

Terms of Service

Effective Date	20/04/2026
Last Updated	20/04/2026
Applies To	Website, mobile application, client dashboard, API, customer service channels, and all Corelynx logistics services

1. About these Terms

These Terms of Service set out the basis on which Corelynx Limited (“Corelynx”, “we”, “our”, or “us”) provides access to its website, mobile application, client dashboard, API, customer service channels, and logistics services. They are intended to be read carefully and to give clients, authorised users, and website visitors a clear understanding of how the service works, the responsibilities that sit with each party, and the limits that necessarily apply in a logistics business.

By creating an account, requesting a quotation, placing an order, integrating with our API, using our website or platform, or otherwise using any Corelynx service, you agree to be bound by these Terms. If you act for a company, partnership, or other organisation, you confirm that you have authority to bind that organisation, and references to “you” and “your” include that organisation.

2. Nature of the service

Corelynx operates a structured, technology-driven third-party logistics model focused on reliable and scalable B2B delivery services across Nigeria. Clients contract with Corelynx for the coordination and delivery of logistics services, while Corelynx may use approved third-party Vendors, riders, drivers, and other service partners to execute pickup and delivery operations on its instructions.

For every order placed through Corelynx, the client’s contractual relationship is with Corelynx. The client does not contract directly with the assigned Vendor solely because a Vendor performs the pickup or delivery.

- last-mile delivery;
- inter-state logistics;
- scheduled and on-demand pickups;
- bulk and enterprise deliveries;
- tracking, notifications, support, and reporting services.

3. Eligibility and business use

Corelynx is primarily set up for business and enterprise use. We may decline, suspend, or restrict access where we reasonably believe the service is being used for unlawful purposes, abusive conduct, misleading order placement, unsafe shipments, unauthorised resale, or any use that exposes Corelynx, its clients, or its service partners to avoidable legal, reputational, operational, or security risk.

4. Account registration and authority

Some services require you to register an account or provide business information. You agree to give complete, current, and accurate information and to keep it updated. You remain responsible for access under your account, including activity by your employees, contractors, or other authorised users.

You must safeguard usernames, passwords, API keys, and any other access credentials. If you suspect unauthorised access, compromise, or misuse, you must notify Corelynx without delay.

5. Order placement and client-provided information

Orders may be placed through the website, mobile application, client dashboard, API integration, or approved customer service channels. For each order, you must provide accurate operational information sufficient for pickup, routing, transit, and delivery.

Corelynx is entitled to rely on the information submitted by you, and we will not be responsible for loss, delay, failed delivery, or additional cost caused by incorrect or incomplete information.

- pickup and delivery addresses;
- item description, quantity, dimensions, weight, and declared value;
- recipient name and contact details;
- special handling or access instructions;
- payment method or approved credit terms, where applicable.

6. Order validation and acceptance

An order is not accepted merely because it has been submitted. Corelynx may validate the order details, confirm route and service availability, assess compliance or operational restrictions, and confirm pricing before acceptance. Unless otherwise agreed in writing, an order is accepted only when payment has been received or approved credit terms apply and the order has been confirmed by Corelynx.

We reserve the right to refuse, suspend, cancel, or place conditions on any order where the information provided is inaccurate, the goods are prohibited or restricted, packaging is inadequate, capacity is unavailable, fraud or misuse is suspected, or the order otherwise presents legal, regulatory, operational, or safety concerns.

7. Pricing and payment

Pricing is based on the commercial structure adopted by Corelynx for the relevant service and may take account of distance, weight, volume, fragility, route complexity, urgency, service category, declared value, handling requirements, and any enterprise-specific arrangement.

Unless separate credit terms have been agreed in writing, payment is due before dispatch. Where credit terms apply, invoices must be paid on or before the due date. Corelynx may suspend service, withhold further order acceptance, or exercise other lawful remedies in the event of late payment.

