



BLACKHORSE
EXPRESS DELIVERY SERVICES

Terms and Cancellation Policy

Estimate Limitations: BLACKHORSE provides non-binding estimates of pricing and delivery times for Delivery Pro Drivers. Actual charges may vary based on factors outside of the company's control, such as but not limited to weather and traffic conditions, store loading wait times, customer special requests, and other unexpected barriers to loading or unloading that may or may not have been communicated to BLACKHORSE. CUSTOMERS ARE FULLY RESPONSIBLE FOR ACTUAL CHARGES THAT MAY VARY FROM THE ESTIMATE. Delivery times for Delivery Pro Drivers – including pre-scheduled times – are also non-binding estimates and may vary for the same or similar reasons. CUSTOMERS SHOULD REASONABLY EXPECT VARIANCES OF UP TO 120 MINUTES FROM ESTIMATED OR PRE-SCHEDULED DELIVERY TIMES. BLACKHORSE covers the first 15 miles from pickup to drop-off destinations. Mileage over 10 miles is an upcharge of \$1 a mile, mileage over 25 miles is an upcharge of \$2 a mile, and mileage over 40 miles is an upcharge of \$3 a mile. Stairs Surcharge can vary depending on how many helpers are on the job, Example: 1-Helper \$5, 2-Helpers \$10, 3-Helpers \$15 per flight of stairs. 5 or more steps are considered a flight of stairs, (That includes the top platform) also stairs leading to the next floor up/down. Overweight fees vary depending on each item's weight and dimensions. Items 180 lbs and up are considered overweight. BLACKHORSE CUSTOMERS ARE FULLY RESPONSIBLE FOR UPCHARGES THAT MAY VARY FROM THE ESTIMATE. Customer Assistance Discount: Booking 1-helper with customer assisting with delivery waives all rights to file damage insurance claims for damaged items or household materials with BLACKHORSE. Customers also take full responsibility by assisting with delivery, customers could be injured on the job, therefore waiving all rights to file a medical insurance claim with BLACKHORSE. Stranding and Abandonment: Use of BLACKHORSE services to strand or abandon items may result in a stranding and abandonment fee of up to \$250.00. Representations and Warranties: You agree that when using the BLACKHORSE platform you will use the applications in their intended method and that you will not attempt to subvert the system or cause the BLACKHORSE business model to be impaired or changed. You agree that you are using the BLACKHORSE platform and services voluntarily and you agree to pay for any services you request when they are delivered to you. Canceling your delivery after 24 hours of your scheduled time slot will result in a minimum non-refundable 25% cancellation fee of the total value of your order. Non-refundable 50% Cancellation fee of the total value of your order applies when Delivery Pro Drivers are en route for pickup/delivery. A minimum of \$25 up to a \$50 rescheduling fee may apply if the customer's items aren't ready for delivery while Delivery Pro Drivers are waiting at the pickup destination. Non-refundable delivery services once items have reached the drop-off destination. For any reason the customer isn't satisfied with their services/items UPON DELIVERY and wants BLACKHORSE to return their items to the store, there will be a 100% return service fee for the item/items. We ask that you please reschedule or cancel at least 24 hours before the beginning of your appointment.