

Billing and Payment

Please send all paperwork to billing@freightexchangeinc.com or P.O. Box 336 Sycamore, IL. 60178. Please enclose: Our confirmation, Your Invoice with our Order # on it, and Signed BOL as Proof of Delivery.

Truck Ordered, Not Used

If a driver has been dispatched to a shipper by Freight Exchange for an order that cancelled, is not ready, or any other circumstance that will not allow truck to get loaded within the shipping hours of rate confirmation, Freight Exchange agrees to pay \$100. However, the driver or a carrier rep must have contacted us for dispatch prior to the event. See page 1.

Detention

Freight Exchange agrees to pay a rate of Detention of \$50/hr after the first 2 hours of drivers' arrival at a shipper or consignee. The rate is paid on 15-minute intervals. However, driver or carrier rep must have contacted our office to confirm arrival and after 1 hour of waiting time, to give Freight Exchange an opportunity to notify customer/shipper/consignee. We count 2 hours from the first contact to our office. See page 1.

Layover

Anytime a driver arrives at a shipper or consignee within the timeframe specified on the confirmation and is not allowed to get loaded or unloaded that day, Freight Exchange will pay \$150 for a layover to the next business day.

Missed Pickups/Late Deliveries

We understand that these things will happen. We are here to work with you to get freight picked up and delivered in a timely fashion. We ask that you give us a minimum of 2 hours prior to such event so that we can schedule accordingly. Failure to make any notification in delay could affect rate.

Blind Loads

Orders that require a blind BOL used, will be attached to carrier rate confirmation sheet at the time of booking. The order will also be mark on Page 1 of confirmation as a "Blind Load". These bills are crucial to us being paid by our customers. The BOL provided MUST be the only one signed off on as a proof of delivery. No other paperwork will be accepted at a POD (Proof of Delivery). **Failure to turn in a signed blind BOL will result in \$100 reduction in rate.**

Scale Tickets

When an order is marked that "Scale Tickets are Required" that means driver must provide an EMPTY and LOADED scale ticket. Photos of scale tickets can be texted to 779-212-2931 so that they can be saved and processed. **Failure to turn in scale tickets with paperwork will result in \$100 reduction of rate.** Copies are required within 7 days of delivery.