



Refund Policy

Effective Date: 10/16/2025

Company: Purple Way Logistics, LLC

At **Purple Way Logistics, LLC**, we take pride in providing reliable, secure, and professional courier and logistics services. Because our work involves time-sensitive pickups and deliveries, all sales and service charges are generally **non-refundable**, except under specific conditions outlined below.

1. Refund Eligibility

Refunds are only issued **if an item picked up or delivered by Purple Way Logistics, LLC is damaged to the point that it becomes unusable.**

To ensure transparency and accountability:

- Photos will be taken **at the time of pickup** and **at the time of delivery** to document the condition of each item.
- These photos will serve as verification for any refund requests or damage claims.

If our review confirms that the item was damaged while in our care and is no longer usable, a **partial or full refund** may be approved based on the extent of the damage.

2. Non-Refundable Circumstances

Refunds will **not** be issued for:

- Delays caused by traffic, weather, or other circumstances beyond our control
 - Incorrect or incomplete pickup or delivery addresses provided by the customer
 - Items that were already damaged or improperly packaged before pickup
 - Perishable goods or fragile items not declared at the time of booking
 - Customer cancellations made after dispatch or
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3. Manager's Discretion

In special situations not covered above, refunds or credits may be considered **at the sole discretion of our Shipping Manager**. Each case will be reviewed carefully to ensure fairness and consistency with company policy.



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4. Refund Process

If you believe your item qualifies for a refund due to damage:


1. Contact us within **48 hours** of delivery.
2. Provide your **invoice number**, a description of the issue, and any additional photos you have.
3. Our team will review your claim and respond within **5–7 business days** with a decision or request for more information.

Approved refunds will be processed using the **original payment method** within 7–10 business days.

5. Contact Information

For refund inquiries, please contact:

 **purplewayllc@gmail.com**

 **(214)283-9387**

 **Purple Way Logistics, LLC**
PO Box 55, Rosharon, TX 77583

Our Commitment

At **Purple Way Logistics**, we value every customer and every delivery. Our policies are designed to keep our services fair, transparent, and dependable — because when you trust us with your shipment, we treat it with care and respect every step of the way.