



ROADBULL

SERVICE GUIDELINES

At **Roadbull**, we guarantee deliveries from the time you make your booking up till 4 days in advance. From East to West, North, to South, we roll wherever it is on the sunny island with the exception of islands not connected via road and restricted zones. Booking & tracking your deliveries are made easier with our user friendly mobile apps & online interface. We ensure that you know when and where your item is at every stage of the delivery.

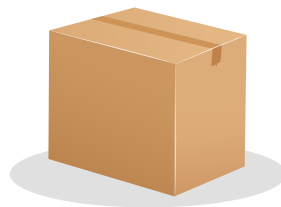
PARCEL DIMENSIONS



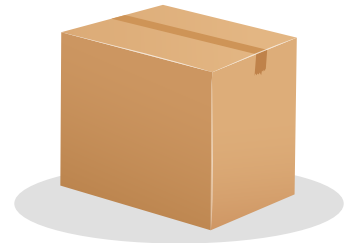
• **Small**
0-85 CM



• **Medium**
86-125 CM



• **Large**
126-200 CM



• **Extra Large**
201-300 CM

L+W+H
Dimension

Weight

0-5 KG

5-10 KG

10-20 KG

20-30 KG

**Rates are dependent on price-plan subscribed.*

PAYMENT METHODS

(Pre-paid)

- Biz Lite
- Biz Lite Plus
- Biz Classic
- ✓ • Credit Card
- ✓ • Paypal
- ✓ • Bank Transfer
- ✓ • Cheque



(Post-paid)

- Biz Classic
- Biz Enterprise
- Biz Enterprise Plus
- Biz Premium
- ✓ • Cheque
- ✓ • Bank Transfer

PACKING TIPS "PASS" METHOD

— PACK —



Internal Cushioning

Always ensure that there are heaps of internal cushioning (Bubble wrap, Newspaper or shredded paper is recommended).

1

2

Seal your Products Well

For liquids, ensure they are either in leak-free containers or sealed in strong plastic bags.



More than One Item

If more than one item is being sent in a single parcel, ensure that they don't have a chance to damage each other. Individual wrapping and padding is an awesome way of preventing this.

3

4

Cushioning in between

Please place stacked packages in a large enough box & fill up all gaps with cushioning in between.



5/5 Rules

We use the 5/5 rule for any items. This means 5cm of padding between the walls of the packaging and 5cm of individual packaging for each item, inform us through notes or markings like "Fragile" and "This Way Up" so that special handling will be applied.

5

6

Packed Clothes in Plastic Wraps

Clothes are advised to be packed in plastic wraps prior to boxing up.



Pack

Pack your items in protective wraps prior to boxing up

Seal

Make sure that boxes are sealed securely with at least two or three strips of tape so that your items are tightly secured

Send

Now Send it!

PROHIBITED ITEMS

1. Live animals and insects
2. Any restricted or illegal substances, regardless of whether they are prescription quantity or not under the laws of Singapore
3. Firearms and ammunition
4. Human or animal remains
5. Any noxious substances
6. Any perishable food items
7. Any unsolicited indecent item or representation of any kind
8. Any item that is capable of causing injury to any person or damage to property regardless of packaging
9. Valuable items such as bullion, cash or currency jewellery, and items of a fragile nature
10. Live plants
11. Original Artwork
12. Items over 30kg
13. Items of value more than S\$3,000 (Roadbull is not liable for values >S\$3k)
14. Original documents which cannot be reproduced e.g. share certificate, birth certificates, passports, title deeds, drawings or recordings

AREAS WE DO NOT COVER

We do not deliver to restricted areas e.g. Changi Airport (Transit & Departure Area). Cargo Complex, Alps Avenue, PSA Terminal, Army Camps (CMPB, Gombak Base, Airbase, Naval Base, Police HQ, Prison Complex, Police Coast Guard Base, Woodlands & Tuas Checkpoints, Jurong Island).

We do not deliver to off island areas e.g Pulau Ubin, Pulau Tekong, Southern Island, Lazarus Island and overseas deliveries.

1. If pick up items are in our depot, with delivery destination being are restricted area:
You will be notified via email to make amendments to your delivery destination. Delivery date and time options will be provided for re-delivery for your selection.
2. If Roadbull is informed at the pick up destination that the area is a restricted area:
Your items will be re-directed to our depot. We will notify you via email to make amendments to your delivery destination. Delivery date and time options for re-delivery will be provided for your selection.

