

## Phantom ELD Terms of Use Legal Information & Notices

These Terms of Use apply to the Phantom ELD located at [PhantomELD.com](https://PhantomELD.com) and all associated Phantom ELD links to [PhantomELD.com](https://PhantomELD.com) (collectively, the «Phantom ELD»). The Phantom ELD is the property of Phantom ELD LLC («Phantom ELD»).

BY USING THE PHANTOM ELD, YOU AGREE TO THESE TERMS OF USE; IF YOU DO NOT AGREE, DO NOT USE THE PHANTOM ELD.

BY USING THIS INFORMATION, YOU ARE REPRESENTING AND WARRANTING THAT APPLICABLE LAWS AND REGULATIONS OF YOUR JURISDICTION ALLOW YOU TO ACCESS THE INFORMATION AND YOU CONFIRM THAT YOU ACCEPT THE TERMS OF USE.

When you use Phantom ELD (the «Site»), when you sign up for and use our services, when you purchase a GPS or an ELD piece of equipment, when you use Phantom ELD through our mobile and browser-based apps, and all related sites, widgets, tools, apps, data, software, APIs and other services provided by Phantom ELD (the «Services»), you agree to the terms of this Privacy Policy.

### 1. BASIC CONCEPTS (TERMS)

**Personal Data Subject** - this is an individual to whom personal data relate and who can be identified by this personal data, or who is already identified as:

**Customers** - employer or another entity who uses the Services for their employees or other entities («Customer») they represent; the Customer warrants that (a) they have the legal authority to bind the applicable entity to these Terms and are 18 years or older, and (b) that they agree, on behalf of the entity they represent, to these Terms.

**Users** - an individual whose Customer and Administrator can access, disclose, restrict, and remove information in or from an End User account, with the Administrator's ability to monitor, restrict, or terminate access to an End User account.

**Installation** means the installation and set-up of a Transmission Unit in the Customer's Asset, and Installation has a corresponding meaning.

**Tracking Pack** means the Products, Subscriptions to the Tracking Service inclusively (or any part of the Tracking Pack in isolation), and any enhancements and modifications to the same.

**Order Form** means the Customer Purchase Order Form which Phantom ELD provides to the Customer and the one that the Customer completes and accepts to purchase Products and a Subscription to the Tracking Service in accordance with the Terms of Use;

**Warranty Period** - means 12 months from the time of delivery of the sold Tracking Pack.

### 2. AGREEMENT TO TERMS OF USE

**2.1** Phantom ELD reserves the right, at its sole discretion, to change, modify, add or remove portions of these Terms of Use at any time.

**2.2** It is your responsibility to check these Terms of Use periodically for changes.

**2.3** Your continued use of the Phantom ELD following the posting of changes will mean that you accept and agree to the changes. As long as you comply with these Terms of Use, Phantom ELD grants you a personal, non-exclusive, non-transferable, limited privilege to enter and use the Phantom ELD.

### **3. EQUIPMENT**

You shall be responsible for obtaining and maintaining the equipment needed for access and use of the Phantom ELD services, such as:

- 3.1. Downloading Apps including the mobile device software available via the Apple, LLC («Apple») App Store (each an «Apple Store App»), and «Play Market» to allow the Customer to monitor the location and other data relating to the Asset, to the extent that such Asset is located in the Territory, including by facilitating the transmission of Location Data and Asset Data between the Platform and the Transmission Units via a Transmission Service;
- 3.2. GPS, RFID, and IR equipment;
- 3.3. Providing IR equipment for maintaining precise information on hooking transports together from individual trucks and trailers.
- 3.4. Providing GPS equipment for tracking the location of fleet assets;
- 3.5. Providing cargo sensors, door sensors, and temperature sensors;
- 3.6. Providing RFID tags and readers for warehouse management;
- 3.7. Providing ELD/HOS solution, compliant with FMCSA regulations eCFR Title 49, part 395.

