



COURER SERVICE TERMS & CONDITIONS, LIABILITY AGREEMENT, INSURANCE WAIVER & CONSENT TO CONTACT

Last Updated: _____

1. TERMS & CONDITIONS

1.1 Service Description

Your Care Courier provides pickup and delivery services based on the information provided by the customer. Delivery times are estimates only and may be affected by traffic, weather, or unforeseen circumstances.

1.2 Customer Responsibilities

The customer agrees that:

- All information provided is accurate and complete.
- All items are securely packaged and sealed prior to pickup.
- Items comply with all applicable shipping laws and regulations.
- Hazardous or restricted items are properly disclosed.
- The pickup and delivery locations are accessible and safe.

1.3 Prohibited Items

We do not transport illegal items, weapons, explosives, live animals, or any materials prohibited by law. We reserve the right to refuse any item at our discretion.

1.4 Fees & Payment

Service fees are based on distance, size/weight of items, urgency, and requested handling. Payment is due at the time of service unless otherwise agreed in writing.

1.5 Delivery Attempts

If the recipient is unavailable, the courier may:

- Attempt re-delivery (additional fees may apply), or
- Return the package to the sender.

1.6 Right to Inspect

We reserve the right, but are not obligated, to inspect any package if safety concerns arise.

1.7 Delays

Your Care Courier is not responsible for delays caused by weather, traffic, accidents, vehicle issues, or any event outside our control.

1.8 Amendments

We may update these Terms at any time. Continued use of our services constitutes acceptance of any updates.

2. LIABILITY AGREEMENT

2.1 Condition of Items

The customer is solely responsible for proper packaging, padding, and sealing of all items. We are not responsible for damage due to inadequate packaging.

2.2 Limited Liability

Unless additional insurance is purchased and confirmed, our liability is limited to the lesser of:

- The total service fee paid, or
- \$100 per delivery order

2.3 Exclusions

We are not liable for:

- Fragile, perishable, or high-value items unless properly disclosed and packaged.
- Items damaged due to improper packaging.
- Loss or damage resulting from incorrect customer information.
- Delays caused by factors outside our control.
- Consequential, incidental, or indirect damages.

2.4 Customer Release

By using our services, you release Your Care Courier from any liability except as expressly stated in this agreement.

3. INSURANCE WAIVER

I acknowledge and agree that:

1. Standard delivery service does not include insurance for loss, theft, or damage.
2. I have been offered the option to request additional coverage (if available).

3. I decline additional insurance unless explicitly arranged and confirmed in writing.
4. I assume full responsibility for the value of my item(s) beyond the limited liability stated in this agreement.

By submitting a delivery request, I waive the right to hold the courier responsible for full replacement value unless additional insurance was purchased.

4. CONSENT TO CONTACT

By submitting this form or using our services, you expressly consent that Your Care Courier may contact you using the phone number(s), email address(es), and other contact information you provide.

This contact may include:

- Phone calls
- SMS/text messages
- Voicemail
- Emails

These communications may be used for:

- Pickup and delivery coordination
- Status updates
- Service confirmations
- Issue resolution related to your order

You acknowledge that these communications are transactional and necessary for service completion. Standard message and data rates may apply.

Customer Acknowledgement

By using our services, you confirm that you have read, understood, and agree to all terms listed in this document.

Customer Name: _____

Signature: _____

Date: _____