

# ReturnIt, LLC — Terms of Service

Effective Date: August 14, 2025

Welcome to ReturnIt, LLC (“Company,” “we,” “our,” or “us”). These Terms of Service (“Terms”) govern your use of our return delivery services, driver platform, and admin dashboard (collectively, the “Services”). By using the Services, you agree to these Terms.

## 1. Eligibility

- **Customers:** You must be at least 18 years old to create an account and use the Services. Parents/guardians are responsible if minors use an account.
- **Drivers:** You must be at least 18 years old to provide Services, or 19 years old if required by state law (Arizona, California, Colorado, Delaware, Florida, Georgia, Idaho, Kentucky, Montana, New Jersey, New Mexico, Texas, Utah, West Virginia).
- **Alcohol Returns/Deliveries (if applicable):** You must be 21 years old or older with valid government-issued identification.

## 2. Services

ReturnIt provides return delivery services by connecting customers with independent drivers. Drivers operate as independent contractors and not employees of ReturnIt.

## 3. Accounts

You must register with accurate information and maintain account confidentiality. Admins may use “impersonation mode” for troubleshooting, with all activity logged.

## 4. Payments

Customers agree to pay service fees and applicable charges. Drivers agree to payout terms, including instant payout fees, as displayed in the dashboard. All payments are logged in the Payment Records and Driver Payouts systems.

## 5. Cancellations & Refunds

Customers may cancel orders in line with policies displayed in the app/dashboard. Refunds, if applicable, are processed according to our policy.

## 6. Prohibited Conduct

Fraud, harassment, unsafe conduct, or misuse of the Services is prohibited. Violations may lead to suspension or termination of accounts.

## 7. Limitation of Liability

Services are provided “as is.” ReturnIt is not liable for indirect damages, lost items, or failures caused by third parties.

## 8. Termination

We may suspend or terminate accounts for violations. You may close your account at any time.

## **9. Dispute Resolution**

Disputes should first be addressed internally. Unresolved disputes will be settled by binding arbitration in Missouri, unless prohibited by law.

## **10. Changes**

We may update these Terms at any time. Continued use of the Services means you accept the updates.