

Terms and Conditions

United Freight Solutions

Effective Date: January 1, 2026

1. Agreement to Terms

These Terms and Conditions (“Terms”) govern your use of services provided by United Freight Solutions (“Company,” “we,” “our,” or “us”). By requesting, booking, or using our freight and logistics services, you agree to be bound by these Terms.

If you do not agree, you must not use our services.

2. Services Provided

United Freight Solutions provides freight transportation, delivery, and logistics services for individuals and businesses.

All services are subject to availability, scheduling, and acceptance by the Company.

3. Booking and Scheduling

- All services must be scheduled at least 7 days in advance unless otherwise agreed in writing
- Bookings are confirmed only after acceptance by United Freight Solutions
- Customers are responsible for providing accurate shipment details, including weight, dimensions, contents, and delivery requirements

Failure to provide accurate information may result in delays, additional charges, or cancellation.

4. Pricing and Invoicing

- Pricing is provided based on shipment details and agreed services
- An invoice will be issued prior to service fulfillment unless otherwise agreed
- All invoices must be reviewed by the customer for accuracy

United Freight Solutions reserves the right to adjust pricing if shipment details differ from what was originally provided.

5. Payment Terms

Accepted Payment Methods

We accept payments through secure invoicing, including:

- ACH (bank transfer)
- Other methods as made available via our payment processor

All payments are processed securely through Stripe.

Authorization

By submitting payment, you authorize United Freight Solutions and its payment processor to:

- Debit the selected payment method
- Verify account ownership and identity

- Confirm availability of funds at the time of transaction
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Payment Due

- Payment is due as stated on the invoice
 - Services may be delayed or withheld until payment is received
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6. Fraud Prevention and Verification

To protect against fraud and unauthorized transactions:

- We may verify customer identity
- We may review account holder name, billing address, and transaction indicators
- Payments that appear suspicious or inconsistent may be delayed, declined, or canceled

United Freight Solutions reserves the right to refuse service if fraud is suspected.

7. Chargebacks and Disputes

- Customers agree to contact United Freight Solutions before initiating any chargeback
- Unauthorized or fraudulent chargebacks may result in:
 - Immediate suspension of services
 - Collection actions where applicable

We maintain detailed records of transactions and delivery confirmations to dispute invalid chargebacks.

8. Cancellations and Refunds

Cancellations

- Cancellations must be made at least 72 hours prior to scheduled service
- Late cancellations may be subject to fees

Refunds

- Refunds are issued at the Company's discretion
 - Completed services are generally non-refundable
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9. Customer Responsibilities

Customers agree to:

- Provide accurate and complete shipment information
 - Ensure goods are properly packaged and compliant with applicable laws
 - Not ship prohibited, illegal, or hazardous materials without proper disclosure
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10. Limitation of Liability

To the fullest extent permitted by law:

United Freight Solutions shall not be liable for:

- Indirect, incidental, or consequential damages
- Delays caused by weather, traffic, or unforeseen circumstances
- Loss or damage resulting from improper packaging or inaccurate shipment details

Liability, if applicable, will be limited to the amount paid for the specific service.

11. Refusal of Service

We reserve the right to refuse or cancel service at our discretion, including but not limited to:

- Suspicion of fraud
 - Incomplete or inaccurate information
 - Unsafe or unlawful shipment requests
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12. Governing Law

These Terms shall be governed and interpreted in accordance with the laws of the State of New York, without regard to conflict of law principles.

13. Changes to Terms

We reserve the right to update or modify these Terms at any time. Continued use of our services constitutes acceptance of any changes.

14. Contact Information

United Freight Solutions

110 SW 12th St

Unit 2106

Miami, FL 33130