

RydeSEND Claim Form

If you wish to make a claim for compensation, please email us at support@rydesharing.com with your order information and documented proof within one day of the receipt date. Claims submitted after the stipulated time frame will not be entertained.

Ryde will investigate your case to determine if your case is applicable for compensation and assess the amounts of compensation.

For more information, you may reach us via Facebook Messenger.

Documents required for Lost Parcel Claim:

1. Documented proof of value, which is a receipt or invoice showing the contents of your delivery items and their value.
2. Please note that all second hand items will not be applicable for compensation.
3. Documented proof of loss, which is a signed and dated letter from the intended recipient confirming the item was never delivered.

Documents required for Damaged Parcel Claim:

1. Documented proof of value, which is a receipt or invoice showing the contents of your delivery items and their value.
2. Please note that all second hand items will not be applicable for compensation.
3. Photos clearly showing your items and the damaged area.
4. Photos of the items showing all the packaging that was used to protect your items during the delivery, including the area where the damage occurred.
5. You shall ensure that all packaging is kept until the claim is resolved as we will need to see this during the investigation.

* Required

1. Trip ID *

2. Registered Mobile Number *

3. Is the package tampered with? *

Mark only one oval.

Yes

No

NIL

4. Name of Lost/Damaged Item(s) *

5. Number of Lost/Damaged Item(s) *

6. Item(s) Description *

Lost Parcel Claim

We are sorry that your item was lost.

As we specify in our Terms of Use, if a receiver is absent or uncontactable when the driver arrives at the drop-off point, drivers will be encouraged to call the receiver at least twice and wait for at least 10 minutes there to complete delivery order.

However, if the receiver is still uncontactable, drivers will be allowed to leave your items at the drop-off point at the sender's risk for any damages or loss.

In such a case, we cannot compensate for the loss of your items.

1. Is this a second-hand item?

Mark only one oval.

Yes

No

2. Do you have a Documented Proof of Value? (Receipt or Invoice showing the contents of your delivery items and their value)

Mark only one oval.

Yes

No

3. Do you have a Documented Proof of Loss? (A signed and dated letter from the intended recipient confirming the item was never delivered)

Mark only one oval.

Yes

No

Damaged Parcel Claim

1. Is this a second-hand item?

Mark only one oval.

Yes

No

2. Do you have a Documented Proof of Value? (Receipt or Invoice showing the contents of your delivery items and their value)

Mark only one oval.

Yes

No

3. Do you have photos clearly showing your items and the damaged area?

Mark only one oval.

Yes

No

4. Do you have photos of the items showing all the packaging that was used to protect your items during the delivery, including the area where the damage occurred?

Mark only one oval.

Yes

No

5. You agree to ensure that all packaging is kept until the claim is resolved as we may require more information during the investigation.

Mark only one oval.

Yes

No