



CUSTOMER TERMS & CONDITIONS

1. Brokerage Role

EZ Logistics Group, MC# 1600563, is a licensed property broker and acts solely as an intermediary. EZ Logistics does not own trucks or equipment and contracts qualified third-party carriers and service providers.

2. No Guaranteed Delivery Times

Unless explicitly stated in a written agreement signed by an EZ Logistics officer, delivery timelines are estimates only. EZ Logistics does not guarantee exact arrival times.

3. Payment Terms

If credit is extended, invoices are due within 30 days of issue. Late payments are subject to a 1.5% monthly finance charge. In case of legal action, the shipper will be responsible for all collection costs, including reasonable attorney fees.

4. Disputed Charges

Any disputes must be submitted in writing within 10 business days of invoice. EZ Logistics may reject claims under \$150. If a reduction is granted and passed to a carrier, the shipper must cooperate fully with supporting documentation.

5. Cargo Disclosure Requirements

The shipper must disclose, in writing, all relevant cargo information, including hazardous materials, temperature control requirements, food-grade products, or international regulatory compliance. The shipper agrees to indemnify and hold EZ Logistics harmless from any damages, penalties, or legal action arising from nondisclosure.

6. Liability for Cargo Loss/Damage

EZ Logistics does not assume responsibility for cargo damage, loss, or delay. All domestic carriers are required to carry cargo insurance of at least \$100,000. For shipments exceeding that value, the shipper must obtain its own insurance or request shipper's interest coverage through EZ Logistics, which will be billed accordingly.

7. Transportation via LTL, Rail, Air, Ocean or Mexico

Liability is subject to carrier-specific tariffs or legal frameworks. EZ Logistics makes no guarantee of full recovery unless the shipper requests and pays for additional insurance coverage.

8. Claims Assistance

EZ Logistics may assist in processing cargo claims, but does not assume liability or guarantee recovery. Claims support is a courtesy, not a transfer of responsibility.

9. No Payment Offsets

The shipper may not offset cargo claims against transportation invoices unless a prior written agreement exists. Full payment is required regardless of pending claim status.

10. Jurisdiction

All disputes shall be governed by the laws of the State of Texas. Jurisdiction and venue will be exclusively in Bexar County, Texas.

11. Entire Agreement

These Terms & Conditions represent the full agreement between EZ Logistics Group and the shipper unless otherwise specified in a separate written contract.

12. Accessorial Charges

EZ Logistics Group reserves the right to invoice the following charges as applicable:

- TONU (Truck Ordered Not Used): \$250 per occurrence
- Layover: \$300 per night
- Detention: \$75 per hour after 2 free hours
- Lumper Fees: Billed at cost + 10%
- Reconsignment: \$100 minimum + applicable mileage
- Driver Assist: \$100 per event

All accessorial charges are subject to change and are applied in accordance with the circumstances of each shipment. Shipper will be notified when possible, but pre-approval is not required for charges incurred due to operational delays.