

14. FEE, CANCELLATION, AND REFUND POLICY

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This Policy is issued by Tardigrade Transportation LLC dba Tardigrade Freight Exchange ("Tardigrade"), operator of Tardigrade Freight Exchange (the "Platform"), and applies to the Platform fees, cancellations, and refunds described below.

14.1 Exchange access and success fee

Basic Shipper and Carrier access is free at launch. Independent Brokers may create an account and bid without a per-bid charge. When a Shipper selects a bid, the Broker confirms, the exact fee is displayed, and a transaction confirmation is generated, the winning Broker owes that displayed success fee. The fee is earned for the successful marketplace introduction and binding award; it is not compensation for transportation and is not held for another party. The fee remains due if the winning Broker later cancels, fails to cover the load, or takes the introduced transaction outside the Platform. The fee will be reversed if the binding award resulted solely from a verified Platform error, duplicate award, or materially false Shipper posting that could not reasonably have been identified before confirmation.

14.2 Cancellations

Marketplace users must cancel through the Platform and state the reason. Cancellation does not erase a direct shipper-broker or broker-carrier obligation. Any truck-ordered-not-used, detention, layover, or other shipment charge is governed by the applicable rate confirmation or direct contract, not by the Exchange success fee. For Managed Brokerage, shipment cancellation and accessorial charges are those disclosed in the rate confirmation. If the confirmation is silent, Broker may charge only reasonable documented third-party cost actually incurred because of the cancellation and disclosed before billing.

14.3 Refunds and billing disputes

Account or Platform fees are nonrefundable once earned unless this Policy, a displayed offer, or law requires otherwise. A billing error should be reported within thirty days to Management@TardigradeLogisticServices.com with the account, load, charge date, and explanation. Tardigrade will investigate and provide a written result. This reporting period does not waive a nonwaivable statutory right.

14.4 Fee changes

Current fees must be displayed before commitment. Changes apply only prospectively and cannot increase the fee for an already binding award. Optional memberships or premium features require separate price disclosure and acceptance.

14.5 Operator and Contact

Operator: Tardigrade Transportation LLC dba Tardigrade Freight Exchange | Platform: Tardigrade Freight Exchange
Address: 1001 Altamesa Blvd., #60007, Fort Worth, Texas 76115 Email:
Management@TardigradeLogisticServices.com | Business phone: 866-791-0397

Document: <https://tardigradeexchange.com/legal/fee-cancellation-refund-policy>

Legal document hub: <https://tardigradeexchange.com/legal>