

TERMS OF BUSINESS

Oliver Rait trading as OX2GB

TERMS OF BUSINESS SUMMARY

- **Section 1 (Service Definition):** Dedicated point-to-point courier service using a Tesla Model 3. All electricity, tolls, and ULEZ charges are included in the quote.
- **Section 2 (Cargo Restrictions):** Cargo must fit in the boot with rear seats up. The maximum dimensions for a single item are strictly 80 cm depth × 45 cm high × 94 cm wide. Total combined floor depth can accommodate up to ~107 cm only for smaller, separate items. Maximum total weight 120 kg (Maximum 40 kg per single item).
- **Section 3 (Booking, Payment & Cancellations):** 100% upfront payment required for ad-hoc bookings to secure a slot. Cancellations require written notice: more than 48 hours incurs a £50 fee; 24 to 48 hours forfeits 50%; under 24 hours forfeits 100%. Schedule changes are not automatic and are subject to re-quoting or cancellation terms if unviable.
- **Section 4 (Waiting Times & Hand-Off):** Includes up to 30 minutes of complimentary loading time at collection. Delays past 30 minutes are billed at £30 per hour (or part thereof), payable before departure. Final delivery payment (where applicable) must be settled before unloading, and cargo must be signed for via the ePOD app at the vehicle boundary.
- **Section 5 (Failed Returns):** Destination no-shows are aborted after 20 minutes and returned to origin at an additional 100% fee, subject to a carrier's lien or commercial storage.
- **Section 6 & 7 (Liability & Claims):** Contractual liability is capped at £50,000 for direct physical loss or damage, subject to underwriting exclusions and mandatory electronic proof of delivery (ePOD) reporting rules.

1. SERVICE DEFINITION & LOGISTICS

1.1 Dedicated Vehicle & Routing

This is a dedicated, point-to-point courier service using a Tesla Model 3 electric vehicle operated by Oliver Rait trading as OX2GB (hereafter referred to as "OX2GB"). Your cargo is the only cargo in the vehicle during transit.

1.2 Included Costs

Initial quotes include all electricity, standard road tolls, and clean air zone charges (such as the London ULEZ).

1.3 Real-Time Tracking & Delays

We provide a dedicated app link showing the real-time location and automated ETA of the vehicle throughout the journey. We do not commit to definitive or legally binding arrival times. All arrival times are estimates based on live traffic, navigation data, and charging logistics.

OX2GB is not liable for delays caused by motorway closures, severe weather, charging network outages, or other events beyond our reasonable control. The client must monitor the live tracking link for updated timing.

2. CARGO RESTRICTIONS & PACKAGING

2.1 Size & Weight Limits

- 2.1.1 Width Limit: Cargo must not exceed 94 cm wide.
- 2.1.2 Height Limit: Cargo must not exceed 45 cm high.
- 2.1.3 Depth/Length Limits (Sloping Boot Profile): Due to the structural contour of the Tesla Model 3 boot, the maximum item length/depth is ~107 cm along the boot floor, tapering to a maximum of ~80 cm at the top clearance level.
- 2.1.4 Weight Limits: Maximum single item weight is 40 kg. Maximum total cargo weight is 120 kg.

2.2 Boot Fit Requirement

All items must fit comfortably into the vehicle boot with the rear saloon seats up and locked, keeping the cargo completely obscured from view. The client must verify cargo dimensions before booking. If an item does not fit due to exceeding the single item size profile or the total boot clearance envelope, the job will be cancelled on-site and billed at the 100% cancellation rate.

2.3 Condition & Cleanliness

All items must be securely packaged, clean, and dry.

2.4 Prohibited Items

OX2GB strictly prohibits the transit of, and accepts zero contractual liability for, the following asset categories:

- Hazardous materials or explosives
- Unboxed mechanical parts containing oil or grease
- Open liquids or loose, unprotected items
- Living creatures
- Physical cash, bullion, bank notes, securities, stamps, or specie
- Fine art, precious metals, precious stones, or jewellery

The client explicitly warrants that no consignment contains these items. If the client breaches this warranty, the cargo is transported entirely at the client's own financial risk.

