

UberRUSH Terms

As of April 8, 2014

Permitted Items

- Messengers can only transport items that a normal human can carry weighing no more than 30 pounds
- Your messenger will be on bike or on foot, and may refuse to accept some oversized items
- **RESTRICTED ITEMS: You may NOT send for delivery:**
 - People or animals of any size
 - Illegal items
 - Alcohol
 - Fragile items
 - Very expensive or rare items
 - Dangerous items (weapons, explosives, flammable, etc.)
 - Stolen goods
 - Any items for which you do not have permission to send
- If your messenger refuses to accept an item due to size or weight or because it is a RESTRICTED ITEM or because the messenger is asked to purchase an item, a cancellation fee will apply
- Messengers reserve the right to refuse to accept any item in their sole discretion
- **Messengers will not purchase items for delivery**

Delivery Guarantee

- Uber will guarantee lost or damaged items up to \$250, except for RESTRICTED ITEMS for which no guarantee applies
- EXCEPT FOR LOSS OR DAMAGE DUE TO A MESSENGER'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT (FOR WHICH THE GUARANTEE SET FORTH ABOVE SHALL APPLY), REQUESTOR [YOU] IS FULLY RESPONSIBLE AND LIABLE FOR THE ITEMS SENT FOR DELIVERY BY MESSENGER HEREUNDER. OUR LIABILITY TO REQUESTOR [YOU] SHALL IN NO EVENT EXCEED US \$250.

Tracking Your Item

- Follow your messenger's progress in the Uber app
- Share your messenger's progress with [Share My ETA](#)
 - ETAs are estimates and may be inaccurate at first, but GPS will show messenger's location
- Tracking may pause if your messenger hops on the subway

Communicating with Your Messenger

- Text detailed pickup instructions if getting into the building isn't easy and straightforward
- Call your messenger at any time by tapping the arrow next to his / her info at the bottom of the Uber app

Chain of Custody

There must be someone at the delivery address to receive your item(s). One of the following must occur in order to complete delivery:

- If you'd like to waive the normal chain of custody process, a text message confirmation is required indicating no recipient is necessary

If no one is available at the delivery address and chain of custody is not waived, messenger returns item(s) and bills requester [you] full delivery fare + a cancellation fee

Cancellation and Fulfillment Policy

- If no one is present at your pickup location, a cancellation fee will apply
- If no one is present at your delivery location, **your messenger will wait 5 minutes** before returning your item. Requestor [you] will be responsible for full fare
- Any delivery requested without recipient present will require text message confirmation from requestor stating no recipient is necessary
- **If no one is present at delivery location and requestor is [you are] also unavailable when item is returned, requestor is accountable.** Messenger will leave item at original pickup location and requestor [you] will be responsible for full fare.