For full list, refer to List of Areas not covered by Roadbull

It is at the responsibility of the sender to ensure that the pick up or delivery destination does not fall under Roadbull's full list of the **Restricted areas**.

Places that are not open to public delivery. Places that are only allowing in house delivery.

Postal Code

099958	Resort World at Sentosa	608829	Mapletree Logistics Hub	738700	Woodland Check Point
098269	Universal Studio Singapore	609278	Shell	757618	Sembawang Camp
109679	Resort World at Sentosa (OFFICE)	609412	Vobak Building	757621	Chong Pang Camp
109680	Defence Technology Tower A	609831	Caltex Jalan Buroh 1 Service Centre	757752	Sembawang Airbase
109681	Central Manpower Base (CMPB)	619110	Jurong Port	757753	Khatib Camp
109682	Defence Technology Tower B	619523	ST Kinetics	757758	Dieppe Barracks
117386	Defence Technology Tower B	628054	29, Tanjong Kling	758103	Senoko Power Station
117536	1, Pulau Ular	628398	Tuas Naval Base	759907	Senoko Incineration Plant
117605	Power Grid	628439	Tanjung Gul Camp	759945	Admiralty West Prison
117630	Stockport Road	629122	Jurong Shipyard	759956	Sembawang Shipyard
118326	Tanjong Berlayer Camp	629351	50, Gul Road	759956	Sembawang Wharf
129817	Clementi Camp	629353	Keppel Shipyard (Gul)	759957	Sembawang Prison
139302	Ayer Raja Camp	629888	Keppel Shipyard	769194	4 Lorong Chencharu
149051	Special Operation Command	637559	Pasir Laba Camp	778895	Nee Soon Camp
149373	Queenstown Remand Centre	637607	Tuas Power Station	778900	Nee Soon Camp (Leo North)
178880	Parliament House	638357	Jurong Camp I	779914	Nee Soon Camp (SCDF)
248843	Tanglin Camp	638361	Jurong Camp II	797792	Seletar Airport Passenger Terminal
307987	IRAS	638364	SAFTI Military Institute	797809	Seletar Airport
367833	Mount Vernon Camp	638501	ST Marine	819658	Changi International Airport Services
397970	Guillemard Camp	638709	15, Tuas Crescent	819659	SATS Inflight Catering Centre 1
417902	Kaki Bukit Prison School	638717	23, Tuas Crescent	498807	Alps Avenue
465556	Bedok Camp	667988	Bukit Gombak Camp		
478937	Singapore Prisons Quarters	669638	Hillview Camp		
478969	Bedok Reformative Training Centre	669642	Gombak Base HQ		
498760	Changi Exhibition Centre (Airbase)	669644	Gombak Base		
498761	Changi Exhibition Centre (Airbase)	669645	Ministry of Defence		
498802	Changi North Way	669646	Bukit Panjang Camp		
498819	Changi Naval Base	688248	Kranji Camp III		
498834	Tanah Merah Prison	688253	Police Dog (K9) Unit		
499611	8 Changi North Way	688255	Mowbray Camp		
506969	Changi Prison Complex Cluster B	688256	Kranji Camp II		
507087	Selarang Camp	688257	Kranji Camp		
507093	Changi Camp	688793	Stagmont Camp		
507709	Changi Prison Complex Cluster A	689953	Keat Hong Camp II		
508487	Hendon Camp	689954	Keat Hong Camp		
509863	Changi Airbase	698956	Tengah Air Base		
509927	Trent Engine Overhaul Complex	708972	Murai Camp		
509928	SIA Engine Test Centre	708976	Lim Chu Kang Camp II		
509932	Trent Engine Overhaul Complex	718919	Sungei Gedong Camp		
528765	21 Tampines North Drive 2	729753	Mandai Camp		
534257	Paya Lebar Airbase	729754	Mandai Camp II		
567754	Amoy Quee Camp	729756	Mandai Hill Camp		
578775	601, Island Club Road	738103	Woodland Check Point		
596302	Maju Camp	738203	Woodland Check Point		
596472	Police KINS Training Camp	738406	60 Woodlands Industrial Park D		