

DOCUMENT REFERENCE POL-DSP-2026-V1	EFFECTIVE DATE August 2026	VISIBILITY Public Document	AUDIENCE Clients & Transport Partners
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1. EXECUTIVE SUMMARY & PURPOSE

Wiltex Direct (Pty) Ltd provides an automated platform connecting cargo senders and vehicle owners with third-party logistics and towing providers. This Dispute Resolution Policy establishes a structured, impartial, and expedient framework to address and resolve conflicts arising between platform users (Clients) and transport service providers (Drivers/Fleet Operators).

2. SCOPE OF DISPUTES & FILING TIMELINES

Disputes must be formally logged through the Wiltex Direct Platform within **48 hours** of job completion or cancellation. Qualifying dispute grounds include:

- **Cargo Damage or Loss:** Partial or full physical damage to freight or vehicles during transit or towing operations.
- **Service Non-Performance / Abandonment:** Driver failing to arrive at pickup or failing to complete delivery without valid force majeure justification.
- **Fee & Route Discrepancies:** Unauthorized extra charges, incorrect weight class billing, or unverified distance deviations.
- **Conduct & Safety Breaches:** Severe unprofessional behavior, safety violations, or vehicle misrepresentation.

3. MULTI-TIER RESOLUTION PROCEDURE

Stage	Tier Name	Timeframe	Process & Governance
Stage 1	In-App Dispute Logging	Within 48 Hours	Complainant submits evidence (photographs, messages, route logs) via the app. Payment payout is automatically frozen.
Stage 2	Platform Mediation	3 to 5 Business Days	Wiltex Direct Compliance Desk evaluates GPS logs, timestamps, driver POD, and photos to render a fair binding decision.
Stage 3	Formal Arbitration	14 Business Days	In complex cases (> R50,000), matters are escalated to independent arbitration in Johannesburg under AFSA guidelines.

4. TEMPORARY PAYMENT LOCK & EVIDENCE REQUIREMENTS

Mandatory Payment Hold: Upon the formal filing of a dispute, all associated transaction funds remain locked in the licensed payment gateway’s escrow environment. Neither the driver nor client can trigger fund movement until compliance clearance is granted.

5. BINDING NATURE OF DECISIONS

Wiltex Direct platform decisions regarding payout releases, partial fee deductions, or customer refunds are binding within the platform ecosystem. Persistent bad-faith disputes or fraudulent claims will result in immediate profile ban and referral to legal authorities.

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