

**“Sixty-Minute Response Promise: “No-Freight”**

If We (Flanker Logistics Solutions: “We”, “Us” or “Our” as applicable) do not acknowledge a customer’s inquiry about a pending shipment, within sixty (60) minutes of the inquiry, we will waive our freight rate. The following rules shall apply: (a) This offer is valid to customers with an active shipment booked with Us, pending its delivery to its final destination. (b) The customer’s inquiry must be submitted to Us via electronic mail between 8:00 a.m. and 4:00 p.m. (Eastern Standard Time) Monday through Friday (excepting Federal Holidays and those dates when Flanker Logistics’ office is closed. This latter circumstance will be notified to the customer with an auto-reply electronic mail responding to the client’s inquiry.) (c) We will acknowledge the inquiry within sixty (60) minutes. (d) Acknowledging means that We inform the customer that the inquiry has been received. (e) Our acknowledgment can be submitted to the customer via electronic communication, and We can use “Artificial Intelligence” or other technological means to acknowledge the customer’s inquiry. (f) Only one (1) inquiry will be allowed per shipment under this offer. Thus, any additional inquiries will not be subject to this offer. (g) A customer (including that customer’s affiliates) can only benefit from this offer (receiving service for no freight) up to two times [namely, two (2) shipments] per month. (h) Under this policy We will waive our right to collect Our freight, but the customer will be subject, and will pay any other costs included in the relevant documents that had been approved by the customer (such as a quotation, invoice, transport bill, etc). Those cost may include insurance, storage costs, taxes, and any other cost other than Our freight. (i) We reserve the right to terminate this offer at any time.

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_