

UPeake Transport

Version: 1.0 - Effective Date: 03/11/2026

Client Service Agreement

Client Information & Operational Accountability Summary

Parties to Agreement

This Transportation Services Agreement (“Agreement”) is entered into between UPeake Transport (“UPeake”) and the Client identified within the execution section of this Agreement.

This Agreement establishes the operational understanding, transportation service expectations, communication standards, and service responsibilities associated with transportation and logistics services provided by UPeake Transport.

Purpose of Agreement

UPeake Transport provides structured transportation and logistics support designed to support healthcare, legal, commercial, and professional organizations requiring dependable pickup, transport, delivery coordination, chain-of-custody accountability, and operational oversight.

This Agreement is intended to promote:

- professional transportation execution
 - communication clarity
 - operational consistency
 - responsible handling procedures
 - client accountability
 - service reliability
 - transportation transparency
 - operational discipline
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Definitions

For purposes of this Agreement:

- “Client” refers to the organization or authorized individual receiving transportation services from UPeake Transport.
- “Courier Services” refers to transportation, pickup, delivery, logistics coordination, or related operational support services.
- “STAT Delivery” refers to time-sensitive transportation requiring expedited handling and priority service execution.

- “Confidential Materials” refers to healthcare-related materials, legal documents, sensitive business information, or other protected operational materials.
 - “Authorized Representative” refers to designated personnel approved to release or receive transported materials.
 - “Chain-of-Custody” refers to documented accountability procedures intended to support traceable transfer practices during transportation activities.
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Scope of Services

UPeake Transport may provide transportation and logistics services including, but not limited to:

- scheduled route services
- on-demand courier services
- STAT and urgent delivery services
- specimen transport services
- medical courier services
- legal document transport
- confidential document transport
- operational supply delivery
- interoffice transportation services
- healthcare logistics support
- specialized transportation coordination

Specific service requirements, schedules, delivery windows, routes, handling procedures, or operational instructions may be established separately between UPeake and the Client where applicable.

Service Area & Scheduling

UPeake Transport operates within designated operational service areas and transportation zones.

Transportation scheduling may include:

- scheduled recurring routes
- same-day delivery services
- on-demand transportation requests
- urgent or STAT transportation requests
- after-hours operational coordination where available

Clients are encouraged to provide reasonable notice for transportation requests whenever possible to support operational scheduling and route coordination.

UPeake Transport reserves the right to modify scheduling availability, operational service windows, or transportation routes where necessary to support operational safety and service reliability.

Operational Service Standards

UPeake Transport maintains structured operational procedures intended to support:

- dependable transportation execution
- professional communication
- shipment accountability
- secure handling practices
- route coordination
- dispatch oversight
- operational traceability
- chain-of-custody awareness
- delivery confirmation procedures
- client service reliability

UPeake personnel are expected to perform transportation activities professionally, responsibly, and in accordance with established operational procedures.

Pickup & Delivery Procedures

The Client agrees to provide accurate information necessary to support transportation activities.

This may include:

- pickup and delivery addresses
- authorized contacts
- scheduling instructions
- item descriptions where applicable
- handling requirements
- access instructions
- special delivery procedures

UPeake may utilize manifests, chain-of-custody documentation, dispatch communication systems, delivery confirmation procedures, or operational logs to support transportation accountability.

Deliveries may require verification by an authorized receiving representative where applicable.

Packaging & Material Requirements

The Client is responsible for ensuring transported materials are packaged appropriately for transportation activities.

Where applicable, materials should:

- be properly sealed
- be appropriately labeled
- comply with applicable transportation standards
- include necessary documentation
- be prepared for safe transportation handling

UPeake reserves the right to refuse transportation services involving:

- prohibited materials
- unsafe packaging conditions
- leaking or unsecured materials
- unlawful items
- hazardous conditions beyond operational capability

Clients remain responsible for ensuring materials comply with applicable laws and regulations.

Chain-of-Custody & Secure Handling

UPeake Transport maintains chain-of-custody procedures intended to support secure transfer practices, shipment accountability, and operational traceability throughout transportation activities.

Materials may be transferred only between authorized individuals involved in the transportation process.

UPeake personnel are expected to:

- follow secure handling procedures
- maintain operational professionalism
- support accountable transfer practices
- document transportation activities where applicable
- maintain delivery verification standards

UPeake promotes operational procedures intended to support shipment integrity and transportation accountability.

Healthcare Logistics Awareness

UPeake Transport understands that healthcare-related transportation activities may involve heightened operational sensitivity, confidentiality awareness, chain-of-custody accountability, and time-sensitive delivery coordination.

Personnel supporting healthcare logistics operations are expected to maintain professionalism, operational discretion, and confidentiality awareness while operating within healthcare environments.

UPeake maintains operational awareness practices designed to support healthcare-focused transportation environments.

Safety, Compliance & Confidentiality

UPeake Transport promotes workplace safety awareness, responsible operational conduct, confidentiality awareness, and transportation accountability throughout all service activities.

Drivers and operational personnel are expected to:

- operate vehicles responsibly
- follow operational safety procedures
- maintain professional conduct
- exercise operational discretion
- avoid unauthorized disclosure of sensitive information
- maintain confidentiality awareness
- report operational hazards or incidents promptly

UPeake promotes operational practices intended to support workplace safety awareness and responsible transportation activities aligned with applicable operational responsibilities.

