

CONTRACT:

East Coast Auto Broker LLC – Service Agreement

Thank you for choosing East Coast Auto Broker LLC. Please read the following terms carefully before proceeding. By accepting this agreement, you acknowledge and agree to the terms and conditions outlined below.

We appreciate the opportunity to serve you.

Contact Information

East Coast Auto Broker LLC

Phone: (470) 575-6544

Email: ECAB@ECABroker.com

Licensing & Services

East Coast Auto Broker LLC is fully licensed and authorized to operate as a vehicle transportation brokerage. All services rendered will comply with applicable federal, state, and local regulations.

As a broker, we coordinate transportation services by arranging for a licensed and insured motor carrier to transport your vehicle(s) to the specified destination. Our role includes managing communications between you and the carrier, facilitating scheduling, tracking, and updates throughout the transport process.

Customer Responsibilities

Vehicle Information

You agree to provide complete and accurate information about your vehicle(s), including make, model, Vehicle Identification Number (VIN), current condition, and any aftermarket modifications.

Special Instructions

You must disclose any relevant details that could affect safe loading, transport, or unloading—such as low ground clearance, non-standard features, or oversize components.

Vehicle Preparation

Unless otherwise agreed in writing, you are responsible for ensuring that your vehicle(s) are in operable condition before transport.

Personal Belongings

Personal items left inside the vehicle are **not covered** under the carrier's insurance and are transported at the **Customer's sole risk**. Additionally, **items exceeding 100 lbs in total weight are strictly prohibited** inside the vehicle during transport. Overloaded vehicles may be refused by the carrier, incur additional fees, or cause delays in service

Payment Terms

Brokerage Fee

A flat brokerage fee per vehicle applies. 50% of this fee is due upon signing this agreement, at which point an invoice will be sent to the contact details you've provided.

Carrier Rate

You are responsible for reviewing and approving the carrier's rate prior to booking.

Payment at Pickup

The remaining brokerage balance and the full carrier rate (unless otherwise arranged) are due when your vehicle is confirmed as picked up.

Alternate Payment to Carrier

If you prefer to pay the carrier directly upon delivery, you must notify us before we finalize the carrier assignment.

Accepted Payment Methods & Fees

- **Credit/Debit (Before Delivery):** 4% processing fee
 - **Credit/Debit (After Delivery):** 6% processing fee
 - **Zelle or Cash:** No processing fee
 - Send Zelle payments to: (470) 580-7707 or ECAB@ECABROKER.COM
 - Include the invoice number in the payment notes
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Vehicle Delivery

We are committed to ensuring a smooth and timely delivery of your vehicle. While delivery timelines are subject to variables such as weather and traffic, we aim to deliver within two days of the estimated date. You will receive regular updates and support throughout the process.

Contract Termination & Cancellations

If you cancel after your vehicle has been assigned to a carrier, a **\$50 cancellation fee** will apply.

Cancellation After Carrier Arrival

If you cancel after the carrier has arrived for pickup, a fee equal to **20% of the agreed carrier rate** will be charged.

Exclusive Agreement

By signing this agreement, you authorize East Coast Auto Broker LLC as the **exclusive broker** for arranging transportation. If another brokerage or transporter is engaged for the same vehicle(s), this agreement will be immediately terminated and we will bear no further responsibility. Double brokering is strictly prohibited.

Undisclosed Vehicle Conditions

If your vehicle is declared operable but is found to be inoperable or unsafe at pickup due to undisclosed issues, you will be responsible for **20% of the agreed carrier rate**. The carrier may refuse service if proper equipment or safety standards cannot be met as a result.

Post-Delivery Vehicle Damage

If you notice any damage to your vehicle upon delivery, you must report it within **48 hours** by emailing a detailed description, along with clear photos and/or video, to ECAB@ECABroker.com.

We recommend comparing your vehicle's condition to the photo inspection reports taken at pickup and delivery, which should be provided by the carrier at drop-off.

***By signing or submitting this agreement electronically, you acknowledge that you have read, understood, and agreed to the terms outlined above.**

First and Last Name

Date