



This agreement is between _____ (referred to herein as "You" and "Your" and includes the company, employees or agents) and 9-1-1 Air Cargo, Inc. (referred to herein as "us" and "we" and "9-1-1") who may act as your agent.

The purpose of this agreement is to establish a relationship in advance in case you need an expedited shipment service from 9-1-1. You are not guaranteeing us any business. If/when you do need help, we both agree that this is how we will work together.

Bidding and Booking

You may contact 9-1-1 by phone or email. We can go to work immediately, guided by your Relationship & Service Profile. Just give us the data listed in the table below (accuracy and completeness will determine quality and cost of bid).

You may "book" or contract 9-1-1 by whatever method(s) you set in your Relationship & Service Profile. As your agent, we will in turn contract all the third parties needed to deliver your shipment, except for your Customs brokers. Our phone conversations with you are digitally recorded so you can book or change details as needed under the legal force of this agreement. Give us the following data accurately and completely to help us ensure timely delivery.

Table with 3 columns: Data, for Best Bid, for Timely Delivery. Rows include Pickup, Delivery, Dimensions, Weight, Description, Availability, Deadline, Documentation, and Customs.

Delivery

9-1-1 will arrange and manage the delivery of your shipment, using the communication, tracking, and documentation options you set in your Relationship & Service Profile. We will use our best efforts to deliver your shipment as scheduled, including replacing third party providers should they become unavailable or unable to perform. If any changes require additional cost, 9-1-1 will request your approval.

Liability

9-1-1 will not be liable for any damage, loss, or delay whether direct, indirect, special, or consequential, in excess of the declared value of a shipment, including but not limited to loss of income or profits.

You are responsible for paying any additional costs incurred by 9-1-1 due to your acts or omissions, including the accuracy of information and proper packaging, documentation, marking, and addressing.

We won't be liable for events we cannot control, including but not limited to acts of God, perils of the air, weather conditions, mechanical failures, acts of public enemies, war, strikes, civil commotions, or acts of public authorities with actual or apparent authority.

Cancellation

If you cancel a shipment, you are responsible for any costs incurred by 9-1-1 in arranging third parties or returning your shipment. Normally the amount depends on the progress status of the shipment. Some third parties may charge substantial sums for cancellations, which 9-1-1 will pass on to you.

Payment

You agree to pay us on time. Your terms of payment, including credit limit and days to pay, are listed in your Relationship & Service Profile. To validate your initial credit limit and terms or any changes, you must complete the 9-1-1 Credit Application and be approved by us. If we temporarily grant you an emergency extension of credit, you agree to pay the amount in excess of your limit on the next business day. We may restrict or extend your credit limit and terms at any time based on your payment performance.

Legal

This agreement is binding and severable so that if any part is deemed not binding the rest will remain in force. If any disputes arise that cannot be resolved in a timely manner, you and 9-1-1 agree to mediate or arbitrate through a neutral third party selected by us. This agreement is created in and is subject to the laws of Denton County, Texas, United States of America. Physical or electronic signature, including transmitted by facsimile or email is accepted.

We each agree to the terms and conditions above, as of _____ / _____ / _____.

Customer signature

Title: _____

9-1-1 Signature

Title: _____

9-1-1 Air Cargo, Inc. is in compliance with its TSA-approved security program and all appropriate security directives(s). Our number assigned by the TSA is SC05080010. All cargo is from a known shipper or an unknown shipper in accordance with TSA requirements or from an entity operating under a TSA-approved or TSA-accepted security program. Any intentional falsification of cargo manifest or other documentation may be subject to (i) both civil and criminal penalties under 49 CFR 1540.103 and Title 18 USC 1001, and (ii) TSA recordkeeping requirements approved by TSA. All cargo shipped by 9-1-1 Air Cargo, Inc. is subject to search at the time of tendering. Refusal to grant consent to search voids 9-1-1 Air Cargo, Inc. and her agents' requirement to fulfill this contract, but does not void the Charterer's monetary obligation 9-1-1 Air Cargo, Inc.