

Trip Transaction Adjustments

When a Trip Transaction is not completed in whole or in-part the following adjustment calculations are to be utilized:

- **Dry Run** at Start Location – this may arise in a number of different circumstances, including but not limited to, vehicle keys not available, vehicle not at location, vehicle will not start, vehicle not roadworthy or properly titled or plated (except where Driver was to provide plate), **one vehicle move.**
 - Reduce the total Trip Transaction Price by percentage of remaining Trip time and any unperformed components.
- **Dry Run** at Second Location – Circumstances same as above, **two-vehicle move.**
 - Reduce the total Trip Transaction Price by percentage of remaining trip time and any unperformed components. Reduction will not include time spent by Driver returning to start location.
- **Dry Run** at Any Location After First or Second Location
 - No Adjustment unless Driver leaves Trip and Trip is scheduled to continue. If driver elects to end early, reduce the Total Trip Transaction Price by percentage of remaining Trip time and any unperformed components.
- **Wrong Vehicle Delivered**
 - If Customer approves delivery of wrong vehicle, a \$50 fee may be imposed upon the Driver for not following Trip Transaction. If vehicle must be returned to its original location, the Driver will receive no pay and may be subject to pay the cost of returning vehicle.

When a Trip Transaction is extended *by Customer* request for: wait times (additional wait time must exceed 1 hour), adding components, correcting address(es) which adds more than 20 miles to the original Trip, supplemental stops added (Drivers must agree to the additions to the original Trip Transactions):

- Wait times over one hour at any location, the additional time waited by Driver per the request of the Customer will be added to the calculation for the overall Trip Transaction.
- Supplemental components requested by the Customer will be added to the original Trip Transaction calculation by adding the percentage of supplemental components represented as part of the whole. For example, if the original Trip Transaction had two components, and one component was added, the component representation in the Trip Transaction calculation will increase by 50%.
- For address corrections by the Customer that extend Trips, the additional time added will be added to the calculation for the overall Trip Transaction by adding the percentage of time added by the address correction, as part of the whole, to the percentage of time to and from original address (add additional personal chase mileage). For example, if the original address was 50 minutes away, and the corrected address is 25 minutes beyond the original address, the time factor represented in the Trip Transaction calculation will increase by 50%.
- For additional stops added at the request of the Customer, without creating a new Trip for those stops, the additional time, mileage, and components will be added to the agreed upon original Trip Transaction Pricing.