### **4. START OF THE AGREEMENT**

- 4.1. The Customer should submit an application for the Tracking Packs via the Order Form on the Phantom ELD. The application must be considered as an offer by the Customer to purchase the Service.
- 4.2. The Agreement, or the amendment thereof, is established electronically at the moment when a Phantom ELD representative sends the confirmation (or verbal confirmation and clarification approval by a Phantom ELD representative) to the Customer that the request has been accepted. A Phantom ELD representative has the right not to accept an application without stating reasons.
- 4.3. The Customer should complete the application form completely and truthfully and promise that they will immediately provide Track Assistant with changes to this data.
- 4.4. CUSTOMER MUST PURCHASE TRACKING PACK WITH SERVICES AS FURTHER DESCRIBED IN AN ORDER FORM AND CANNOT BE SOLD SEPARATELY FROM EACH OTHER. PRODUCTS MUST ONLY BE USED IN CONJUNCTION WITH THE TRACKING SERVICE AND FOR NO OTHER PURPOSE.
- 4.5. Legal and beneficial ownership, intellectual property rights of the Tracking Pack will remain with Phantom ELD.

### **5. INVOICING OF SERVICES**

- 5.1. Upon agreement, the cost and scope of Services shall be governed after individual communication by a Phantom ELD representative with the Customer and must be paid within 10 days from the date of invoicing and/or order approval.
- 5.2. The rates consist of monthly (Single-subscription) amounts.
- 5.3. All payments are due in U.S. dollars unless otherwise indicated on the electronic invoice.
- 5.4. This invoice is sent to the email address that the Customer has specified on the order form on the Phantom ELD.
- 5.5. The services are paid off after the payment from you is credited to the Phantom ELD account.
- 5.6. If you are making a payment, you agree to provide us with valid payment information.

5.7. Please note that if the currency of the payment differs from the currency of your savings in your bank account, the money will have to be converted into the currency. Therefore, before you proceed with the payment, please check the current real exchange rate with your bank.

5.8. For your convenience, we allow you to make transactions using several different sources of financing, such as credit and debit cards, and other payment methods.

5.9. Please note that we use the services of a third-party payment service, [Stripe](#). The methods of payment used by us may vary depending on your country and may be changed by us at any time at our sole discretion.

5.10. Before making a payment, carefully study the details of the transaction, since the total cost may include commissions, taxes, fees, and other mandatory payments established by third parties.

5.11. When making a payment, you give us (and our special payment systems) permission to debit the full amount from the payment data that you specify for the operation. You also give us permission to collect and store payment data along with other transaction information. In addition, we can use certain services for updating payment card details, the availability of which depends on the issuer, so that the information on payment data stored with us is always up-to-date.

5.12. If you pay by credit or debit card, we can obtain the funds from the card issuer before the approval of payment in the full value amount. Funds will be debited from your card at the time of payment initiation or shortly after it. If you cancel the operation before it is completed, the transaction amount may not be returned to you immediately due to the need to obtain the approval mentioned above.

5.13. If the debit operation leads to an overdraft or the collection of other bank charges from you, you are solely responsible for the specified obligations to the bank.

5.14. When you use any form of payment, you represent and warrant to Phantom ELD that:

5.15. You are the legal owner of this payment method and have the right to use it.

5.16. The payment method you use is valid.

5.17. The use of such a payment method and the initiation of payments in the Phantom ELD are carried out in accordance with the law applicable to you.

Phantom ELD reserves the right to change prices and/or performance criteria on the following basis: a new price list is announced by email or push notifications sent to the Customer account at least one month before its expiry date.

5.18. The Customer has the right to terminate their contract with Phantom ELD on the date when the new price list enters into force, with the limitations of the refund conditions specified in the Terms of Use. However, by continuing to use Phantom ELD Services, the Customer accepts the changed conditions.

5.19. The agreement can be terminated electronically by the Customer each month, three (3) days before the end of the current period via the account Phantom ELD, with no refund to the Customer. The next month, no subscription costs are due.

5.20. Phantom ELD refunds money only if we have received a notice from the Customer of the early termination 15 days before the next monthly payment. Phantom ELD will refund to the Customer within 90 days a pro-rata amount for unused Services.

5.21. Measures we can take:

We may deny you the right to make payments in the Phantom ELD at any time at our discretion.

5.22. We may cancel any transaction if it seems to us that it violates our Privacy policy, or such cancellation can prevent financial losses.

5.23. In order to avoid financial losses that you or we may suffer, we have the right to postpone the payment for some time, restrict the possibility of using payment data for a transaction, or the possibility of making a payment or deactivate your account.

5.24. In order to avoid financial losses that you, or we may suffer, we have the right to contact the issuer or the source of your payment data, law enforcement agencies or interested third parties (including other users), and exchange information with them about any payments related to you, if we proceed from the assumption that this will prevent financial loss or violation of the law.

