FINEST TOWING HAWAII

PAY-PER-TOW FLEET SERVICE AGREEMENT

24/7 Medium & Heavy Duty Towing | 808-452-1655 | finesttowing808@gmail.com

Effective Date: _____ Agreement No. (optional): _____

This Fleet Towing Service Agreement ("Agreement") is entered into by Finest Towing Hawaii ("Provider"; legal entity name: _____) and the customer identified below ("Customer").

1. Customer information

Business / Legal Name: _____

Authorized Representative / Title: _____

Business Address: _____

Phone: _____ Email: _____

Billing Contact / Email (if different): _____

2. Services and authorization

Provider may perform requested medium-duty and heavy-duty towing, recovery, roadside assistance, and related vehicle transport on Oahu, Hawaii, subject to equipment availability, safe operating conditions, legal requirements, and Provider acceptance of each job. Customer authorizes Provider to act on service requests made by Customer's designated representatives. Customer represents that it owns, controls, or is otherwise authorized to request service for each vehicle. This Agreement does not guarantee dispatch time, availability, or a minimum number of jobs.

3. Advertised base towing rates

Vehicle gross vehicle weight (GVW) category	Base towing price
10,000–19,500 lbs GVW	$500 flat rate per tow
26,000–33,000 lbs GVW	$800 flat rate per tow
50,000 lbs GVW and up	Starting at $1,000 per tow; final price quoted

Rates apply only to jobs expressly confirmed by Provider at the stated base price. Vehicle categories not listed (including 19,501–25,999 lbs and 33,001–49,999 lbs) require an individual quote. GVW category is not the same as actual vehicle weight; Provider may verify the vehicle's rating, actual weight, configuration, condition, and towing requirements before accepting a job. No minimum monthly payment or guaranteed service volume is required.

4. Quotes and additional charges

Before work begins when reasonably practicable, Provider will disclose and Customer will authorize any additional charges, such as winching/recovery, difficult access, accident cleanup, labor, waiting time, after-hours service, tolls, ferry or special transport, permits, escort vehicles, storage, special equipment, or additional mileage. No specific included mileage or additional fee is established by

this Agreement; each job confirmation will state applicable terms. Emergency safety work may require prompt action, with charges explained as soon as practicable.

5. Dispatch and job confirmation

Customer shall provide the vehicle location, destination, vehicle identification, GVW if known, condition, load/cargo details, and an authorized contact. Provider may decline or stop a tow that is unsafe, unlawful, exceeds equipment capacity, or differs materially from the description supplied. Each accepted job should be documented by dispatch record, text, email, work order, or signed tow ticket identifying the price and any approved extras.

6. Payment Terms — C.O.D. (Cash on Delivery)

All towing services are C.O.D. (Cash on Delivery). Payment in full is due immediately upon completion of each tow, before release of the towed vehicle, unless otherwise required by law. No credit terms or monthly billing are offered unless Provider expressly agrees in writing before dispatch. Accepted payment method must be confirmed at dispatch. Provider will provide a receipt or invoice for each completed service. Any good-faith billing dispute must be submitted in writing within 10 calendar days; a dispute does not defer payment of undisputed charges. Customer is responsible for applicable taxes lawfully charged on the service.

7. Vehicle, cargo, and access responsibilities

Customer shall disclose known mechanical hazards, fluid leaks, altered suspension, cargo weight, load security concerns, and special handling requirements. Customer is responsible for securing or removing loose property and cargo where practicable, providing lawful access, and arranging any necessary permissions. Provider will exercise reasonable care but is not responsible for pre-existing damage, concealed defects, or loss caused solely by inaccurate information or unsafe loading supplied by Customer, except to the extent caused by Provider's negligence or misconduct.

8. Insurance and liability

Each party shall maintain insurance appropriate to its operations and as required by law. Upon reasonable request, the parties may exchange certificates of insurance. Neither party waives claims arising from the other party's negligence, gross negligence, willful misconduct, or violations of law. Neither party is liable for delays caused by conditions beyond its reasonable control, but this does not excuse payment for services already rendered. Any cargo, vehicle damage, or other claim will be handled under applicable law and the parties' actual insurance terms; this Agreement does not promise any particular coverage.

9. Term and termination

This Agreement begins on the Effective Date and continues until terminated by either party upon 15 days' written notice. Either party may suspend or terminate immediately for a material safety or legal concern or material breach. Termination does not eliminate amounts owed for completed or authorized services. There is no exclusivity requirement.

10. General terms

Hawaii law governs this Agreement, subject to applicable federal law. Any modification must be agreed to in writing by both parties; individual job confirmations may establish job-specific rates and charges. Neither party may bind the other beyond authorized towing services. If any provision is unenforceable, the remainder stays effective. Electronic signatures and counterparts are permitted. This Agreement and accepted job confirmations comprise the parties' agreement concerning the services described.

11. Signatures

PROVIDER — Finest Towing Hawaii

Legal Entity: _____

Signature: _____

Printed Name / Title: _____

Date: _____

CUSTOMER

Business: _____

Signature: _____

Printed Name / Title: _____

Date: _____

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ADDENDUM — FREE SCRAP TRUCK REMOVAL

This addendum supplements the Finest Towing Hawaii Pay-Per-Tow Fleet Service Agreement and applies only to scrap trucks accepted for removal by Finest Towing Hawaii.

Free scrap truck towing. If Customer has trucks intended for scrap, Finest Towing Hawaii may tow those trucks away **free of charge**, subject to advance confirmation and acceptance of each truck.

Required condition — no fluids or fuel. Before pickup, each scrap truck must be drained of all fuel, gasoline, diesel, oil, coolant, and other vehicle fluids. The fuel/gas tank must be completely empty, with no remaining fuel. Customer is responsible for arranging lawful draining, handling, and disposal of fluids and for confirming the truck is ready for pickup.

Pickup approval. Free removal is subject to inspection or verification of the truck's condition, safe and lawful access, equipment availability, and confirmation by Finest Towing Hawaii. Trucks that do not meet these requirements may be declined until corrected. Any exceptions or additional charges must be agreed to before towing.

All other terms of the Fleet Service Agreement remain unchanged. This addendum does not authorize disposal of hazardous materials or waive applicable environmental requirements.

Customer / Business: _____

Authorized Signature: _____ Date: _____

Finest Towing Hawaii Representative: _____

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