

Item	Situation of Item	Photographic evidence	Action	
F	Whole item missing	✓	- GoGetter must ensure that he/ she takes a photo of the item at the pickup and drop off point. - If gogetter discovers the problem on the spot, and it is GoGetter's mistake, GoGetter has to send the cake back for repair, no compensation will be made. Return trip to be covered by GoGetter, if needed - If no photo is provided and customer only discovers the damage after Gogetter has left, GoGetter will have to compensate unless a photo is provided that the item was not damaged upon delivery	
	Cake has slide off the cake board but it is not damaged at all	✓	No compensation	
	Damaged frosting/icing but cake is still edible	✓	- GoGetter has to send the cake back for repair, no compensation will be made but return trip to pickup point is covered by GoGetter - If goods are not returned to pickup point and customer agrees to receive the items, 50% of the retail price of the item will be compensated	
	Cake has slide off the cake board and the edges have been smudged	✓	-Compensation amount depends on the situation of the cake with a compensation cap at 50% of the retail price of the item.	
	Cake is destroyed completely/ Contaminated and cannot be eaten anymore (e.g. Infested by ants, cockroaches)	✓	-A compensation of 100% of the retail price of the item	
Food - Including but not limited to lunchboxes, packaged food and drinks	Taste or freshness of item (e.g. food is not hot anymore, soggy fries and burger, ice has melted)	✗	- No compensation will be made on the retail price of the item -If it is time sensitive, only the late fee will be compensated (RM15/hr)	F
	Slight spillage(e.g. A portion of the soup has been spilled but food can still be eaten)	✓	-Packaging of goods must meet GoGet's Packaging Guideline - A maximum cap at 50% of retail price of the item if the item is still edible	
	Inedible food (e.g. Contaminated food due to poor condition in gogetter's vehicle, spillage)	✓	A compensation of 100% of the retail price of the item	
Flower/ Plant	Ribbon fell off/ Crumpled Wrapper	✓	No compensation but if needed, GoGetter will send the item back to be fixed and the return trip will be covered by the GoGetter if it was his/ her negligence	
	A small amount of petals, leaves fell off but there is no visual damage	✓	No compensation	
	Petals missing, whole flower missing, leaves cut off	✓	Compensation depending on the situation of the flower/ plant capped at a maximum of 50% of the retail price of the item	
	Whole bouquet of flowers wilted (e.g. Flowers drenched in rain, squashed flowers)	✓	A compensation of 100% of the retail price of the item	
Groceries - Perishable item (Including but not limited to juice and vegetables)	Freshness of food (e.g. Juice has gone bad/ vegetables not fresh)	✗	- No compensation will be made on the retail price of the item -If it is time sensitive, only the late fee will be compensated (RM15/hr)	
	Item is damaged (e.g. Packaging has opened, tin has been badly dented during journey)	✓	A compensation of 100% of the retail price of the item	
	Frozen product is melted but still edible	✗	No compensation	
	Frozen product is melted and no longer edible	✓	A compensation of 100% of the retail price of the item	
Glassware	Shattered glassware	✓	-Packaging of goods must meet GoGet's Packaging Guideline - A compensation of 100% of retail price of the item	
Balloon	Ribbon/ String attached to balloon come out/Strings tangled	✓	Posters must provide clear handling instructions for delicate balloon arrangements. If no instructions are given, no compensation will be provided. If instructions are provided and the balloons still arrive tangled, compensation of up to 50% of the retail price may apply,	
	Crooket balloon/ Shape of balloon is affected/ Balloon looks out of place/ Balloon cannot stand on its own	✓	If only 1 balloon in the bundle is deflated or crooked, no compensation will be provided as it may be due to a faulty product. Compensation only applies if the majority of the balloons are affected.	
	Burst balloon	✓	-A compensation of 100% of the retail price of the item if it was found that the damaged was caused by GoGetter's negligence. - No compensation if balloon burst due to environment factor/ product defect	

Non-perishable item (Others)				
Hamper	Ribbon came off	✓	No compensation but if needed, GoGetter will send the item back to be fixed and the return trip will be covered by the GoGetter if it was his/ her negligence	
	Wrapper broke apart	✓	No compensation but if needed, GoGetter will send the item back to be fixed and the return trip will be covered by the GoGetter if it was his/ her negligence	
	Goods in hamper damaged	✓	A compensation of 100% of the retail price of the item that has been destroyed	
Furniture	Chipped edges	✓	Photo as evidence, case by case basis, depending on severity	
	Furniture destroyed and has lost functionality (broken leg/ drawer/panel)	✓	Maximum cap at RM100 for non-BA and RM400 for BA	
Document	Crumpled envelope	✗	No compensation	
	Envelope is destroyed but document is in good condition	✗	No compensation	
	Envelope is torn apart and document is destroyed	✓	No compensation but if needed, the return trip will be covered by the GoGetter if it was his/ her negligence	
Parcel	Crumpled package	✗	No compensation	
	Package is opened up but item is in good condition	✗	No compensation	
	Parcel is destroyed and item in parcel is destroyed	✓	A compensation of 100% of the retail price of the item that has been destroyed	
Apparel	Dirty apparel due to GoGetter's negligence	✓	GoGetter has to pay for the cleaning fee and deliver the items back to the Poster after items have been cleaned	
	Apparel is destroyed	✓	A compensation of 100% of the retail price of the item that has been destroyed	