

Terms & Conditions (including SMS Terms)

Effective date: September 19, 2026

1. About These Terms

These Terms and Conditions ("Terms") govern your use of the website and the SMS/text messaging program operated by North Forrest Freight Inc. ("North Forrest Freight," "NFF," "we," "us," or "our"). North Forrest Freight is a freight agency operating as an independent agent of SPI Logistics (SPI 3PL, MC# 253915), a licensed property broker. Freight transactions are additionally governed by the applicable broker-carrier agreement, rate confirmation, or customer agreement, which control in the event of a conflict with these Terms.

2. SMS Program Purpose and Message Types

Our text messaging program is used to communicate with motor carriers, drivers, dispatchers, shippers, and receivers about freight we arrange. By opting in, you agree to receive text messages from North Forrest Freight, which may include:

- **Carrier Sales:** available loads, rate offers, negotiation, and booking confirmations, including replies to inquiries you send us.
- **Track and Trace:** check-call requests, pickup and delivery appointment confirmations, location and ETA updates, and requests for proof of delivery or other shipment documents.
- **Account and Service:** onboarding, paperwork, invoicing, and other account-related notices.

3. Consent

You consent to receive text messages when you provide your mobile number to North Forrest Freight and agree to receive texts, for example, by completing a web form or carrier setup packet, by texting us first, or by requesting texts from a member of our team. Consent to receive text messages is not a condition of purchasing any goods or services or of doing business with North Forrest Freight or SPI Logistics.

4. Message Frequency and Charges

Message frequency varies depending on your activity with us and the number of shipments in progress. **Message and data rates may apply.** Contact your wireless carrier for details about your plan. Wireless carriers are not liable for delayed or undelivered messages.

5. How to Opt Out

Reply **STOP** to any message to unsubscribe from that number. You will receive a one-time confirmation message. After that, you will not receive further texts from that number unless you opt back in. You may also opt out by contacting us at 1-(833) 378-3651 or Mgd@spi3pl.com.

6. How to Get Help

Reply **HELP** to any message for assistance, or contact our support team at 1-(833) 378-3651 or Mgd@spi3pl.com, Monday through Friday, from 8:00 am to 5:00 pm EST/EDT.

7. Eligibility

The SMS program is intended for business use by individuals 18 years of age or older who are authorized to act on behalf of a motor carrier, shipper, receiver, or other business. By opting in, you confirm that you are the account holder or have the account holder's permission to receive texts at the number provided.

8. Subscriber Responsibilities and Prohibited Use

- Keep your contact information accurate and notify us if you change or give up your mobile number.
- Do not use the messaging program to send unlawful, threatening, harassing, or fraudulent content.
- Do not misrepresent your identity, company, MC/DOT number, or authority to accept a load.
- Do not use information received through the program (including load details and rates) for any purpose other than the shipment to which it relates, and do not resell, re-broker, or share it with unauthorized parties.
- Do not attempt to interfere with or disrupt the messaging service.

We may suspend or terminate your access to the program at any time for violation of these Terms or for any other reason.

9. Privacy

Our collection and use of your information, including your mobile number and SMS consent records, is described in our Privacy Policy at <https://www.nffagency.com/privacy>. Mobile information and SMS consent data will not be shared with third parties or affiliates for marketing or promotional purposes.

10. Disclaimers and Limitation of Liability

The messaging service is provided "as is." We do not guarantee that messages will be delivered without delay or error, and we are not responsible for delays, non-delivery, or errors caused by wireless carriers, network conditions, or your device. A text message does not by itself create a binding freight contract; loads are confirmed only by a signed rate confirmation issued under SPI Logistics' broker authority. To the fullest extent permitted by law, North Forrest Freight and SPI Logistics are not liable for any indirect, incidental, or consequential damages arising from the messaging program.

11. Website Use

The content on our website is provided for general information about our services. You agree not to misuse the website, attempt to gain unauthorized access, or copy content for commercial purposes without permission.

12. Changes to These Terms

We may update these Terms at any time. The effective date above reflects the most recent revision. Material changes will be posted on this page, and your continued participation in the program after changes are posted constitutes acceptance of the updated Terms.

13. Governing Law

These Terms are governed by the laws of the State of Arizona, without regard to conflict-of-law principles.

14. Contact Us

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