



Documents Delivery

Terms & Conditions

These are the Important & Urgent Documents Delivery Terms & Conditions. Documents Delivery Terms & Conditions will be changed without any prior notice.

- **FAMILY GUYS LLP®**

- Family Guys LLP® is a business entity offering this service 'Documents Delivery'. And the Terms and Conditions only apply to the 'Documents Delivery'.

- **Who are the clients?**

- Anyone above the age of 18 years (18+) can be our customer under this category. Valid and Not-Expired ID verification required (Provencial photo ID, Drivers Licence, Passport etc.)
- For documents delivery, term 'Documents'/'Customers' will be used onwards.

- **What we provide?**

- We provide the following under this category.
- We offer one way and return delivery of important documents to 50+ destinations within Southern Ontario and Québec (and only one way from all these 50+ destinations to the Waterloo Region).
- We deliver documents having maximum weight of 1000grams (2.2lbs/1kg).
- We offer the same day one way delivery.
- Only 'By Hand' pick up and delivery is available.
- Documents will be picked and dropped from/to the address provided.
- The service charges are set as mentioned in the Family Guys price list.
- IT IS VERY IMPORTANT TO NOTE that the driver will wait 15 minutes after the wait time is over, will leave after 15 minutes and there will be no refund. Thus plan your return delivery accordingly.
- Family Guys® LLP won't take any responsibility if due to the wrong address and wrong recipient provided by the sender the documents have been delivered to the wrong address and wrong recipient. So please ensure that the correct details are provided at the time of booking.
- In case some person other than the person mentioned on the delivery slip picks the document, it needs to be mentioned by the person who is delivering the documents.

Version:	V:3	Approved By:	Family Guys® LLP
Date:	August 02, 2026	Document Name:	Documents Delivery_Terms & Conditions



Documents Delivery

Terms & Conditions

- Customers can book this service by contacting us via, email, phone, text, WhatsApp (519) 577-2318 and after paying invoiced/quotation charges via e-transfer to familyguyscanada@gmail.com. However, any family member/family friend or legal representative can also book/reserve this service.
- Currently we are offering Documents Delivery service for the following destinations in Ontario/Quebec, Canada.

- | | |
|------------------------|-----------------------|
| 1 Montreal, QC | 27 Vaughan, ON |
| 2 Ottawa, ON | 28 Newmarket, ON |
| 3 Sudbury, ON | 29 North York, ON |
| 4 Sault Ste. Marie, ON | 30 Stratford, ON |
| 5 Algonquin Park, ON | 31 Woodstock, ON |
| 6 North Bay, ON | 32 Collingwood, ON |
| 7 Kingston, ON | 33 King City, ON |
| 8 Windsor, ON | 34 Oshawa, ON |
| 9 London, ON | 35 Tobermory, ON |
| 10 Hamilton, ON | 36 Huntsville, ON |
| 11 Toronto, ON | 37 Gravenhurst, ON |
| 12 Goderich, ON | 38 Bracebridge, ON |
| 13 Barrie, ON | 39 Orillia, Ontario |
| 14 Milton, ON | 40 Blue Mountains, ON |
| 15 Mississauga, ON | 41 Wasaga Beach, ON |
| 16 Oakville, ON | 42 Malton, ON |
| 17 Brampton, ON | 43 Etobicoke, ON |
| 18 Whitby, ON | 44 Georgetown, ON |
| 19 Ajax, ON | 45 Acton, ON |
| 20 Pickering, ON | 46 Turkey Point, ON |
| 21 Scarborough, ON | 47 Mount Forest, ON |
| 22 Markham, ON | 48 Tillsonburg, ON |
| 23 Richmond Hill, ON | 49 Kawartha Lakes, ON |
| 24 Brantford, ON | 50 Niagara Falls, ON |
| 25 Burlington, ON | 51 Arthur, ON |
| 26 Sarnia, ON | 52 Orangeville, ON |

Version:	V:3	Approved By:	Family Guys® LLP
Date:	August 02, 2026	Document Name:	Documents Delivery_Terms & Conditions



