Truck Me — User Agreement Acceptance

Document: User Agreement

User details

User ID: 2
Full name: ahmad shipper
Email: ahmadshipper@gmail.com
Phone: 03201142200
Account type: SHIPPER
Accepted at: 2026-11-10T11:52:27.057425+00:00
IP: 202.63.209.48
User agent: Dart/3.11 (dart:io)

Agreement text

User Agreement
Version 1.0 — Effective November 1, 2026

1. Acceptance of this Agreement

By creating an account, signing in, uploading documents, posting or bidding on loads, or otherwise using the Truck Me mobile applications and related services (collectively, the “Platform”), you agree to be bound by this User Agreement (“Agreement”). If you do not agree to every provision, you must not access or use the Platform.

This Agreement applies to all users, including shippers, transporters (fleet owners), individual drivers, and fleet drivers (TRANSPORTER_DRIVER). By accepting, you confirm that you have read this Agreement carefully, understand it, and have had the opportunity to seek independent legal advice.

We may update this Agreement from time to time. When a material update is published, you may be required to review and accept the new version (including by signature) before continuing. Your continued use after acceptance of an updated version constitutes agreement to the revised terms. Prior accepted versions remain on record for audit and compliance.

2. Definitions

For purposes of this Agreement:

• “Truck Me,” “we,” “us,” or “our” means the Truck Me Platform operator and its affiliates.
• “User,” “you,” or “your” means any person or entity using the Platform.
• “Shipper” means a user that posts freight/load requests.
• “Transporter” means a fleet owner or carrier organization managing vehicles and/or drivers.
• “Driver” means an individual driver account, whether independent or linked to a fleet.
• “Load” means a shipment request posted on the Platform.
• “Trip” means an accepted/assigned movement of a Load from origin to destination.
• “Content” means text, images, documents, signatures, chat messages, ratings, and other materials you submit.

3. Eligibility and account registration

You must be at least eighteen (18) years of age and legally capable of entering a binding contract. You represent and warrant that all registration information is true, accurate, current, and complete, and that you will promptly update it when it changes.

You may be required to complete KYC/verification steps and upload licences, identity documents, insurance certificates, vehicle papers, or company documents. Providing false, expired, altered, or misleading documents is a material breach and may result in immediate suspension or termination.

One person or entity should maintain one primary account unless we expressly authorize multiple accounts. You may not register using another person’s identity without lawful authority.

4. Nature of the Platform (marketplace intermediary)

Truck Me provides technology that helps Shippers publish Loads and helps Transporters and Drivers discover, bid on, accept, and coordinate those Loads. Unless a separate written agreement expressly states otherwise, Truck Me acts as an intermediary technology provider and is not:

• the carrier of record;
• the shipper of record;
• an employer of independent drivers or fleet personnel solely because they use the Platform; or
• a party to the transportation contract between Shipper and Transporter/Driver.

Transportation services are performed by independent third parties. Those parties remain solely responsible for how freight is hauled, vehicle operation, route compliance, and delivery performance.

5. Accounts, credentials, and security

You are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account, whether or not authorized by you. You must notify Truck Me promptly of any suspected unauthorized access or security incident.

We may require multi-factor authentication, document re-verification, or additional security checks. We may suspend, restrict, or terminate accounts that appear compromised, fraudulent, abusive, incomplete, unverified, inactive for a prolonged period, or otherwise in violation of this Agreement or applicable law.

6. Shipper responsibilities

Shippers agree to:

• Post accurate Load details, including origin, destination, timing windows, cargo description, weight, dimensions, packaging, temperature or handling needs, hazmat classification (if any), access constraints, and special instructions.
• Ensure they have lawful authority to tender the freight and that the goods are legal to transport.
• Provide required shipping documents and be available for pickup/delivery coordination.
• Pay agreed freight amounts, Platform fees (if any), waiting time, accessorials, or other amounts according to the accepted bid/assignment and Platform payment rules.
• Not misrepresent cargo value, weight, commodity type, or risk profile.

Shippers remain responsible for proper packaging, labeling, sealing, and lawful tender of freight. Truck Me does not inspect cargo before posting.

