

Terms of Service

Last updated: 10/14/2026

1. Agreement to these Terms

These Terms of Service (“Terms”) are an agreement between you and Autolane, Inc. (“Autolane,” “we,” “us” or “our”), a Delaware corporation. They cover your use of goautolane.com, Autolane Courier, and our delivery tracking pages, text messages and support channels (together, the “Services”). “You” means the End User: the person who books or receives a delivery. Businesses that contract with Autolane (our “Customers”) are covered by their own agreements, not these Terms.

You accept these Terms by using the Services. That includes when an AI agent you authorize books a delivery for you (Section 3). If you do not agree, do not use the Services.

IMPORTANT: Section 21 contains an arbitration agreement and a class-action waiver. Unless you opt out within 30 days, disputes between you and Autolane will be resolved by binding individual arbitration, not in court. You also give up the right to take part in a class action.

2. Our Services

- **Website.** Information about Autolane and ways to contact us.
- **Autolane Courier (“Courier”).** You book a vehicle to collect an order you placed with a retailer and deliver it to you within our service area.
- **Delivery tracking and notifications.** Some retailers contract with Autolane to deliver orders to End Users. If you receive one of those orders, we send you status texts and give you a tracking page and support.

Autolane is a delivery service. We do not sell, make, prepare or package the items we deliver. For Courier, we collect and deliver your order on your behalf as an independent delivery provider. We are not your agent for any other purpose. For retailer-arranged deliveries, we deliver for the retailer.

Deliveries are made by vehicles operating with autonomous driving technology. An Autolane supervisor may ride in the vehicle to handle pickups and help keep it operating safely.

3. Using Courier through an AI agent

You may reach Courier through a third-party AI assistant, such as Muse (an “Agent”). When you use an Agent with Courier:

1. You authorize the Agent to send us your information and to request, book, change and cancel deliveries for you.
2. We may treat instructions from your Agent as coming from you. You are responsible for bookings made through your Agent and their fees, including bookings with mistakes in the store, order, drop-off address or timing.
3. Before approving a booking, review what your Agent shows you: the fee, pickup and drop-off details, and the timing.
4. A third party provides your Agent under its own terms and privacy policy. We do not control your Agent. We are not responsible for what it does or fails to do, when it's unavailable, or what it tells you about Autolane.
5. When your Agent confirms that you accepted these Terms, that acceptance binds you as if you had accepted directly. We record the version you accepted and when.

4. Eligibility, your information and service area

- You must be at least 18, able to form a binding contract, and located in the United States.
- Give us accurate information: your name, mobile number, email and drop-off address. You must be able to receive texts and calls at that number during your delivery.
- Courier is available only in the service areas and during the hours we show when you book. We may change service areas, hours, supported stores and features at any time.

- We may decline or cancel any booking for any reason, including safety, weather, vehicle availability, prohibited items or suspected fraud.

Waitlist and referrals. Your spot on the Courier waitlist is an estimate, not a promise of when or whether you get access. Invites depend on where Courier runs, so someone behind you may be invited first. Each person who joins through your referral link and confirms a new mobile number moves you up. We may remove referrals we believe are fake, duplicated or made in bulk, and we may change or end the waitlist or the referral program at any time. Referrals earn no money or other reward. Share your link only with people who want it.

5. How Courier works

1. **Quote and booking.** We show the delivery fee and estimated timing before you confirm. A booking exists once we confirm it. We may hold a vehicle for a short time while you place your retailer order.
2. **Your retailer order.** You place and pay for your order directly with the retailer, in your name, for curbside pickup. That purchase, and your payment for it, are between you and the retailer. You authorize us to collect it for you. You also authorize us to give the retailer your order number, the name on the order, your pickup code and a description of our vehicle, and to check in for your order when we arrive, using the retailer's check-in link, its order page or a call to the store. We can't collect orders that can only be checked in through a retailer's app.
3. **Pickup.** Our supervisor, or the retailer's staff at the curb, loads the order into the vehicle. We may look at the outside packaging to confirm it is your order and not a prohibited item (Section 6). We do not open sealed packaging. We may refuse an order that looks unsafe, prohibited or too large for the vehicle.
4. **Drop-off.** The vehicle stops at a curbside point at your drop-off address. We text you a link to open the trunk or compartment, and you have 10 minutes after it arrives to take your items out yourself (Section 8). We do not carry items to your door or leave them unattended.
5. **Timing.** Pickup and arrival times are estimates. Retailer delays, traffic, weather, road closures and vehicle availability can all change them, and we are not responsible for delays.

6. Prohibited items

Do not book Courier for:

- alcohol
- tobacco, nicotine or vape products
- prescription drugs or pharmacy items
- lottery tickets
- firearms, ammunition or other weapons
- cannabis or hemp-derived THC products
- hazardous materials
- live animals
- illegal items
- anything that needs an ID check, age check, signature or name match at pickup or drop-off
- items too large or heavy to fit securely in the vehicle

We may refuse or cancel any booking that includes a prohibited item. Section 8 then applies.