Documents Delivery

Terms & Conditions

- Envelope will be provided by the person who is delivering the document. At the time of delivery, it needs to be open and once the document is verified by the pickup agent it will be closed/sealed by the customer.
- Customers need to pay all dues before the start of the delivery.
- We can only book in advance.
- We may not be able to pay for the products and services that are not included in the invoice or ordered before.
- Customers using this service 'Documents Delivery' need to fill the 'Delivery Form', as it is the mandatory requirement.
- Delivery booking can only be confirmed once the government issued photo ID is presented; i.e., Drivers Licence, Passport or Government issued Provincial Photo ID.
- **Accidents can always happen and beyond human control thus we may not be able to avoid unfortunate inevitable events or happenings. Thus, decide accordingly, keeping this clause in mind. We will not take any responsibility of the damaged, lost or delayed document (s) delivery because of any natural cause, event or human error.**
- The Family Guys driver is the Family Guys Employee or Contractor. He/She will do his/her work diligently and knows what to do professionally.
- Please do not direct/compel Family Guys driver to take a desired or different route. The driver will follow the best route which is commonly used for other motorists and safe.
- Safety and Security of the Family Guys driver and clients/ and/or documents is our responsibility, so please adhere to the Family Guys Documents Delivery Terms & Conditions.
- 13%HST is already included in the total bill.
- In case of return delivery booking, wait time (max 3hrs) and parking will be charged.
- Please don't compel/instruct driver to over speed. Drivers know well how to drive safe.
- Documents Delivery designated delivery trips are from a pick-up point to the destination (i.e. Waterloo Region, ON) and finally drop-off point, thus culminating the whole trip. Thereby we will not digress from the main trip route for other chores.
- **IT IS THE RESPONSIBILITY OF THE INDIVIDUAL/S WHO BOOKED THIS SERVICE NAMED AS 'DOCUMENTS DELIVERY' WITH THE FAMILY GUYS TO READ THE 'DOCUMENTS DELIVERY' TERMS & CONDITIONS. WE WILL NOT TAKE ANY RESPONSIBILITY**

Version:	V:3	Approved By:	Family Guys® LLP
Date:	August 02, 2026	Document Name:	Documents Delivery_Terms & Conditions



Documents Delivery Terms & Conditions

WHATSOEVER FOR ANY MISUNDERSTANDING, THUS PLEASE ASK IF YOU HAVE ANY QUESTION.

- ****Any kind of disrespectful behaviour and language won't be tolerated. In case of any such event the delivery will be cancelled immediately and there will be no refund at all.*
- Any other term and condition will be added without any notice or consent.
- Family Guys price list and services are subject to change and without any notice or consent.
- Thanks for your interest in the Family Guys® services, see you.
- No signatures are required by the Family Guys® LLP and the Customer.
- We appreciate a **TIP** as a token of appreciation.

Version:	V:3	Approved By:	Family Guys® LLP
Date:	August 02, 2026	Document Name:	Documents Delivery_Terms & Conditions



Documents Delivery Terms & Conditions

We the Family Guys® LLP **CAN** Pick up/Deliver the following!!!

GENERAL CATEGORIES OF **ALLOWED** DOCUMENTS ☒

- **Personal & Business Correspondence:** Personal letters, postcards, invoices, receipts, and financial statements.
- **Legal & Court Papers:** Statements of claim, applications, contracts, wills, and estate documents.
- **Government & Official Records:** Passports, Drivers Licence, Photo ID, corporate filings, certificates, degrees and academic transcripts.

We the Family Guys® LLP **CAN NOT** Pick up/Deliver the following!!!

GENERAL CATEGORIES OF **NOT-ALLOWED** ITEMS/DOCUMENTS ☐

Dangerous, Prohibited Substances and Hazardous Goods

- **Explosives and Fireworks:** Items like common fireworks, ammunition, or blasting caps are banned. “Explosive; Highly flammable; Radioactive; Otherwise, dangerous.”
- **Flammable Liquids and Gases:** Gasoline, lighter fluid, and camping gas cylinders cannot be shipped.
- **Corrosive and Toxic Substances:** Bleach, drain cleaners, acids, and pesticides are forbidden.
Radioactive materials: Any substances emitting harmful radiation.
- **Hazardous items:** Packages displaying dangerous goods symbols or bearing residue from prior hazardous contents

Illegal, Controlled and Restricted Items

- **Illegal Narcotics:** Unlawful drugs and controlled substances without medical clearance are prohibited. “Any item that is forbidden by (local) law e.g., narcotics or weapons.
- **Ammunition-carrying, Unlicensed Firearms:** Prohibited weapons and handguns are banned from standard courier networks.

Version:	V:3	Approved By:	Family Guys® LLP
Date:	August 02, 2026	Document Name:	Documents Delivery_Terms & Conditions



Documents Delivery Terms & Conditions

- **Currency and Negotiable Items:** Bank bills, notes, and cash money are typically not accepted for transport. “Shipments prohibited by law; Bank bills, notes or currency”.
- **Improperly packed perishables or animals:** Live creatures or spoiling foods failing baseline shipping parameters.
- **Offensive materials:** Items emitting foul odors or items that can soil and taint other mail.

Biological and Sensitive Materials

- **Human Remains:** Human bodies cremated remains, or body parts are barred.
- **Perishable and Contaminated Goods:** Certain uncertified animal products or soils carrying disease risks are restricted.

Illegal and Controlled Substances

- Cannabis or CBD products for international mail.

Living and Perishable Items

- Live animals.
- Perishable foods or plants that break shipping rules.
- Items that can leak, smell bad, or ruin other mail.

Version:	V:3	Approved By:	Family Guys® LLP
Date:	August 02, 2026	Document Name:	Documents Delivery_Terms & Conditions