

TECHHUB ELECTRONICS LTD

YM Delivery Policy

1. Purpose

This policy defines the example delivery arrangements used by TechHub Electronics Ltd for Yellow Markets end-to-end testing. TechHub Electronics uses Yellow Markets (YM) Delivery and does not use Merchant Own Delivery for this scenario.

2. Delivery Method

All eligible orders are dispatched using YM Delivery. The Merchant prepares the order at Warehouse 3, Industrial Zone, Pailles, Mauritius. A YM Driver is assigned through the Yellow Markets delivery workflow.

3. Preparation and Delivery Timeframes

Standard Merchant preparation time is one to two business days. Actual delivery timing depends on successful payment confirmation, Merchant processing, driver assignment, collection and the Shopper's delivery location.

4. Delivery Charges

Delivery charges are calculated and displayed by Yellow Markets according to the applicable YM Delivery configuration. The Shopper must be able to review the delivery charge before confirming checkout.

5. Dispatch and Driver Assignment

Once an order is ready for dispatch, the Administrator assigns or confirms the YM Driver. The delivery workflow should record driver notification, collection, dispatch, arrival and delivery completion.

6. Shopper Availability

The Shopper must provide an accurate delivery address and contact number and ensure that an authorised person is available to receive the parcel.

7. Delivery Inspection

The Shopper should inspect the external parcel condition at delivery where practical. Visible damage should be recorded and reported through the appropriate Yellow Markets process.

8. Proof of Delivery

Delivery confirmation is required. Where supported, the delivery record may include delivery date and time, driver confirmation, Shopper signature or confirmation, and other proof-of-delivery information.

9. Failed Delivery

Failed-delivery scenarios may include Shopper unavailability, incorrect address, incorrect telephone number, inability to contact the Shopper, delivery refusal or damaged parcel. The reason and

resulting status should be recorded in Yellow Markets.

10. Returns Following Delivery

Where a return is approved, the product may be collected through the applicable YM Delivery return process and returned to TechHub Electronics. Refund and replacement decisions are governed by the relevant Merchant policies and Yellow Markets processes.

This document is fictitious and intended solely for Yellow Markets testing, demonstrations, training and merchant onboarding workflow validation. It has no legal validity.