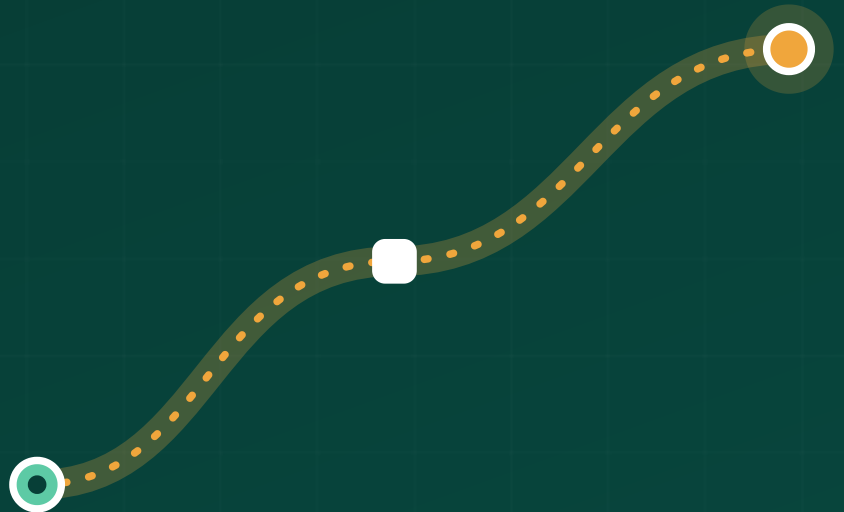


COMPANY PROFILE

The last-mile backbone for Kuwait's businesses.

Tadalal moves orders from shop to doorstep for merchants, restaurants and enterprises across all six governorates — with one platform for ordering, dispatch, live tracking and settlement.





OUR GROUP

Part of Makinzi

Tadalal brings Makinzi's fleet, drivers and operating experience to merchants through a single digital platform.

01

WHO WE ARE

Delivery, fulfilment and commerce under one roof

We run daily delivery for retail, food, health and corporate clients in Kuwait. Merchants create orders or sell through their own Tadalal storefront; our drivers pick up, deliver and collect payment, and every step is visible on a live map.

OUR MISSION

To make every delivery in Kuwait on time, traceable and easy to settle.

OUR VISION

To be the logistics partner every Kuwaiti business relies on for the last mile.

180+

Drivers on the road

150

Vehicles in the fleet

8

Service lines

T+1

Cash-on-delivery settlement

Company detailsTrading name **Tadalal**Parent company **Makinzi Consumer Goods Delivery Company**Country **State of Kuwait**Coverage **All six governorates**Email **info@tadalal.app**Website **tadalal.app**

02

FLEET AND TEAM

150 vehicles and 180+ drivers — the right ride for every delivery

From documents and small parcels to bulk retail drops, we match each order to the vehicle that suits it.

90**Motorbikes**

Fast, light parcels and food across busy city areas.

50**Cars and vans**

Retail orders, multi-drop routes and fragile items.

10**Trucks**

Bulk, B2B and large-item distribution.

180+**Trained drivers, managed in real time**

Every driver works through the Tadalal app with live GPS, proof of delivery and in-app payment collection.

COVERAGE

Daily delivery in all six governorates of Kuwait

1 Capital**2 Hawalli****3 Farwaniya****4 Mubarak Al-Kabeer****5 Ahmadi****6 Jahra**

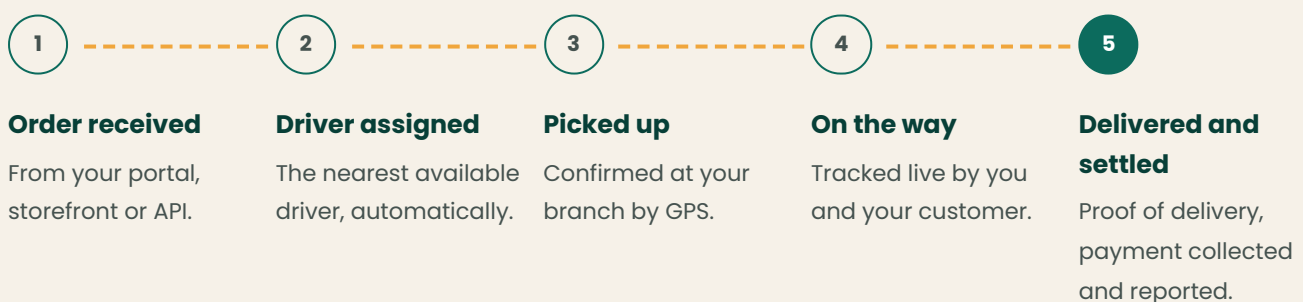
03 WHAT WE DO

Eight service lines, one logistics partner

Use one service or combine them — orders, drivers, payments and reports stay in the same platform.

01 Same-day and scheduled delivery On-demand and booked time-slot delivery for parcels and orders.	02 Cash on delivery and KNET We collect at the door and settle collections to your wallet.
03 E-commerce fulfilment Storage, pick and pack, and dispatch for online sellers.	04 B2B and bulk distribution Store replenishment and multi-drop routes for retailers and suppliers.
05 Dedicated fleet Drivers and vehicles assigned to your brand during your peak hours.	06 Returns and exchanges Reverse pickup, exchanges and return-to-merchant handling.
07 Online storefront and checkout Your own store on your domain, with delivery built into checkout.	08 Live tracking and API Real-time tracking for you and your customers, plus an API for your systems.

The journey of an order



04

SERVICE LEVELS

Service-level commitments and performance indicators

The targets we work to with our business clients. Contract-specific SLAs are agreed per account.

INDICATOR	TARGET	HOW IT IS MEASURED
Same-day delivery	Orders before 2 pm	Delivered the same day within Kuwait
On-time delivery	95%+	Delivered inside the promised window
First-attempt success	90%+	Delivered without a second visit
Cash settlement	T+1	COD collections credited the next working day
Tracking coverage	100%	Every order visible on the live map

05

WHO WE SERVE

The sectors and networks we deliver for

● Retail and e-commerce

● Restaurants and cafés

● Pharmacies and health

● Beauty and cosmetics

● Electronics

● Groceries and FMCG

● Corporate and documents

● Events and gifting



Request a delivery quote

Tell us what you send and where, and our team will prepare a proposal for your business.

OR EMAIL US AT

info@tadalal.app

WEBSITE

tadalal.app