3. BOOKING, PAYMENT & SCHEDULE POLICY

3.1 Payment & Booking Confirmation

3.1.1 Upfront Payment: All ad-hoc, residential, and one-off bookings must be paid in full (100%) at the time of booking. A dispatch slot is only secured once cleared funds are received.

3.1.2 Corporate Accounts: Trade credit terms are strictly reserved for established commercial clients subject to a successful credit application and formal agreement.

3.2 Fixed Schedules & Route Calculations

3.2.1 Logistical Precision: Your quote and booking are calculated based on the specific collection date and time agreed. Long-distance transits are precisely planned around traffic flow, highway maintenance schedules, driver rest requirements, and EV charging availability.

3.3 Amendment & Schedule Change Policy

3.3.1 No Automatic Changes: Any request to alter the collection date or time—even by a few hours—radically changes the operational proposition. All changes are subject strictly to vehicle availability and operator agreement.

3.3.2 Re-Quoting Rights: OX2GB reserves the right to recalculate the original quote to account for increased transit times, peak traffic congestion, night-time road closures, or scheduling disruption caused by a client-requested change.

3.3.3 The Availability Backstop: If a requested amendment cannot be accommodated due to prior bookings or unviable operational conditions, or if the client rejects the revised quote, the job will default to a client cancellation and be processed under the Cancellation Policy below.

3.4 Cancellation Policy

Cancellations must be submitted in writing via email or text and are penalised strictly based on the notice period provided relative to the scheduled pick-up time:

- More than 48 hours' notice: Full refund minus a £50 Administration & Merchant Transaction Fee.
- 24 to 48 hours' notice: 50% forfeiture of the total booking fee (50% refunded).
- Less than 24 hours' notice (or on-site cancellation / driver already en route): 100% forfeiture of the total booking fee (No refund).

4. WAITING TIMES, ACCESS & DELIVERY HAND-OFF

4.1 Doorstep Delays & Waiting Time

4.1.1 Loading Allowance: Bookings include up to 30 minutes of complimentary loading time at collection.

4.1.2 Waiting Charges: If the vehicle is delayed at the collection point beyond the initial 30 minutes due to client unreadiness, waiting time will be billed at £30 per hour (or part thereof), payable immediately via payment link before the vehicle departs.

4.2 Site Access

The client must provide legal parking or an official loading bay at both locations. Drivers will not park illegally.

4.3 Delivery Point

Deliveries are strictly to ground floor reception or a loading bay, unless a multi-floor inside delivery is explicitly booked and confirmed in advance.

4.4 Delivery Payment Timing & Unloading

For any outstanding delivery-stage fees or corporate balances, payment must be settled in full via bank transfer or secure payment link before the delivery is unloaded at the destination. The driver will not hand over or unload cargo until payment confirmation is received.

4.5 Inspection & Electronic Proof of Delivery (ePOD)

The recipient must inspect the cargo condition at the vehicle boundary prior to physical hand-off. A signature must be provided on OX2GB's mobile app-based electronic Proof of Delivery (ePOD) system.

Once the ePOD is signed and the cargo is handed over, the items are contractually accepted as received in good condition, subject to the conditions in Section 7. OX2GB will not accept liability for any damage claims made after the driver departs the delivery site.

5. FAILED RETURNS, STORAGE & CARRIER'S LIEN

5.1 Destination No-Show

If the recipient is unavailable within 20 minutes of the driver's arrival at the destination, the delivery is aborted. The original outward journey is billed at 100% of the booking fee plus any accumulated waiting fees.

The cargo will remain in the vehicle and be returned directly to the original collection address. This return journey is a new billable action charged at an additional 100% of the original outward rate. Items will not be left unattended at the destination or stored overnight in the vehicle.

5.2 Commercial Storage

If the cargo cannot be returned to the origin due to the client's absence or refusal, it will be placed in a commercial storage facility at the client's sole expense.

5.3 Carrier's Lien

OX2GB retains a legal lien over the goods. Cargo will not be released until the outward fee, return fee, and all third-party storage costs are paid in full. Upon full payment, the lien is lifted and the client is solely responsible for collecting the cargo from the storage facility, unless a new delivery service is explicitly booked and paid for.

