



NINJA VAN provides next-day deliveries to any location in Singapore with the exception of offshore islands and restricted zones (list can be found [here](#)). Simply make a booking online and we will head over to your specified pickup location to collect your parcels.

With our Real-time Parcel Tracking System, we report the status of parcels during the delivery process, and we ensure your parcel is accounted for every step of the way.

Deliveries will take place in the chosen timeframe (1-3 day, or next day) from the selected pickup date.

🕒 Courier Services

**Standard
COURIER**

Starting from **\$5**

Delivery within 1-3 working days

**Express
COURIER**

Starting from **\$6**

Delivery within 1-2 working days

**Time-Slot
COURIER**

Starting from **\$8**

Choose your preferred time for next day delivery
(9am - 12pm, 12-3pm, 3-6pm, 6-10pm)*



Up to 2 free redeliveries



Change of delivery details (at least 1 day in advance)



Weekday + Saturday Delivery



Cash on delivery collection (\$1 or 3% of invoice value- whichever is higher)

*By default if no timeslot is selected, delivery will be anytime between 9am-10pm. Delivery will commence the day after pickup, aside from same-day delivery.

*Shippers are responsible for the selection of correct delivery option. NO REFUNDS will be given for wrong option selected.

* In cases of unsuccessful deliveries / returns, Ninja offers a total of 3 attempts (Original attempt + 2 subsequent redelivery/re-pickup attempts)

💳 Payment Method

Business Basic (Pre-Paid Account)

Orders can only be placed upon sufficient account balance, which can be topped up easily via the Billing Module in the Shipper Panel

Business Premium (Post-Paid Account)

Business Premium members may elect to pay by cheque or bank transfer at the end of the month

📊 Rate & Size Chart

PARCEL SIZE	SMALL	MEDIUM	LARGE	EXTRA LARGE
DIMENSIONS (L+W+H)	0-80cm	81-120cm	121-200cm	201-300cm
WEIGHT	0-4kg	4.1-10kg	10.1-20kg	20.1-30kg

** Rates are based on size/weight whichever is higher (excl GST)

* A \$3 minimum surcharge will apply when there are less than 3 parcels per pickup.

* Maximum 30kg/ 300cm (sum of dimensions), and value of up to \$2,000 per parcel.

Restriction
Maximum single dimension = 1.4m

Ninja Van's liability for any loss of or damage to delivery Items shall be limited to the value of the delivery item or SGD\$100 per delivery Item, whichever is lower. For increased insurance coverage, please contact us.

Claims are to be submitted to Ninja Van within 30 days of order creation, or 1 week from successful delivery of order. Any claims received after this period will not be recognized

📦 Important Packing Points

Please pack your valuables in a safe manner to maintain the condition of your items throughout the delivery process.

IMPORTANT PACKING POINTS

When sending liquor, wine, or other bottled items, please inform staff upon pickup.

Please wrap ceramics, glass and other fragile items in protective materials such as bubble wrap. Place the items in an upright position so as to minimise movement.

Please fill up empty areas of carton boxes by using balled up newspaper or other material.

For items containing liquids, kindly insert them into sealable plastic bags to prevent spillage. Place the items in an upright position.

Please place clothing in plastic bags before inserting into a carton box.

All fragile items must be labelled with a fragile sticker.

Please encase stacked packages in a large carton box and thoroughly fill up empty spaces in between.

Always wrap a single package.

*Items not appropriately packed/labelled may be subjected to either
(i) Relabeling and/repackaging by Ninja Van staff at the shipper's cost.
(ii) Rejection and subsequent return to sender for repackaging.

🚫 Delivery Item Restrictions

Please note that service is not available for the items listed below.

- 🚫 Cash, cheque, bills, stock and other marketable securities.
- 🚫 Items that exceed size specifications for NINJA VAN.
- 🚫 Flammable, ignitable or volatile items such as fireworks, kerosene, gas canisters, and paint thinner.
- 🚫 Cards such as credit cards and ATM cards.
- 🚫 Examination certificates, passports, and insurance documentation which cannot be reproduced.
- 🚫 Poisonous or toxic substances.
- 🚫 Human remains, altars, Buddhist altars.
- 🚫 Written drafts, original films, tapes and film material which cannot be reproduced.
- 🚫 Individual parcels with a value that exceeds S\$2,000.
- 🚫 Firearms, swords.
- 🚫 Pets such as dogs, cats, and small birds, etc.