delivery Partner must keep confidential all non-public information received through a collection or delivery, including customer names, telephone numbers, addresses, order details, product information and business records.

Personal information may be used only to arrange and complete the relevant delivery, meet legal obligations or resolve a legitimate service issue. It must not be sold, shared for marketing, copied unnecessarily or retained longer than reasonably required.

The Delivery Partner must take reasonable steps to protect personal information and promptly notify the affected customer and OneGrafix of a suspected data breach, loss or unauthorised disclosure.

13. DIRECTORY LISTING AND USE OF INFORMATION

Subject to approval, OneGrafix may display the Delivery Partner's approved business name, public contact details, service areas, service descriptions, vehicle categories and photographs supplied for the directory.

The Delivery Partner confirms that it has the right to provide submitted text, photographs and business information for this purpose. It permits OneGrafix to use those materials solely to operate and promote the directory.

The Delivery Partner must request corrections when listing information becomes inaccurate. OneGrafix may edit formatting, remove unsuitable content or hide a listing where reasonably necessary.

14. RESPONSIBILITY, INDEMNITY AND ONEGRAFIX'S ROLE

To the extent permitted by law, the Delivery Partner is responsible for claims, losses, costs and liabilities arising from its delivery services, including the conduct of its personnel and subcontractors.

The Delivery Partner agrees to indemnify OneGrafix against third-party claims and reasonable costs arising from its breach of this Agreement, negligence or unlawful conduct, except to the extent caused by OneGrafix's own unlawful act or liability that cannot legally be excluded.

OneGrafix does not take possession of goods for onward carriage under this directory arrangement and does not guarantee a Delivery Partner's availability, insurance, service quality, solvency or performance. Directory checks do not guarantee future conduct. Nothing excludes liability that cannot lawfully be excluded.

15. SUSPENSION AND TERMINATION

OneGrafix may suspend or remove a listing, or terminate this Agreement, where it reasonably believes that the Delivery Partner supplied false information, allowed required documents or insurance to lapse, breached this Agreement, acted unlawfully, endangered customers or goods, received substantiated serious complaints, or brought the directory into disrepute.

Where appropriate, OneGrafix may request an explanation or corrective action. It may suspend a listing immediately where necessary to protect customers, goods, personal information or the directory.

The Delivery Partner may request removal by written notice. Removal does not cancel obligations relating to goods already collected, outstanding claims, confidentiality or provisions intended to continue after termination.

16. RECORDS AND PERIODIC REVIEW

The Delivery Partner must keep reasonable business, collection, delivery, payment and incident records and provide relevant information when reasonably required to investigate a complaint or verify continued eligibility.

OneGrafix may review the listing and documents periodically, including at least once every twelve months or sooner where a document expires or a concern arises. Updated documents must be provided promptly.

17. GENERAL AND GOVERNING LAW

This Agreement, together with written amendments signed or accepted by both parties, records the understanding concerning directory participation. Changes must be recorded in writing.

If a provision is invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law. A failure or delay in enforcing a provision does not waive it.

This Agreement is governed by the laws of Zimbabwe. The parties submit to the jurisdiction of the competent courts of Zimbabwe, subject to mandatory legal requirements.

18. DECLARATION AND SIGNATURES

The person signing below confirms that they are authorised to bind the Delivery Partner, that the information and documents supplied are true and current, and that they have read, understood and agree to comply with this Agreement.

FOR THE DELIVERY PARTNER	FOR ONEGRAFIX
Full name: _____	Full name: _____
Position: _____	Position: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Company stamp (if applicable):	Company stamp (if applicable):

LEGAL REVIEW NOTICE: This template is a business document and is not a substitute for advice from a qualified Zimbabwean legal practitioner. OneGrafix should have it reviewed before use, particularly the provisions on liability, indemnity, insurance, data protection and dispute resolution.