

## Truck Your Way Policy & Cancellation Policy

- Please be present or ensure someone is present during your estimated delivery/hauling window. Use the Special Instructions screen in your ordering process to give your Service Provider additional details about your Hauling or Delivery order. For example, name and phone number.
- Service Provider(s) will wait only a 15-minute Grace Period upon arrival.
- If Service Provider(s) arrive and no one is present within the 15-minute Grace Period, the service provider(s) will leave and NO refund will be granted.
- If Service Provider(s) arrive and are instructed to wait, there will be a 15-minute Grace Period for no charge. After the 15 minute Grace Period expires, you will be billed \$85 per hour with a 1-hour minimum charge required.
- If you cancel before Service Provider(s) arrive and Service Provider(s) has already picked up the material, Service Provider(s) must deliver that material. If Service Provider(s) cannot deliver that load then a \$250 fee will be deducted from your refund.
- Truck Your Way does NOT grant refunds.
- All cancelations are subject for review and may or may not be granted by Truck Your Way, LLC.