5.25. We reserve the right to terminate or suspend your use of the paid services of the Phantom ELD at any time and for any reason without any obligations.

5.26. Fee for unpaid Monthly ELD service and other services:

5.26.1. A Customer should always provide our Accounting Department with information regarding the payment method change on time.

5.26.2. In case the card was changed, and the Customer did not inform the accounting department of Phantom ELD, all future debt will be with a Fee of 10% of all debt amounts.

5.26.3. If Customer's fees are past due (including any fees owing to any third-party equipment financing company), Phantom ELD may suspend the Services automatically and provide notice of termination for material breach.

## **6. DELIVERY AND RISK OF LOSS**

6.1. All Tracking Pack will be shipped in a commercially reasonable manner to the «ship to» address designated in the Customer's Order Form by delivery service [UPS](#), or, in case of mutual agreement, by another delivery service.

6.2. An order for Tracking Packs may not be canceled without prior approval by Phantom ELD.

6.3. Concerning Purchased Tracking Pack, (except concerning the Software installed on the Purchased Tracking Pack) will pass to the Customer upon Phantom ELD's delivery to the carrier.

6.4. The customer is responsible for all freight, insurance, and other shipping-related expenses, including, but not limited to, taxes and duties.

6.5. Phantom ELD will not be liable for any loss or damage for failure or delay in delivery of Tracking Packs (including consequential loss or liability for any amount payable by you to a third party).

6.6. Risk of damage

6.7. Or loss of the Tracking Pack, including any SIM cards, passes to the Customer upon delivery of the Tracking Pack.

6.8. Installation.

The customer is solely responsible for installing the Tracking Pack in accordance with Phantom ELD's written instructions and Documentation. The customer agrees that Phantom ELD is not liable for any cost, expense, or damages arising from the installation of the Tracking Pack.

6.9. The Tracking Pack connects to the battery of a vehicle and consumes a small amount of the vehicle's battery, which may adversely affect the vehicle while not in operation. Phantom ELD is not liable for any consequences of the battery drain associated with the use of the Tracking Pack or the Services.

6.10. Compatibility.

The customer is solely responsible for determining whether or not the Services and Tracking Pack are compatible with any vehicles utilizing the Services and Tracking Pack. The

customer agrees that Phantom ELD is not responsible for any cost, expense, or damage arising from compatibility issues.

6.11. If the Tracking Pack is back within 14 days, a fee of 20% of the cost of the Tracking Pack will be charged. Also, the Customer pays the cost of the delivery of the Tracking Pack.

## **7. THE CONDITIONS OF OPERATION**

7.1. IF YOU DON'T FOLLOW THESE INSTRUCTIONS, YOU MIGHT BREAK THE DEVICE.

7.2. Cable Insertion and Removal Instructions for Pacific Track PT30 ELD Device. When inserting & removing the cable, please follow these important instructions:

7.3. The 10-pin Molex connector uses a «latch & catch» locking system. The latch is on the cable connector, and the catch is on the device connector. The latch and catch are situated on the bottom of the device, so you need to flip the device upside down to see the latch.

7.4. Make sure to align the pins when you insert the connector carefully.

7.5. When you are inserting and removing the cable, do not rock, bend, or torque the connector in a left/right or up/down direction. Doing so may permanently damage the plastic and/or terminals on the device connector. The connector must be inserted and removed in a level and straight orientation.

7.6. Make sure to push down the backside of the latch before pulling the cable out from the device. The latch works on a rocking principle – pushing down one end lifts the other end.

## **8. SOFTWARE: REFUNDS, RECALCULATIONS, AND CHARGE FEES**

8.1. Monthly/Yearly ELD Service is for using the Phantom ELD application. This is a payment, not for a truck or device. Payment is deducted for a user of the application.

8.2. The software can not be refunded.

8.3. At the time of connecting the PT30 device to the truck, customers should have the ELD Subscription.

8.4. Actual Monthly Subscription plans and prices to the Customer can be found at the official website: [PhantomELD.com](http://PhantomELD.com).

8.5. Cancellation Before Automatic Renewal:

If the Customer wishes to cancel before automatic renewal, the Customer must contact the Phantom ELD Sales/Accounting Department at [eldphantom@gmail.com](mailto:eldphantom@gmail.com)

All fees paid are non-refundable.

