

VORA PACKAGE STORAGE TERMS & CONDITIONS

Terms & Conditions

Effective Date: May 20, 2026 | Version 1.0

These Terms and Conditions govern the use of the Vora package storage and delivery service. By submitting a package storage or pickup request through the Vora application, you ("Customer") agree to be bound by these terms in full.

1. Service Description

Vora provides temporary package storage and coordinated pickup/delivery services. Packages are accepted at partner warehouse locations, stored for the agreed period, and delivered to the specified address via the selected carrier.

2. Package Submission Rules

- **Accurate information:** The Customer must provide correct dimensions, weight, declared value, and delivery address when placing an order. Vora reserves the right to adjust pricing if submitted data is materially inaccurate.
- **Packaging:** All packages must be adequately packed to withstand normal warehouse handling and transport. Vora accepts no liability for damage resulting from insufficient or improper packaging.
- **Labelling:** Packages must be clearly identifiable. Vora will generate a reference code that must accompany the shipment.
- **Single item per order:** Each order covers one package. Separate orders must be placed for multiple packages.

3. Accepted & Prohibited Items

Vora accepts general consumer and commercial goods suitable for standard warehouse storage. The following are strictly prohibited:

Accepted	Prohibited
General merchandise & consumer goods	Hazardous, flammable, or toxic materials
Electronics (properly packed)	Perishable food or beverages
Apparel, textiles, and footwear	Firearms, ammunition, or explosives
Books, documents, and printed materials	Controlled or illegal substances
Industrial parts and components	Live animals or plants
Household and personal items	Unlabelled or unidentified packages

Vora reserves the right to refuse, return, or dispose of any package containing prohibited items. All related costs will be charged to the Customer.

4. Storage & Warehouse Rules

- **Storage period:** The agreed storage period begins from the date the package is received at the warehouse and ends on the date of confirmed dispatch to the carrier.
- **Warehouse access:** Customers do not have direct access to the warehouse. All interactions are managed through the Vora application.

- Warehouse conditions: Packages are stored in a dry, secured indoor environment. Vora does not guarantee climate-controlled storage unless explicitly stated in the order.
- Compliance: Customers must comply with all applicable warehouse rules and local regulations regarding the goods they submit.

5. Pickup & Delivery

- Carrier selection: The Customer selects a delivery carrier through the application. Delivery times and service quality are subject to the selected carrier's own terms.
- Delivery address: The Customer is responsible for providing a correct and accessible delivery address. Failed deliveries due to incorrect information may incur additional charges.
- Delivery confirmation: Once the package is handed over to the carrier, Vora's storage responsibility ends. Further tracking is managed by the carrier.

6. Return Policy

- Return request: A return request can be submitted through the application while the package has STORED status. Returns are not possible once the package has been dispatched to a carrier.
- Return shipping: Return delivery costs are borne by the Customer. The Customer selects the carrier and delivery address for the return.
- Condition on return: Vora will return the package in the same condition it was received. No modifications or repackaging are performed unless agreed in writing.

7. Pricing & Payment

- Pricing: Storage and delivery prices are calculated based on package dimensions, weight, storage period, and selected carrier. Prices are displayed before order confirmation.
- Payment methods: Accepted payment methods are card payment and cash on delivery (COD), where available.
- Currency: Prices are displayed in the currency of the selected country (EUR, RSD, or BAM). VAT is itemised separately where applicable.
- No refunds after dispatch: Once a package has been handed to a carrier, the delivery fee is non-refundable.

8. Liability

Vora's liability for loss or damage to stored packages is limited to the declared value of the package, not exceeding the maximum covered by the selected insurance option. Vora is not liable for indirect losses, loss of business, or consequential damages.

Vora is not liable for delays or losses caused by the carrier, force majeure events (natural disasters, strikes, government restrictions), or circumstances beyond Vora's reasonable control.

Customers are strongly encouraged to declare the accurate value of high-value items and to obtain independent cargo insurance where appropriate.

9. Data & Privacy

Personal data collected during registration and order placement (name, address, contact details) is processed solely for the purpose of providing the service. Vora does not sell or share personal data with third parties other than the selected carrier and payment processor. Data is handled in accordance with applicable data protection legislation.

10. Changes to Terms

Vora reserves the right to update these Terms and Conditions at any time. Customers will be notified of material changes via the application. Continued use of the service after notification constitutes acceptance of the updated terms.

11. Governing Law

These Terms are governed by the laws of the jurisdiction in which the Vora warehouse facility operates. Any disputes shall be subject to the exclusive jurisdiction of the competent courts of that jurisdiction.