

TERMS OF SERVICE

Last Updated: October 2025

Introduction to DockMile

DockMile provides professional document pickup and delivery services for law firms, title companies, real-estate professionals, and other business's ("Client"). By scheduling a delivery with DockMile, the Client agrees to the following Terms of Service.

Service Overview

DockMile couriers provide secure pickup and drop-off of legal, real-estate, and business documents. DockMile guarantees proof of delivery by timestamp, photo, and/or signature. DockMile is not responsible for the outcome of court filings, title recordings, or third-party acceptance decisions.

Delivery Scheduling & General Cut-Off Times

Deliveries are performed Monday through Friday during standard business hours (8:00 AM – 5:00 PM). Rush requests are accepted when available and will include a surcharge.

Court Document Cut-Off Times

DockMile accepts same-day court-related delivery requests until 2:30 PM local time or no later than three (3) hours before the posted closing time of the destination court, whichever occurs first. Court operating hours vary by borough and may change without notice.

DockMile follows the official hours published by each court. Requests made after the cutoff will be scheduled for the next business day. DockMile is not liable for missed filing deadlines resulting from late requests.

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Inclement Weather, Closures & Force Majeure

Service may be delayed or suspended because of severe weather, natural disasters, government restrictions, court or agency closures, terrorism, civil unrest, or other conditions beyond DockMile's control.

Deliveries will resume at the next available safe opportunity. No refunds are issued for such delays.

Client Responsibilities

Clients agree to:

1. Check all documents for accuracy and completeness before giving them to the courier.
2. Include any required check or money order payable directly to the court or agency inside the sealed delivery envelope.
3. Provide accurate pickup and delivery information including address's, suite numbers, contact names, and phone numbers.
4. Package materials securely to prevent loss or damage.
5. Ensure availability for pickup and delivery during the scheduled window.
6. Understand that DockMile couriers do not review, edit, notarize, or verify document contents.
7. Accept full responsibility for legal sufficiency, signatures, and completeness of each document provided.

Failure to meet these responsibilities may cause rescheduling, extra fees, or incomplete deliveries for which DockMile bears no liability.

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Document Handling

DockMile couriers are independent delivery professionals. They are not attorneys, paralegals, title processors, or notaries, and they do not interpret, prepare, or review documents.

Couriers perform pickup, transport, and delivery only. They may photograph sealed envelopes for chain-of-custody verification but will not open or inspect contents.

Documents that we handle

DockMile routinely transports:

- Court filings, pleadings, and stamped copies
- Real-estate contracts, title packets, escrow documents, and deeds
- Loan and closing binders
- Agency submissions (Department of Buildings, County Clerk, etc.)
- Certified mail or service packets supplied by clients
- General legal correspondence and signed agreements

Documents that we do not handle

DockMile couriers will not transport:

- Cash or checks payable to individuals
- Original wills or testamentary instruments
- Passport, visa, or immigration filings requiring personal ID
- Hazardous, perishable, or restricted materials
- Documents containing classified or export-controlled data
- Controlled substances or biological samples

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Court Filing Fees & Payment Handling

DockMile couriers do not collect, transport, or handle cash.

If a filing requires a fee, the Client must include a check or money order payable directly to the receiving court or agency inside the sealed packet. DockMile is not responsible for payments rejected or unprocessed by the recipient.

Proof of Delivery

A photo, GPS timestamp, or recipient signature constitutes full proof of service. Once delivery is confirmed, DockMile's responsibility for the material ends.

Subscription & Payment Terms

Subscriptions renew monthly until canceled. Payments for one-off runs are due at booking. Failed or late payments may suspend service. No refunds are issued for unused subscription deliveries.

12. Re-Delivery & Return Policy

If a court, agency, or office is closed or refuses delivery, DockMile will attempt re-delivery on the next business day or return the documents to the Client after notice. A re-delivery or return fee may apply.

Unclaimed or Abandoned Documents

Documents not retrieved or redirected within seven (7) days of a failed delivery will be securely destroyed after email notice to the Client. DockMile is not liable for unclaimed materials after that period.

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Courier Conduct & Safety

Couriers must follow all traffic, safety, and confidentiality laws. They may decline pickups or deliveries that appear unsafe, unlawful, or improperly packaged.

Delays resulting from safety concerns do not constitute a breach of contract.

Liability Limitations

DockMile's total liability for any claim is limited to the service fee for the affected delivery. DockMile is not liable for indirect, consequential, or incidental damages, missed deadlines, or client losses arising from delays, closures, or document issues.

Confidentiality

DockMile maintains confidentiality of all client materials and delivery data. All couriers sign confidentiality and chain-of-custody agreements before activation.

Governing Law & Dispute Resolution

These Terms are governed by the laws of the State of New York.

Any dispute shall be resolved by binding arbitration or small-claims proceedings in New York County.

Policy Updates

DockMile may update these Terms periodically. Continued use of the service after an update constitutes acceptance of the revised Terms.