5.4 Right of Sale

If outstanding fees remain unpaid after 14 business days from the failed return, OX2GB reserves the right to sell the cargo. Proceeds will pay off the outstanding balance; any surplus will be returned to the client, and any shortfall will be billed to the client.

5.5 Perishables & Disposal

Perishable goods or cargo with zero resale value may be destroyed or disposed of immediately upon a failed return, with all disposal costs billed directly to the client.

6. VALUATION, LIABILITY & UNDERWRITING COVENANTS

6.1 Contractual Liability Cap

OX2GB accepts full contractual liability for direct physical loss or damage to the client's goods during transit up to a maximum of £50,000 per consignment. The client must arrange separate insurance for items exceeding this value.

6.2 Exclusion of Consequential & Economic Loss

Our liability is strictly limited to the direct physical loss of, or damage to, the tangible material assets in transit, capped at the £50,000 indemnity threshold. Under no circumstances shall OX2GB be liable to the client or any third party for any consequential, indirect, incidental, or economic losses.

This explicit exclusion encompasses, but is not limited to: loss of profit, loss of business revenue, loss of commercial contracts, missed legal or judicial deadlines, or business interruption damages arising from delivery delays or transit incidents, regardless of cause.

6.3 Environmental Control & Thermal Risk

We utilise active digital climate control to manage temperatures during transit and mandatory driver breaks. However, the client explicitly acknowledges that our underwriters exclude claims arising from temperature variation. All temperature-sensitive cargo is carried at the client's sole risk regarding thermal variation.

6.4 Insurer-Mandated Security Covenants

To maintain indemnity protection up to the £50,000 maximum, all transits strictly adhere to the following underwriting terms:

- **Concealed Compartmentalisation:** Cargo must be structurally isolated, locked within the saloon boot, and kept entirely out of sight. Vehicle rear seats must remain locked upright at all times to eliminate interior cargo visibility.
- **Overnight Electronic Caps:** Between 20:00 and 06:00, contractual liability for the theft of electronics, mobile phones, computer hardware/software, photographic equipment, and high-value garments is capped at £15,000 if the vehicle is unattended during driver comfort or charging breaks. Clients requiring a full £50,000 indemnity for these items during overnight hours must formally declare the cargo value 24 hours prior to collection.
- **Forcible Entry Requirement:** Liability for third-party theft or vehicle penetration is strictly contingent upon clear, documented evidence of physical, forcible, and violent entry to the vehicle's locked cargo compartment, or personal assault on the operative. OX2GB accepts no liability for claims involving electronic signal manipulation or unauthorized keyless access where no physical, structural damage to the vehicle is present.

7. CLAIMS PROCESS & CORRESPONDENCE

If you receive a delivery that appears damaged, or if items are missing, you must take immediate action at the point of handover to protect your right to a claim.

7.1 Action at Point of Handover

Check the condition of your packages before signing the electronic application. If there is visible damage to the outer packaging or the goods themselves, the recipient must ensure the delivery is clearly noted as "damaged" within the ePOD app before completing the signature process. If the items cannot be inspected immediately, the recipient must ensure they are marked on the ePOD system as "unchecked".

7.2 Reporting Window

Notify OX2GB of the damage or shortage in writing within 24 hours of delivery. Take clear, high-resolution photographs of the damaged items and the packaging from multiple angles before moving or unpacking the goods further.

7.3 Required Proof of Value & Loss

To allow us to process a claim through our Goods in Transit insurance policy, you must promptly provide us with the following documentation at your own expense:

- Original invoices, receipts, or manufacturer price lists that conclusively prove the original cost and value of the items.
- A detailed description of the contents, including weights, serial numbers, or model numbers where applicable.
- A formal repair estimate if the goods are repairable.

7.4 Underwriting Deadlines

All supporting paperwork must be sent to OX2GB immediately. We are required by our insurers to submit a fully documented written claim within a strict 30-day window from the date of the incident. If requested by the insurer, a formal statutory declaration verifying the truth of the claim details may also be required. Failure duly to provide documentation in time to meet this window will invalidate the claim.