7. Transporter and driver responsibilities

Transporters and Drivers agree to:

• Accept only Loads they can lawfully, safely, and timely perform with appropriate equipment.
• Maintain valid licences, permits, insurance, vehicle roadworthiness, and any required certifications.
• Pick up and deliver as agreed, protect freight with reasonable care, and communicate delays, incidents, or exceptions promptly through the Platform where practicable.
• Provide proof of pickup/delivery, photos, signatures, or other evidence when requested.
• Comply with all applicable traffic laws, hours-of-service rules, mass and dimension limits, cargo securement standards, and site safety rules.

You are solely responsible for vehicle operation, route selection, compliance decisions, and the physical handling of freight. App maps, suggestions, or status tools are aids only and do not replace professional judgment.

8. Fleet accounts and driver linking

Fleet administrators who invite or link drivers authorize those drivers to operate under the fleet relationship configured in the Platform. Fleet administrators are responsible for obtaining any consents required to share trip, vehicle, document, or location information with the fleet dashboard.

Drivers linked to a fleet may have trip history and assignment data visible to authorized fleet users. Leaving a fleet may stop ongoing sharing according to Platform settings, but historical records may be retained as needed for compliance, disputes, and accounting.

9. Bids, assignments, trips, and communications

Bidding, assignment, chat, notifications, and status updates are tools to coordinate jobs. Binding commercial terms for a specific Load are those confirmed through the Platform’s accepted bid/assignment flow and any trip documents exchanged for that movement.

You agree to use messaging professionally and only for Load-related purposes. You must not send spam, threats, harassment, malware, unlawful content, or solicitations that violate Platform rules.

Canceling after acceptance, no-shows, repeated non-performance, or abusive communication may result in penalties, lower visibility, suspension, or permanent ban, in addition to any commercial claims between users.

10. Fees, payments, and taxes

Any Platform fees, commissions, subscriptions, or service charges will be disclosed in the app or related billing materials before you confirm a chargeable action. You authorize Truck Me and its payment partners to process amounts related to your use of the Platform according to those terms.

Freight charges between Shipper and Transporter/Driver are commercial arrangements among those parties unless Truck Me expressly collects and remits funds under a stated payment flow. Disputes about freight amounts should be raised promptly through in-app channels. Truck Me may facilitate communication but is not obligated to decide every commercial dispute.

You are responsible for your own taxes, invoices, and statutory filings arising from your transportation or shipping business.

11. Documents, KYC, ratings, and reviews

You grant Truck Me permission to review uploaded documents for verification, safety, fraud prevention, and compliance. We may store verification outcomes and require re-submission when documents expire.

Ratings and reviews must be honest and based on actual experience. Fake reviews, review manipulation, bribery for ratings, or retaliatory false reports are prohibited. We may remove content that violates these rules.

12. Prohibited uses

You may not:

• Use the Platform for illegal cargo, smuggling, sanctions evasion, or money laundering.
• Scrape, reverse engineer, decompile, overload, or disrupt the Platform.
• Create fake accounts, spoof locations, manipulate bids, or game matching algorithms.
• Harass, threaten, or discriminate against other users.
• Bypass fees, safety checks, verification steps, or geographic restrictions.
• Use another person’s identity, documents, payment method, or vehicle without authorization.
• Upload malware, infringing content, or confidential information you have no right to share.

13. Intellectual property

The Platform, including software, design, trademarks, logos, and non-user content, is owned by Truck Me or its licensors. Subject to this Agreement, we grant you a limited, revocable, non-exclusive, non-transferable licence to use the apps for lawful freight coordination.

You retain ownership of Content you submit, but you grant Truck Me a worldwide, royalty-free licence to host, store, process, display, and use that Content as needed to operate, secure, improve, and provide the Platform, and to create anonymized or aggregated insights that do not identify you.

14. Privacy and location data

Our collection and use of personal data is described in the Privacy Policy available in the app (drawer/settings). By using the Platform you acknowledge that policy.