We are in touch with you 7 days per week

Mon-Fri:

1 am-10 pm (EST)

Sat-Sun:

1 am-4.00 pm (EST)

## **9. REPRESENTATIONS AND WARRANTIES**

9.1 In addition, the Customer must comply with all applicable laws, regulations, and codes of practice when engaging in the foregoing practices.

9.2 The Customer acknowledges that:

9.2.1 The Customer relies upon its knowledge, skill, and judgment about the particular use or suitability of the Tracking Pack for the Customer's purpose;

9.2.2 We will accept no liability for any damages or losses arising from the consequences of any act, default, or negligence on the part of Phantom ELD or of an employee, agent, or contractor of Phantom ELD;

THE CUSTOMER REPRESENTS AND WARRANTS TO US THAT:

- THE CUSTOMER HAS THE FULL CORPORATE RIGHT, POWER, AND AUTHORITY TO ENTER INTO THESE TERMS OF USE, TO GRANT THE RIGHTS GRANTED, AND TO CARRY OUT THE TERMS AND CONDITIONS CONTAINED HEREIN;
- THE EXECUTION OF THESE TERMS OF USE BY THE CUSTOMER, AND THE PERFORMANCE OF THEIR DUTIES, DO NOT AND WILL NOT VIOLATE OR CONFLICT WITH ANY AGREEMENT TO WHICH THE CUSTOMER IS A PARTY OR BY WHICH IT IS OTHERWISE BOUND;
- WHEN EXECUTED BY THE CUSTOMER, THIS AGREEMENT WILL CONSTITUTE THE LEGAL, VALID, AND BINDING OBLIGATION OF SUCH PARTY, ENFORCEABLE AGAINST SUCH PARTY IN ACCORDANCE WITH ITS TERMS.

## **10. LIMITED TRACKING PACK WARRANTY BY PHANTOM ELD**

10.1 Phantom ELD warrants to Customer that any Tracking Pack shall be free of defects in materials and performance, for the duration of the applicable Warranty Period (as defined in Section 1).

10.2 If the Tracking Pack fails to conform to this Limited Tracking Pack Warranty during the Warranty Period, Phantom ELD will, at its discretion repair or replace any defective Tracking Pack or component or (ii) if the Tracking Pack is no longer available and repair is not possible, refund the purchase price less reasonable depreciation based on actual use.

### **10.3 How to Make a Claim**

In order to claim under this Limited Tracking Pack Warranty, the Customer must report any defect to Phantom ELD by email at the Website. The subsequent procedure will be mutually determined by the parties.

10.4 This Limited Tracking Pack Warranty is null and void in the event that Tracking Pack has been:

10.4.1 Altered or modified (physical damage);

10.4.2 used in a way that does not substantially conform to instruction manuals, user guides, and other information provided by Phantom ELD, posted to its website, or outlined in the Terms of Service;

10.4.3 tampered with, abused, improperly maintained, or otherwise damaged in a way outside Phantom ELD's control;

10.4.4 installed or uninstalled without following Phantom ELD's written instructions;

10.4.5 used with the Services, not in the ordinary course of the Customer's business operations,

10.4.6 connected to an improper voltage supply;

10.4.7 used with accessories and/or devices which are not expressly approved by Phantom ELD;

10.4.8 used with incorrect or unauthorized Cables;

10.4.9 cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;

10.4.10 damage caused by acts of God, to include but not limited to civil disturbance, war, flood, fire, rodents, or insects;

10.4.11 damage caused during delivery.

## **11. REGISTRATION OF CUSTOMER ACCOUNT**

11.1 Phantom ELD grants you the non-exclusive, non-transferable, revocable, limited right to access and use the Phantom ELD.

11.2 You are solely responsible for activities that take place on your account, and you must keep your account password secure.

11.3 You must immediately notify Phantom ELD about any security breach or unauthorized use of your account.

11.4 Phantom ELD is not responsible for any damages caused by unauthorized use of your account.

11.5 We are entitled at any time, without notice and without prejudice, to delete, suspend, or change your account in the event of your violation or suspected violation of these Terms or applicable law.

11.6 When we delete your account, you will no longer have access to Phantom ELD, which requires your registration and/or login as a Registered Customer. Also, we reserve the right to delete the Customer's content (information).

