

Terms of Service & Shipping Terms

Effective Date: June 1st, 2026

Platform: Matrux (www.mymatrux.com)

Operated by: Matrux LLC

By using this platform or clicking "I agree to Terms & Conditions" at booking, you agree to these terms.

1. Platform Overview

Matrux is a freight technology platform that connects shippers with LTL (Less-Than-Truckload) carriers. We act as a **freight broker / intermediary**, not as a carrier. Actual transportation is performed by third-party carrier partners.

2. Account Registration

- You must provide accurate and complete registration information.
 - You are responsible for maintaining the confidentiality of your login credentials.
 - You are responsible for all activity under your account.
 - We reserve the right to suspend or terminate accounts for violation of these terms.
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3. Quoting & Pricing

- Quotes are estimates based on the shipment information you provide.

- **Final charges may differ** from quoted prices if actual freight weight, dimensions, or freight class differ from what was entered.
 - Carrier-imposed accessorial charges (e.g., liftgate, residential delivery, reweigh fees, fuel surcharges) will be billed as incurred.
 - Quotes are valid for the date/time shown and are subject to carrier availability.
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4. Booking a Shipment

By confirming a booking, you represent and warrant that:

- All shipment information provided is accurate (weight, dimensions, commodity, NMFC class).
 - The freight does not contain prohibited, hazardous (unless declared), or illegal materials.
 - The freight is properly packaged, labeled, and ready for pickup at the scheduled time.
 - You have authority to ship the described goods.
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5. Carrier Liability & Claims

- Carriers are liable for loss or damage under applicable law , subject to carrier-declared liability limits.
 - **Matrux is not liable** for loss, damage, delay, or misdelivery of freight.
 - Claims for loss or damage must be filed directly with the carrier within **3 months** of delivery (or expected delivery date for lost freight).
 - We will reasonably assist you in the claims process but do not guarantee outcomes.
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6. Prohibited Shipments

The following are not permitted on our platform:

- Hazardous materials (unless properly declared and carrier-approved)
 - Firearms, ammunition, explosives
 - Live animals
 - Currency, precious metals, jewelry above standard carrier limits
 - Illegal substances or contraband
 - Items prohibited by applicable law or carrier tariffs
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7. Payment Terms

- Payment is due at the time of booking unless a credit account has been established.
 - All charges are in USD unless otherwise specified.
 - Disputed charges must be raised within **30 days** of invoice date.
 - Unpaid balances may be subject to late fees and collection action.
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8. Cancellation & Changes

- Cancellations must be made before carrier pickup.
 - Cancellation fees may apply depending on carrier policies.
 - Shipment changes (address corrections, re-consignment) may incur additional carrier charges.
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9. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, MATRUX SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM USE OF THE PLATFORM OR FREIGHT SERVICES. OUR TOTAL LIABILITY SHALL NOT EXCEED THE FEES PAID BY YOU FOR THE SPECIFIC SHIPMENT GIVING RISE TO THE CLAIM.

10. Indemnification

You agree to indemnify and hold harmless MatruX and its employees from any claims, damages, or expenses arising from: your use of the platform, your freight shipments, your violation of these terms, or your misrepresentation of shipment details.

11. Intellectual Property

All platform content, design, trademarks, and software are the property of Matrux. You may not copy, reproduce, or reverse-engineer any part of the platform without written permission.

12. Governing Law & Disputes

- These terms are governed by the laws of California, USA.
 - Disputes shall be resolved by binding arbitration in California, USA, except either party may seek injunctive relief in court.
 - Class action waiver: disputes must be brought individually.
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13. Modifications

We may update these terms at any time. We will provide notice via email or platform notification. Continued use after the effective date constitutes acceptance.

14. Contact

Email: legal@mymatruxs.com

Last updated: June 1st, 2026