Location, device, trip, and messaging data may be processed to enable matching, tracking, nearby loads, safety, support, and fraud prevention. You can manage device permissions; some features may not function without them.

15. Third-party services

The Platform may integrate maps, payments, cloud hosting, push notifications, analytics, or other third-party services. Those services are subject to their own terms and privacy policies. Truck Me is not responsible for outages, errors, or independent practices of third parties beyond our reasonable control.

16. Disclaimers

THE PLATFORM IS PROVIDED “AS IS” AND “AS AVAILABLE.” TO THE MAXIMUM EXTENT PERMITTED BY LAW, TRUCK ME DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT.

We do not guarantee uninterrupted or error-free service; perfect load matching; accuracy of user-provided Load, profile, or

document information; on-time pickup or delivery by third parties; or that the Platform will meet every commercial expectation.

Any routing, ETA, or map information is informational only and may be incomplete or outdated.

17. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, TRUCK ME AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS ARE NOT LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES; LOST PROFITS; LOST REVENUE; LOST DATA; BUSINESS INTERRUPTION; FINES; OR DAMAGE TO CARGO OR VEHICLES ARISING FROM YOUR USE OF THE PLATFORM OR FROM TRANSPORTATION SERVICES ARRANGED THROUGH IT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

OUR TOTAL AGGREGATE LIABILITY FOR ANY CLAIM RELATED TO THE PLATFORM SHALL NOT EXCEED THE GREATER OF (A) THE FEES YOU ACTUALLY PAID TO TRUCK ME FOR PLATFORM SERVICES IN THE THREE (3) MONTHS IMMEDIATELY BEFORE THE CLAIM OR (B) ONE HUNDRED US DOLLARS (USD 100), EXCEPT WHERE LIABILITY CANNOT BE LIMITED BY LAW.

Nothing in this Agreement excludes liability for fraud, willful misconduct, or death/personal injury caused by negligence where such exclusion is prohibited.

18. Indemnification

You agree to defend, indemnify, and hold harmless Truck Me and its officers, employees, and agents from and against any claims, damages, losses, liabilities, fines, costs, and expenses (including reasonable legal fees) arising out of or related to: your use of the Platform; your freight, driving, or business operations; your Content; your breach of this Agreement; or your violation of any law, regulation, or third-party right.

19. Suspension and termination

You may stop using the Platform at any time. We may suspend or terminate access immediately for violation of this Agreement, legal or safety risk, non-payment, fraud indicators, document failure, or prolonged inactivity.

Upon termination, your licence to use the Platform ends. Provisions that by their nature should survive—including intellectual property, disclaimers, liability limits, indemnity, governing law, and acceptance records—survive termination.

20. Governing law and disputes

Unless mandatory local law requires otherwise, this Agreement is governed by the laws applicable to Truck Me’s principal place of business, without regard to conflict-of-law rules. Exclusive venue lies in the courts of that jurisdiction, subject to any non-waivable consumer protections.

Before filing a formal claim, both parties agree to attempt good-faith resolution through written notice and negotiation for at least thirty (30) days, except where urgent injunctive relief is needed.

21. Electronic signature and acceptance record

By checking the acceptance box and providing your electronic signature in the app, you confirm that you have read this Agreement in full, understand it, and agree to be legally bound by it.

Your signature image, acceptance timestamp, account identifiers, IP/device metadata (where collected), and agreement version may be stored and produced for audit, compliance, customer support, dispute resolution, or regulatory requests. An electronic signature has the same legal effect as a handwritten signature to the fullest extent permitted by law.

22. General terms

If any provision of this Agreement is found unenforceable, it will be modified to the minimum extent necessary, and the remaining provisions will continue in full force. Our failure to enforce a provision is not a waiver. You may not assign this Agreement without our consent; we may assign it in connection with a corporate reorganization or sale. This Agreement, together with the Privacy Policy and any job-specific terms you accept in-app, is the entire agreement regarding Platform use and supersedes prior informal understandings on the same subject.

23. Contact

For questions about this User Agreement, contact Truck Me support through the in-app help options or the support email published in app settings.

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Signature

