



TERMS & CONDITIONS

These Terms & Conditions govern the provision of logistics and transportation services by Truckee by engaging our services or accessing our website, the customer agrees to be legally bound by these Terms.

Effective Date: 01-Jan-2026

1. Scope of Services

The Company provides professional logistics solutions including but not limited to:

- 1.1- Full Truck Load (FTL)
- 1.2- Express & Time-Critical Shipments
- 1.3- Dedicated Lane with Committed Capacity
- 1.4- Hub & Spoke Transportation Management

All services are subject to written confirmation and operational feasibility.

2. Service Confirmation & Contract Formation

A shipment shall be deemed accepted only upon:

- 2.1- Written rate confirmation
- 2.2- Booking acknowledgment by the Company
- 2.3- Credit approval (where applicable)

Verbal discussions shall not constitute binding commitments.

3. Client Obligations

The Client shall:

- 3.1- Provide accurate shipment information
- 3.2- Declare the correct nature and value of goods
- 3.3- Ensure goods comply with Indian laws and transport regulations
- 3.4- Properly package goods suitable for road transportation

The Company shall not be liable for losses arising from inaccurate declarations or improper packaging.

4. Prohibited & Restricted Goods

The Company does not transport:

- 4.1- Illegal or contraband goods
- 4.2- Undeclared hazardous materials
- 4.3- Explosives, narcotics, or restricted items
- 4.4- Perishable goods without prior written agreement

Any misdeclaration shall result in immediate suspension of service and indemnification liability.

5. Transit Time & Delivery Commitment

Delivery delays caused by the following shall not constitute breach:

- 5.1- Natural disasters
- 5.2- Road closures or traffic congestion
- 5.3- Government restrictions
- 5.4- Strikes or civil disturbances
- 5.6- Force majeure events

Transit timelines are estimates unless specifically agreed under a written Service Level Agreement (SLA).

6. Limitation of Liability

Unless otherwise agreed in writing:

- 6.1- The Company's liability shall be limited to the lower of:
Invoice value of goods or a pre-agreed capped amount per shipment
- 6.2- The Company shall not be liable for:
 - 6.2.1- Indirect or consequential losses
 - 6.2.2- Loss of profit or business interruption

6.2.3-Market loss or penalty claims from third parties

7. Indemnification

The Client agrees to indemnify and hold harmless the Company against:

- 7.1- Claims arising from misdeclaration
- 7.2- Legal violations related to transported goods
- 7.3- Damages resulting from improper packaging
- 7.4- Third-party disputes involving shipment ownership

8. Payment Terms

Payment terms shall be governed by the approved quotation or Master Service Agreement.

8.1- Standard Terms:

Advance payment OR Approved credit cycle (15–45 days)

8.2- Overdue Accounts:

- 8.2.1-Interest may be charged on delayed payments
- 8.2.2-Company reserves the right to suspend services
- 8.3.3-Outstanding amounts may be recovered through legal remedies

9. Right to Suspend Services

The Company reserves the right to:

- 9.1- Withhold delivery
- 9.2- Suspend future dispatches
- 9.3- Terminate services

In case of unpaid dues or breach of terms.

10. Insurance

- 10.1- Unless specifically agreed in writing, shipments are transported at Owner's Risk.
- 10.1- Transit insurance shall be arranged by the Client unless the Company has provided written confirmation of coverage.

11. Confidentiality

Both parties agree to maintain confidentiality of business information, pricing, and operational data shared during service engagement.

12. Termination

Either party may terminate service engagement with written notice.
Outstanding financial obligations shall survive termination.

13. Governing Law & Jurisdiction

13.1- These Terms shall be governed by the laws of India.

13.2- All disputes shall be subject to the exclusive jurisdiction of courts located in Mumbai, India.

14. Amendments

The Company reserves the right to amend these Terms at its discretion. Updated versions will be published on the website.

By using our services, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

15. Contact Information

For terms & conditions related concerns:

Truckee

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