

CLIENT STANDARD OPERATING PROCEDURES (SOP)

Company: AGuyFreight.com a branch of PETHA Capital LIMITED LIABILITY CO.

Version: 1.0

Effective Date: 1 November 2025

1. PURPOSE

AGuyFreight.com provides professional dispatch and logistics coordination services designed to ensure reliability, transparency, and operational efficiency for our clients.

This SOP defines service expectations, communication standards, and accountability on both sides.

2. SCOPE & APPLICABILITY

This SOP applies to all clients utilizing AGuyFreight.com services, whether for one-time loads or ongoing dispatch support.

Submission of a Client Intake Form constitutes acceptance of this SOP.

3. COMMUNICATION PROTOCOL

To ensure accuracy and timely execution:

- All communication must occur through official AGuyFreight.com channels
- Each client must designate one primary point of contact
- Verbal changes are not valid unless confirmed in writing

AGuyFreight.com will provide updates through the assigned dispatcher.

4. OPERATIONAL EXPECTATIONS

Clients are responsible for providing:

- Accurate pickup and delivery details
- Load description and requirements

- Timing constraints
- Special handling instructions

AGuyFreight.com coordinates drivers and dispatch but does not assume responsibility for incorrect or incomplete information provided by the client.

5. PROOF OF SERVICE & UPDATES

AGuyFreight.com requires drivers to provide photo confirmation of:

- Pickup
 - ETA
- Delivery

These confirmations are collected by dispatch and may be shared with clients as official proof of service when requested.

6. BILLING & PAYMENTS

- Invoices are issued per agreed terms
- Payment timelines are defined upfront
- Late or non-payment may result in service suspension

AGuyFreight.com reserves the right to withhold services until outstanding balances are resolved.

7. DISPUTES & ISSUE RESOLUTION

All disputes must be submitted in writing.

AGuyFreight.com will investigate using documented communications and photo confirmations when applicable.

8. ACKNOWLEDGMENT

By submitting the Client Intake Form, the client acknowledges and agrees to this SOP.