



## Terms and Conditions

1. **Identification:**
  - JE CARRIERS, LLC / DBA / Ship A Car ASAP™, a registered and bonded property broker (MC# 601214) with the U.S. Department of Transportation, hereby enters into this agreement with the customer, from now on referred to as “Customer,” to facilitate the engagement of a licensed and insured Motor Carrier for the transportation of the specified vehicle(s).
2. **Authorized Representative:**
  - Customer shall designate a representative to handle pick-up and delivery logistics in their absence, with details provided on the order form. Alternate contacts shall also be provided to manage any unforeseen delays.
3. **Scheduling:**
  - While endeavors will be made to adhere to the Customer's scheduling requests, JE CARRIERS makes no guarantees regarding pick-up or delivery dates due to potential transporter delays, mechanical failures, or adverse weather conditions.
4. **Vehicle Preparation:**
  - Customer is responsible for preparing the vehicle for transport by removing or securing loose parts and fragile accessories and ensuring the vehicle is in good running condition unless otherwise noted.
5. **Disclosure of Operational Status:**
  - Customer agrees to disclose the vehicle's operational status to JE CARRIERS. Any inoperability will incur a minimum charge of \$150, subject to the transporter's fee assessment.
6. **Insurance and Claims:**
  - The transporter’s cargo insurance covers vehicles during transit. Claims are to be made directly to the transporter as per the Bill of Lading (BOL) details.
7. **Inspection and Damage Reporting:**
  - Customer and their agents are to thoroughly inspect the vehicle at pick-up and delivery, annotating any damages on the transporter’s BOL.
8. **“Door-to-Door” Service:**
  - Implies the transporter will reach as close to the specified addresses as legally and safely possible, with large parking lots serving as alternative meeting points if needed.
9. **No Rental Liability:**
  - JE CARRIERS holds no responsibility for auto rental costs incurred due to delays, damages, or accidents.
10. **Carrier Assignment Notification:**
  - Upon assignment of a transporter, JE CARRIERS will notify the Customer via email using the provided address.
11. **Cancellation Policy:**
  - Cancellations before carrier assignment will result in a full deposit refund, while post-assignment cancellations forfeit the deposit.
12. **Exclusion of Liability:**
  - JE CARRIERS is not liable for damages caused by acts of God, hail/storm damage, or damages resulting from worn/broken vehicle parts.

**13. Payment Terms:**

- Customer agrees to pay the stipulated transport price/deposit and not to initiate any chargebacks for disputes related to damage claims or delays.

**14. Jurisdiction and Venue:**

- All legal actions or claims shall be filed in the state of North Carolina, Wake County, in the Superior Court.

**15. Compliance with Laws:**

- Both parties agree to comply with all applicable federal, state, and local laws governing vehicle transportation.

**16. Severability:**

- If any provision is found invalid or unenforceable, the remainder of this agreement remains in effect.

**17. Dispute Resolution:**

- Parties agree to engage in good faith negotiations and, if necessary, mediation or binding arbitration in Wake County, North Carolina, for dispute resolution.

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