- Standard prices shown on the platform may not apply to enterprise, bulk, or specially negotiated accounts.
- Additional fees may apply for reattempted delivery, waiting time, address correction, return to sender, special handling, storage, or other client-requested changes after dispatch.
- You remain responsible for all taxes, statutory charges, and levies that the law places on the customer or consignor.

8. Pickup, verification, transit, and delivery

At pickup, the assigned Vendor may inspect the parcel externally, confirm visible details against the order information, and log the shipment in the Corelynx system. Proof of pickup may be captured by scan, signature, photograph, digital acknowledgement, or any other method used by Corelynx.

During transit, Corelynx may provide tracking visibility, notifications, or status updates. These are operational tools intended to improve transparency, but they are not absolute guarantees of uninterrupted platform accuracy at every moment.

At delivery, proof of delivery may be captured by signature, OTP, delivery scan, photograph, or such other reasonable method as Corelynx may use from time to time.

9. Service windows and delivery timelines

Corelynx may offer same-day, next-day, express, scheduled, bulk, or enterprise delivery services. Unless Corelynx has expressly agreed to a specific service-level commitment in writing, all delivery timelines stated on the website or platform are estimates only.

Actual timelines may be affected by traffic conditions, road accessibility, weather, curfews, public disturbances, sender or recipient delay, security incidents, regulatory restrictions, route changes, force majeure events, and other operational circumstances outside ordinary control.

10. Client responsibilities

Clients are expected to use the service responsibly and to provide goods that can safely and lawfully be moved within the stated service conditions. Corelynx's role is to coordinate and perform logistics services, not to correct avoidable deficiencies in how goods are declared, packaged, labelled, or made available.

- Ensure that all goods are lawfully transportable and not prohibited.
- Package goods properly and securely for the expected route and handling conditions.
- Declare the goods honestly, including accurate description, weight, fragility, and value.
- Ensure that sender and recipient details are correct and that the recipient is reasonably reachable.
- Give clear instructions where delivery requires special access, timing, identification, or security arrangements.

11. Use of Vendors and non-circumvention

Corelynx may use third-party Vendors and service partners to perform all or part of a delivery. This operational arrangement does not create a direct contractual relationship between you and the assigned Vendor by reason only of an order placed through Corelynx.

You must not seek to bypass Corelynx by directly engaging, paying, diverting, or instructing a Corelynx-assigned Vendor in relation to an order or ongoing service arrangement without Corelynx's prior written approval.

12. Prohibited and restricted goods

Corelynx does not accept every category of goods. Certain items are strictly prohibited, while others may be accepted only with prior approval and additional conditions. Your use of the service is subject to the Corelynx Prohibited and Restricted Goods Policy, which forms part of these Terms.

If a shipment appears unsafe, unlawful, misdeclared, or otherwise inconsistent with these Terms, Corelynx may inspect, reject, quarantine, return, or report the shipment as may be appropriate and lawful in the circumstances.

13. Insurance, declared value, and claims

Where shipment insurance is made available by Corelynx, it is subject to separate eligibility, underwriting, exclusions, documentary requirements, and payment of any applicable premium. Insurance is not automatic unless Corelynx expressly confirms otherwise in writing.

A declared value helps Corelynx assess risk, routing, and operational handling, but it does not by itself create a promise that Corelynx will compensate you up to that amount unless insurance or a written liability arrangement expressly says so.

Claims for loss, damage, shortage, delay, non-delivery, or delivery discrepancy must be made in accordance with the Corelynx Claims, Insurance and Delivery Exceptions Policy.

14. Failed deliveries, changes, returns, and reattempts

Where delivery cannot be completed because the recipient is unavailable, refuses delivery, gives inconsistent identification, cannot be reached, or because the address is wrong, inaccessible, or unsafe, Corelynx may reattempt delivery, return the item to sender, hold it temporarily for further instruction, or otherwise manage the order in accordance with its operational procedures.

Order changes after dispatch are not guaranteed. Where Corelynx agrees to modify an order after dispatch, additional charges and revised timelines may apply.

