



TERMS AND CONDITIONS OF USE – FOR DRIVERS

Last updated: 24 April 2026

Effective date: Upon account activation

These Terms govern your use of Mover as an independent driver/transport provider.

Relationship with Mover

You are an independent contractor, not an employee, agent, or partner of Mover. Mover provides a marketplace to connect you with customers. You control when, where, and how you perform transport services, subject to these Terms and applicable law.

Account & KYC

- 2.1 To register, you must provide: valid SA ID/passport + work permit if applicable, driver's license, vehicle registration/license disc, bank account details, and pass a background check.
- 2.2 You must keep all documents current. Expired docs = account suspension.
- 2.3 You are responsible for all activity under your account. No account sharing.

Service Standards

- 3.1 Accept only jobs you can complete legally and safely within the agreed time.
- 3.2 Arrive within the ETA shown. Call the customer on arrival, and or to explain delays.
- 3.3 Handle goods with reasonable care. Take photos before loading and at offload.
- 3.4 Request customer to mark the job as complete on the platform as proof of delivery.
- 3.5 Be professional. Discrimination, harassment, or intoxication = immediate termination.

Fees & Payouts

- 4.1 Mover charges a platform fee per job. The fee % is shown before you accept.
- 4.2 Customer payments are collected by Mover first.
- 4.3 Funds are held until the customer marks the job as complete on the platform, and payouts take up to 48 hours after job completion for dispute resolution, then included in weekly payouts every Monday, Wednesday, and Friday.

- 4.4 Your in-app balance is for viewing earnings only. It is not a stored-value wallet. Withdrawals are paid to your verified bank account. You cannot transfer to other users on the app.
- 4.5 If a customer dispute is found in your favour, you get paid. If you are at fault, the claim amount is deducted from your payout.

Liability & Insurance

- 5.1 Mover does NOT provide goods-in-transit insurance.
- 5.2 You accept full liability for loss, damage, or theft of customer goods while in your possession, from pickup to POD.
- 5.3 You are responsible for your own vehicle insurance, third-party liability, and operating permits.
- 5.4 Mover is not liable for fines, accidents, injuries, or delays.

Cancellations

- 6.1 If you cancel <4 hours before pickup or after dispatch, a penalty equal to the base fare may be deducted.
- 6.2 Repeated cancellations or no-shows = suspension of account for up to 30 days / account deactivation in extreme situations.

Prohibited Conduct

You may not: transport prohibited items, solicit offline payment to avoid fees, manipulate GPS, use false docs, or breach our Acceptable Use Policy.

Termination

Mover may suspend/terminate your account for breach, fraud, safety issues, or at Paystack's direction. You may terminate anytime by emailing support@wheelymovers.org with no pending jobs. [<https://wheelymovers.org>].

Governing Law

These Terms are governed by the laws of South Africa. Disputes first go to Mover support, then arbitration under CPA if unresolved.