11.7 Our disclaimer applies without limitations.

## **12. ADDITIONAL TERMS FOR GOOGLE MAPS**

Our Services may incorporate certain Google Maps features and content, and your use of Google Maps features and content is subject to the then-current versions of the (1) [Google Maps/Google Earth Additional Terms of Service](#) and (2) [Google Privacy Policy](#).

## **13. RIGHTS YOU GRANT US**

- If you provide feedback (contact us), ideas, or suggestions («Feedback») to Phantom ELD in connection with the Phantom ELD, you acknowledge that they are not confidential, and you authorize Phantom ELD to use that feedback without restriction and payment to you. Feedback is considered a type of Content.

## **14. USE OF PHANTOM ELD CONTENT**

- We grant you limited, non-exclusive, revocable permission to make use of the Phantom ELD. This grant shall remain in effect until and unless terminated by you or Phantom ELD.

- The Phantom ELD software applications and content or material that is made available through the Phantom ELD («Content») are not sold or transferred to you, and Phantom ELD retains ownership of all copies of the Phantom ELD software applications and Content even after installation on your personal computers, mobile handsets, tablets, wearable devices, and/or other devices («Devices»).

The Terms of Use do not grant you any rights to use any Phantom ELD Brand Features, whether for commercial or non-commercial use.

## **15. LEGAL USE OF THE Phantom ELD**

The following is not permitted for any reason whatsoever:

- ✓ Copying, redistributing, reproducing, «ripping» recording, transferring, performing or displaying to the public, broadcasting, or making available to the public any part of the Phantom ELD or the Content;
  - ✓ otherwise making any use of the Phantom ELD or the Content which is not expressly permitted under the Terms of Use or applicable law or which otherwise infringes the intellectual property rights (such as copyright) in the Phantom ELD or the Content or any part of it;
  - ✓ using the Phantom ELD to import or copy any local files that you do not have the legal right to import or copy in this way;
  - ✓ transferring copies of cached Content from an authorized Device to any other Device via any means;
  - ✓ reverse-engineering, decompiling, disassembling, modifying, or creating derivative works of the Phantom ELD, Content, or any part thereof, except to the extent permitted by applicable law. Use «robot», «web scraper», «spider» or another mechanized program, algorithm device or any similar or equivalent manual process to access, obtain, copy or control any part of Phantom ELD or any content or in any way reproduce or bypass the navigation structure or presentation of Phantom ELD or any Content in order to obtain or attempt to obtain any materials, documents or information by any means that were not intentionally provided through Phantom ELD.
  - ✓ Manipulate identifiers to obscure the origin of any message or message that you submit to Phantom ELD.
- Phantom ELD reserves the right to prohibit any such activity.

## **16. RESTRICTED ACCESS**

Access to certain areas of our website is restricted.

We reserve the right to restrict access to other areas of our website, or indeed our whole website, at our discretion.

We may disable your user ID in our sole discretion without notice or explanation.

## **17. LIABILITY**

WE SHALL IN NO CASE BE HELD LIABLE, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, FOR DAMAGES FOR THE USE OF THE PHANTOM ELD, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING:

- LOSS OF PROFITS, CONTRACTS, TURNOVER, BUSINESS, BUSINESS OPPORTUNITY, LOSS OR CORRUPTION OF DATA OR RECOVERY OF DATA, GOODWILL, SECURITY BREACH RESULTING FROM A FAILURE OF THIRD-PARTY TELECOMMUNICATIONS AND/OR THE INTERNET, ANTICIPATED SAVINGS OR REVENUE (REGARDLESS OF WHETHER ANY OF THESE ARE DIRECT, INDIRECT, OR CONSEQUENTIAL);
- ANY LOSS OR DAMAGE ARISING IN CONNECTION WITH LIABILITIES TO THIRD PARTIES (WHETHER DIRECT, INDIRECT, OR CONSEQUENTIAL);



- ANY INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER. SOME STATES AND OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU.

THIS SECTION APPLIES TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW. YOU MAY HAVE RIGHTS UNDER APPLICABLE LAW IN YOUR JURISDICTION, WHICH PROVIDES FOR REMEDIES IN ADDITION TO THOSE SET OUT ABOVE.

YOUR SOLE AND EXCLUSIVE RIGHT AND REMEDY IN CASE OF DISSATISFACTION WITH THE PHANTOM ELD SERVICE, RELATED SERVICES, FEATURES, OR ANY OTHER GRIEVANCE SHALL BE YOUR TERMINATION AND DISCONTINUATION OF ACCESS OR USE OF THE SERVICE.