15. Platform availability and technology

Corelynx uses technology to support order placement, tracking, notifications, analytics, and communication. While we take reasonable steps to maintain a dependable service, the platform and related systems are provided on an “as available” basis. Maintenance, upgrades, third-party failures, network interruptions, and security incidents may affect availability or performance from time to time.

16. Intellectual property

All rights in the Corelynx website, mobile application, dashboard, software, branding, text, graphics, workflow design, service materials, and associated documentation remain vested in Corelynx or its licensors. Except where the law permits or Corelynx expressly authorises it in writing, you may not copy, reverse engineer, scrape, republish, frame, distribute, or commercially exploit any part of the platform.

17. Privacy and data handling

Use of the Corelynx service involves the processing of personal data relating to client contacts, authorised users, senders, recipients, and service partners. Corelynx processes such data in accordance with its Privacy Policy and applicable law. By using the service, you acknowledge that Corelynx may process personal data where reasonably necessary for order fulfilment, tracking, support, billing, compliance, fraud prevention, service improvement, and lawful business operations.

18. Suspension and termination

Corelynx may suspend, restrict, or terminate access to the platform or services where you breach these Terms, fail to pay sums due, misuse the platform, create unacceptable operational or reputational risk, or where suspension or termination is required by law, regulation, or a competent authority. Suspension or termination does not affect accrued rights, unpaid amounts, or any provision that is intended to survive termination.

19. Disclaimer of warranties

To the fullest extent permitted by law, Corelynx does not warrant that the platform will be uninterrupted, always available, completely error-free, or suitable for every business purpose. Delivery timelines are

estimates unless specifically guaranteed in a separate written SLA. Corelynx also does not guarantee acceptance of every order submitted through the platform.

20. Limitation of liability

To the fullest extent permitted by law, Corelynx's total liability in connection with any one order or claim shall not exceed the lesser of the amount paid to Corelynx for that order and any compensation expressly available under purchased insurance or a separately agreed written liability arrangement.

Corelynx will not be liable for indirect or consequential loss, including loss of profit, loss of business opportunity, reputational damage, or downstream commercial loss. Corelynx will also not be liable for loss or delay caused by inaccurate information, poor packaging, concealed defects, prohibited goods, client-side failures, public authority action, or circumstances beyond Corelynx's reasonable control.

21. Indemnity

You agree to indemnify and hold harmless Corelynx, its officers, employees, affiliates, and service partners against claims, losses, liabilities, penalties, costs, and expenses arising from your breach of these Terms, inaccurate declarations, poor packaging, shipment of prohibited or unlawful goods, misuse of the platform, or violation of any law or third-party right.

22. Force majeure

Corelynx is not responsible for delay, interruption, or non-performance caused by events beyond its reasonable control, including but not limited to severe weather, flooding, civil unrest, riots, strikes, road closures, internet or telecom failures, fuel scarcity, vehicle breakdowns not caused by wilful default, security incidents, epidemics, government restrictions, or similar events.

23. Governing law and dispute resolution

These Terms are governed by the laws of the Federal Republic of Nigeria. Any dispute arising out of or in connection with these Terms will first be referred to good-faith commercial discussions. If the matter is not resolved within 15 business days, either party may commence proceedings in the courts of Lagos State, unless a separate written enterprise contract provides for another dispute mechanism.

24. Changes to these Terms

Corelynx may update these Terms from time to time to reflect changes in law, service design, platform features, operating procedures, or commercial arrangements. The updated version becomes effective when published, unless a later date is stated.

25. Contact details

Questions, notices, and legal correspondence relating to these Terms should be sent to Corelynx using the official contact details published by the company.

- Registered Office: 12, HARMONY LANE, MAGBORO, OGUN STATE, NIGERIA
- Support Email: Corelynx@corelynxgroup.com
- Legal/Compliance Email: Corelynx@corelynxgroup.com
- Telephone: 09124299195