

ACCOUNT DELETION POLICY
FLEETRASHIP LOGISTICS SOLUTIONS PVT. LTD.

Effective Date: [25/06/2026]

Last Updated: [25/06/2026]

1. INTRODUCTION

This Account Deletion Policy explains how Merchants may request deletion of their FleetraShip account and describes the information that may be deleted, retained, or anonymized after such request.

This Policy forms part of the FleetraShip Merchant Agreement and Privacy Policy.

2. ELIGIBILITY FOR ACCOUNT DELETION

A Merchant may request deletion of their FleetraShip account at any time, subject to completion of the account closure process.

FleetraShip may require verification of the Merchant's identity before processing any deletion request.

3. CONDITIONS BEFORE ACCOUNT DELETION

Before an account can be permanently deleted, the following conditions must be satisfied:

- All active shipments must be completed.
- No shipment should remain in transit.
- All Return-to-Origin (RTO) shipments must be reconciled.
- All COD settlements must be completed.
- Outstanding shipping charges must be paid.
- Outstanding invoices must be cleared.
- Weight discrepancy disputes must be resolved.
- Fraud investigations, if any, must be completed.
- Any legal or regulatory proceedings affecting the account must be concluded.
- Final settlement must be completed in accordance with the Merchant Agreement.

FleetraShip reserves the right to refuse or delay deletion until these requirements have been fulfilled.

4. HOW TO REQUEST ACCOUNT DELETION

A Merchant may request deletion by:

Through Dashboard

Navigate to:

Profile → Account Settings → Delete Account

and follow the verification process.

OR

By Email

Send a request to:

support@fletraship.com

with:

- Merchant Name
- Registered Mobile Number
- Registered Email Address
- Merchant ID (if available)
- Reason for Account Deletion (optional)

FleetraShip may request additional verification documents before processing the request.

5. PROCESSING TIME

Subject to successful verification and completion of all pending obligations, FleetraShip shall ordinarily process account deletion requests within **30 Business Days**.

Where legal, financial or regulatory obligations remain pending, processing may take longer.

6. WHAT HAPPENS AFTER ACCOUNT DELETION

Upon successful deletion:

- Dashboard access will be disabled.

- API credentials will be revoked.
 - Merchant Wallet will be closed.
 - Shipment booking will no longer be available.
 - Login credentials will become inactive.
 - Future access to FleetraShip services will require a new registration.
-

7. INFORMATION THAT MAY BE DELETED

Where permitted by law, FleetraShip may delete or anonymize:

- Login credentials
 - Profile information
 - Device information
 - Notification preferences
 - API tokens
 - Marketing preferences
-

8. INFORMATION WE MAY RETAIN

Certain information may continue to be retained after account deletion where required by law or for legitimate business purposes, including:

- KYC Documents
- GST Information
- PAN Information
- Bank Details
- Shipment History
- COD Settlement Records
- Tax Invoices
- Financial Records
- Audit Logs
- Fraud Investigation Records

- Legal Correspondence
- Complaint Records
- Payment Records

Such information shall be retained only for the period required under applicable laws or for resolving disputes, preventing fraud, or enforcing legal rights.

9. FINAL SETTLEMENT

Account deletion shall not affect any outstanding financial obligations.

FleetraShip shall complete Final Settlement in accordance with the Merchant Agreement.

Where applicable, the refundable Security Deposit shall be settled after adjustment of all lawful dues and within the timelines specified in the Merchant Agreement.

10. LEGAL OBLIGATIONS

FleetraShip may refuse or postpone deletion where:

- required by law;
 - directed by a Court or Government Authority;
 - necessary for fraud prevention;
 - necessary for tax compliance;
 - required for dispute resolution;
 - required to protect FleetraShip's legal rights.
-

11. REACTIVATION

Once an account has been permanently deleted, it cannot ordinarily be restored.

Any future use of FleetraShip Services shall require creation of a new Merchant Account, completion of KYC verification, and acceptance of the then-current Merchant Agreement.

12. CONTACT US

FLEETRASHIP LOGISTICS SOLUTIONS PVT. LTD.

Registered Office:

Shop No. 3, Kumawato Ki Dhani,
Naradpura, Jalsu, Jaipur, Rajasthan – 303701

Website:

www.fletraship.com

Email:

support@fletraship.com

© FLEETRASHIP LOGISTICS SOLUTIONS PVT. LTD.

All Rights Reserved.