Client Responsibilities

The Client agrees to:

- provide accurate transportation information
- communicate scheduling changes promptly
- identify authorized representatives where applicable
- package materials appropriately when required
- communicate special handling instructions
- cooperate with reasonable operational procedures
- ensure lawful transport contents

The Client remains responsible for ensuring materials comply with applicable laws, regulations, and transportation requirements.

Fees, Billing & Payment Terms

Specific billing arrangements, pricing schedules, invoicing procedures, and transportation rates may be established separately between UPeake and the Client.

Unless otherwise agreed:

- invoices may be issued upon service completion or according to agreed billing schedules
- payment terms may be due upon receipt or according to established account terms
- late payments may affect service continuation
- additional charges may apply for after-hours services, expedited requests, oversized materials, or extended operational requirements

UPeake reserves the right to adjust operational pricing structures with reasonable notice where applicable.

Liability, Claims & Insurance

UPeake Transport maintains operational procedures and business practices intended to support responsible transportation services.

Clients agree to inspect deliveries and report transportation concerns, shortages, or damage claims within a reasonable timeframe following service completion.

UPeake shall not be responsible for:

- improper packaging provided by the Client
- delays caused by weather or roadway conditions
- circumstances beyond reasonable operational control
- concealed damage not reasonably identifiable during transport
- prohibited or improperly disclosed materials

Insurance coverage, service limitations, claims procedures, or transportation conditions may be governed by separate operational documentation or insurance policies where applicable.

Incident Reporting & Operational Communication

UPeake maintains procedures for reporting transportation incidents, operational concerns, delays, or service disruptions.

Operational incidents may include:

- transportation delays
- damaged materials
- chain-of-custody discrepancies
- vehicle incidents
- operational disruptions
- unauthorized access concerns
- safety hazards

UPeake will make reasonable efforts to communicate operational concerns and coordinate resolution procedures where necessary.

Service Limitations

UPeake reserves the right to refuse or suspend transportation services involving:

- prohibited or unlawful materials
- unsafe transportation conditions
- improperly packaged materials
- operational safety concerns
- abusive or threatening conduct
- nonpayment situations
- conditions that may compromise operational integrity

Transportation activities may be impacted by traffic conditions, weather conditions, emergencies, road closures, facility restrictions, or other operational circumstances beyond reasonable control.

Force Majeure

UPeake shall not be considered in breach of this Agreement for delays, interruptions, or inability to perform transportation services resulting from events beyond reasonable operational control.

Such events may include:

- severe weather conditions
- natural disasters
- roadway closures
- governmental actions
- public emergencies
- labor disruptions
- accidents or infrastructure failures
- communication system interruptions

UPeake will make reasonable efforts to communicate operational disruptions where practical.

Term & Termination

Either party may terminate transportation service arrangements upon reasonable notice where applicable.

UPeake reserves the right to suspend or terminate transportation services involving:

- nonpayment
- operational safety risks
- unlawful activity
- material violation of operational expectations
- repeated service disruptions
- abusive conduct toward personnel

Termination of services does not eliminate outstanding financial obligations owed prior to termination.

Confidentiality

Both parties acknowledge that transportation activities may involve confidential business, healthcare, legal, or operational information.

Each party agrees to maintain reasonable confidentiality practices and avoid unauthorized disclosure of sensitive information obtained during transportation activities.

UPeake promotes operational procedures intended to support confidentiality awareness, professional discretion, and responsible handling practices.

Governing Law & Dispute Resolution

This Agreement shall be governed in accordance with applicable laws within the State of Florida.

Both parties agree to attempt good-faith resolution of operational disputes through communication and reasonable negotiation prior to pursuing formal legal remedies where practical.

Any unresolved legal matters shall be addressed within the appropriate jurisdiction where transportation services are performed unless otherwise agreed.

Leadership Oversight

Executive leadership and operational management maintain oversight of transportation procedures, operational practices, safety awareness initiatives, and service accountability standards.

UPeake promotes a culture of professionalism, operational discipline, continuous improvement, and responsible transportation practices throughout all service activities.

Commitment Statement

UPeake Transport is committed to maintaining structured transportation procedures and dependable logistics practices designed to support accountability, professionalism, operational consistency, and client confidence.

Through dispatch oversight, operational discipline, communication standards, and continuous improvement efforts, UPeake strives to provide professional transportation services for healthcare, legal, and commercial organizations.

Notice

This document is intended to provide a general overview of UPeake Transport's transportation service practices and operational expectations.

Specific client requirements, operational procedures, regulatory obligations, or service-level expectations may supplement this Agreement where applicable.

This document does not constitute legal advice and may be supplemented by additional operational agreements, client-specific procedures, or service documentation where necessary.

Agreement Acknowledgment

By engaging transportation services with UPeake Transport, the Client acknowledges understanding of the operational expectations and service practices outlined within this Agreement.

Client Representative

Signature: _____

Name: _____

Title: _____

Date: _____

UPeake Transport

Signature: _____

Name: _____

Title: _____

Date: _____