YOU FURTHER AGREE THAT NO CLAIMS OR ACTIONS ARISING OUT OF OR RELATED TO THE USE OF OUR WEBSITE, OR SERVICES, OR THESE TERMS MAY BE BROUGHT BY YOU MORE THAN ONE (1) YEAR AFTER THE ACTIONABLE EVENT.

## **18. DISCLAIMERS**

THE FULLEST EXTENT PERMITTED BY LAW, EXCEPT AS SET FORTH IN THESE TERMS PHANTOM ELD AND ITS AFFILIATES, LICENSORS, SUPPLIERS, AND DISTRIBUTORS (A) MAKE NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE REGARDING THE PHANTOM ELD SERVICES AND ANY OUTPUT FROM THE PHANTOM ELD SERVICES, AND (B) DISCLAIM ALL WARRANTIES, INCLUDING ANY IMPLIED OR EXPRESS WARRANTIES OF (I) MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INTERFERENCE, AND NON-INFRINGEMENT, (II) ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE, OR (III) THAT THE PHANTOM ELD SERVICES OR ANY PHANTOM ELD OUTPUT ARE SECURE, ERROR-FREE OR UNINTERRUPTED.

THE PHANTOM ELD SERVICES AND PHANTOM ELD OUTPUT ARE PROVIDED “AS IS” AND “AS AVAILABLE,” AND PHANTOM ELD MAKES NO WARRANTY REGARDING THE ACCURACY, COMPLETENESS, QUALITY, RELIABILITY, TIMELINESS, OR TRUTHFULNESS OF ANY PHANTOM ELD OUTPUT. CUSTOMER IS SOLELY RESPONSIBLE FOR (AND PHANTOM ELD DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES RELATING TO OR ARISING FROM CUSTOMER’S INSTALLATION OF THE TRACKING PACK, CUSTOMER’S OR END USER’S USE OF THE PHANTOM ELD SERVICES OR TRACKING PACK, CUSTOMER’S VEHICLES, AND INTERNET CONNECTIVITY.

This is the disclaimer of our legal liability for the quality, reliability, or safety of our Services and Tracking Pack.

18.2. CUSTOMER AND END USER(S) ACKNOWLEDGE AND AGREE THAT THE PHANTOM ELD SERVICES ARE A DRIVER AID ONLY. THEY ARE NOT A

SUBSTITUTE FOR A SAFE, CONSCIENTIOUS DRIVER. THEY CANNOT COMPENSATE FOR A DRIVER THAT IS DISTRACTED, INATTENTIVE, OR IMPAIRED BY FATIGUE, DRUGS, ALCOHOL, OR OTHERWISE. THE DRIVER IS RESPONSIBLE FOR AVOIDING AN ACCIDENT. CUSTOMER'S DRIVERS AND END-USERS SHOULD NEVER WAIT FOR ANY OF THE PHANTOM ELD SERVICES TO PROVIDE A WARNING BEFORE TAKING MEASURES TO AVOID AN ACCIDENT OR ANY VIOLATIONS.

FAILURE OF A DRIVER TO TAKE FULL RESPONSIBILITY FOR THE OPERATION OF A VEHICLE AT ALL TIMES CAN RESULT IN SERIOUS PERSONAL INJURY OR PROPERTY DAMAGE.

18.3. CUSTOMER AND END USER(S) ACKNOWLEDGE THAT USE OF THE SOFTWARE (OTHER THAN SOFTWARE EMBEDDED IN TRACKING PACK), INCLUDING THE APPS, WHILE DRIVING IS STRICTLY FORBIDDEN. DISTRACTED DRIVING IS DANGEROUS AND ILLEGAL IN MANY JURISDICTIONS.

## **19. FORCE MAJEURE**

Phantom ELD is not liable or responsible for any failure to perform, or delay in performance of Phantom ELD's obligations under these Terms of Use that is caused by events outside Phantom ELD's reasonable control («Force Majeure Event»), in particular (without limitation):

- Unavailability of public or private telecommunication networks
- Acts, decrees, legislation, regulations, or restrictions of any government or strikes, lock-outs, or other industrial action, civil commotion, riot, invasion, terrorist attacks or threats of terrorist attacks, war (whether declared or not), or any natural disaster.

Phantom ELD performance under these Terms of Use is deemed to be suspended for the period that the Force Majeure Event continues, and Phantom ELD will have an extension of time for performance for the duration of that period.

## **20. TERM AND TERMINATION**

We may terminate your right to access and use the services offered on the Phantom ELD Website at any time for any reason without liability. If we do so, or if you elect to delete your profile, any rights granted to you herein will immediately cease.

## **21. TRIALS AND ADDITIONAL SERVICES**

Access and use of some features made available by Phantom ELD may require authorizations of additional terms and conditions as a Customer. If you use any such services, the additional terms and conditions will be made available and will become an integrated part of these Terms of Use. In the event of a conflict between the additional terms and conditions and these Terms of Use, the additional terms and conditions shall prevail to the extent of the conflict as it applies to those services.

## **22. ARBITRATION**

WHERE PERMITTED UNDER THE APPLICABLE LAW, YOU AND PHANTOM ELD AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF.

You and Phantom ELD agree that any dispute, claim, or controversy between you and Phantom ELD arising in connection with or relating in any way to these Terms of Use or to your relationship with Phantom ELD as a user of the Service (whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory, and whether the claims arise during or after the termination of the Terms of Use) will be determined by mandatory binding individual arbitration.

The arbitrator must follow these Terms of Use. This arbitration provision will survive termination of the Terms of Use.

- **Arbitration rules**

Any arbitration will be conducted in the English language.

- **Time for filing**

Any arbitration must be commenced by filing a demand for arbitration within ONE (1) YEAR after the date the party asserting the claim first knows or reasonably should know of the act, omission, or default giving rise to the claim; and there shall be no right to any remedy for any claim not asserted within that time.

If applicable law prohibits a one-year limitation period for asserting claims, any claim must be asserted within the shortest period permitted by applicable law.

## **23. THIRD-PARTY WEBSITES**

We have no control over the Contents of third-party websites, and we accept no responsibility for them or for any loss or damage that may arise from your use of them.

## **24. GENERAL PROVISIONS**

- Phantom ELD will only rely on the conditions expressly specified in these Terms and Special Conditions in relation to certain Phantom ELDs that are provided by Phantom ELD. Any statements or agreements made or concluded elsewhere, whether directly or indirectly, in writing, verbally, or in advertising, are not binding for Phantom ELD unless Phantom ELD provides you with written confirmation.

- If any provision of these Terms of Use is deemed invalid, illegal, or unenforceable (in whole or in part), as determined by a court, the validity, legality, and applicability of the remaining provisions will not be in any way affected or weakened.

These Terms of Use and your relationship with Phantom ELD in accordance with these Terms of Use shall be governed by and construed in accordance with the laws of the jurisdiction in which Phantom ELD reside, without regard to conflict of law's provisions and in accordance with the non-exclusive jurisdiction of the courts to resolve any legal issues arising in connection with the Terms of Use. Notwithstanding the foregoing, Phantom ELD may apply for injunctive relief (or the equivalent type of emergency legal assistance) in any jurisdiction.

## **25. DISPUTE RESOLUTION AND ARBITRATION**

Phantom ELD is a provincially regulated entity in Minnesota, USA.

You and Phantom ELD agree that any dispute, claim, or controversy between you and Phantom ELD arising in connection with or relating in any way to these Agreements or to your relationship with Phantom ELD as a user of the Service (whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory, and whether the claims arise during or after the termination of the Agreements) will be determined by mandatory binding individual arbitration.

The arbitrator must follow this agreement and can award the same damages and relief as a court (including attorney fees), except that the arbitrator may not award declaratory or injunctive relief benefiting anyone but the parties to the arbitration. This arbitration provision will survive the termination of the Agreements.

### **Time for filing.**

Any arbitration must be commenced by filing a demand for arbitration within ONE (1) YEAR after the date the party asserting the claim first knows or reasonably should know of the act, omission, or default giving rise to the claim; and there shall be no right to any remedy for any claim not asserted within that period. If applicable law prohibits a one-year limitation period for asserting claims, any claim must be asserted within the shortest period permitted by applicable law.

## **26. FEEDBACK AND INFORMATION**

The information contained in this Phantom ELD is subject to change without notice.

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[PhantomELD.com](https://phantomeld.com).