7. Fees and payment

- **Delivery fee.** You pay the delivery fee shown before you confirm, plus any applicable tax. Courier doesn't accept tips.
- **What we charge.** Autolane charges only the delivery fee. You approve and pay for your retailer order separately.
- **Payment processing.** Stripe processes payments, including through Stripe Link, under Stripe's own terms. We never receive or store your full card number.
- **When you're charged.** We authorize your payment method when you book. We charge it when the delivery is complete, or earlier if Section 8 says a fee is due.
- **Failed payments.** If your payment fails, we may still complete the delivery, and you agree to pay the fee afterward. You authorize us to charge any payment method you've used with us for unpaid fees. We may refuse new bookings until any unpaid fees are paid.
- **Fee changes.** We may change our fees. A change never affects a booking we've already confirmed. Fees are non-refundable except as Section 8 says.

8. Cancellations, failed deliveries and refunds

What happens	Delivery fee
You cancel before a vehicle is dispatched to the store	No fee
You cancel after a vehicle is dispatched to the store	Full fee
You try to cancel after we've collected your order	Not possible. The delivery continues and the full fee applies
We cancel, or can't finish because of our vehicle, staff or systems	No fee (refunded if already charged)
The retailer cancels, won't release the order, or it isn't ready within 10 minutes of the confirmed ready time	No fee
We can't confirm a vehicle after you've already placed your retailer order	No fee. Collect the order yourself or cancel it with the retailer. We don't refund the retailer order
The order contains a prohibited item, even if a vehicle was already dispatched	No fee
The order is too large or heavy for the vehicle, and a vehicle was already dispatched	No fee
You don't collect your items (see below)	Full fee

Your retailer order is separate. Cancelling your delivery does not cancel your retailer order. To cancel or change that order, contact the retailer.

If you don't collect your items: once the vehicle arrives, we text and call you, then wait 10 minutes. If you still haven't collected your items, the delivery ends and the full fee is charged. We may return the items to the retailer or dispose of them, at our discretion. We are not responsible for what you paid for them. Ask the retailer whether it offers a refund.

Refund requests. Email hello@goautolane.com within 14 days of the delivery. We decide which row of the table above applies, based on our delivery records. The remedies in this

section are your only remedies for cancelled, failed or late deliveries.

9. Retailer orders and item issues

- **The retailer is responsible for your items.** That covers accuracy, completeness, quality, safety, allergens, labeling, temperature, recalls, pricing and refunds on the retailer order.
- **We deliver what we're given.** We carry sealed orders as the retailer hands them over and don't check what's inside.
- **Wrong, missing, damaged or unsafe items:** contact the retailer. If it helps, we'll give you delivery details such as pickup and drop-off times.
- **Our responsibility.** If we collect your order but fail to deliver it, our only responsibility is to refund the delivery fee, subject to Section 19. Any other refund or credit we give is a courtesy, at our discretion, and creates no obligation.

10. Retailer terms

The retailer's own terms and policies govern your retailer order. You are responsible for following them, including any rules on how orders may be placed (for example, through an Agent) and who may pick them up. Unless we say otherwise, Autolane has no agreement with the retailer and does not claim the retailer endorses Courier. A retailer may refuse to release your order to us; if it does, Section 8 applies.

11. Text messages and other communications

- **Delivery texts.** When you book Courier, or opt in to texts for a delivery a retailer has arranged with us, you agree that we may text you about that delivery at the number you provide, including with automated technology. We may also call if needed. Texts cover the confirmation, status, arrival time, the link to open the vehicle, and any problems. How many you get depends on the delivery. Msg & data rates may apply.
- **Opting out.** Reply STOP to stop texts. For help, reply HELP or email hello@goautolane.com. If you opt out during an active delivery, we may call you to finish it. We can't book Courier deliveries to a number that has opted out.

- **Marketing.** We send marketing texts or calls only if you separately agree to receive them. That consent is never a condition of buying anything.
- **Carriers.** Mobile carriers are not liable for delayed or undelivered messages.
- **Electronic notices.** You agree to receive agreements, notices and other communications from us electronically. They meet any legal requirement that communications be in writing.

12. Delivery tracking for retailer orders

If a retailer uses Autolane to deliver your purchase, the retailer's terms govern the purchase itself. These Terms govern your use of our tracking page, texts, support chat and vehicle compartment. The retailer handles problems with the items. Our responsibilities for the delivery are set by our agreement with the retailer.

13. Acceptable use

You agree not to:

- use the Services for anything unlawful or fraudulent, or book deliveries for someone else without their permission;
- use a pickup code, order or account that isn't yours, or misrepresent who you are;
- use bots, scripts or other automated tools to access the Services, including to scrape or harvest data, except through an Agent you've authorized or an integration we've approved;
- interfere with, damage, tamper with or block our vehicles, signage, lockers or other equipment, or enter a vehicle unless we tell you to;
- harass, threaten or abuse our supervisors, staff or retailer employees;
- reverse engineer the Services, probe or get around security measures, or overload our systems;
- resell the Services without our written permission.

We may investigate violations, cooperate with law enforcement, and suspend access without notice.

14. Safety around our vehicles

- Approach the vehicle only once it has stopped at your drop-off point and we've told you it's ready.
- Open only the compartment we unlock for you, and close it when you're done. Do not enter the passenger cabin.
- Follow the supervisor's instructions and all traffic laws.
- Keep children and pets supervised around the vehicle.
- Report any incident right away to hello@goautolane.com or through the support chat on your tracking page. In an emergency, call 911.

You are responsible for your own safety when approaching the vehicle and taking out your items.

15. Intellectual property and feedback

Autolane and its licensors own the Services, including the software, content, trademarks and logos. We give you a limited, revocable, non-exclusive, non-transferable license to use the Services for your personal, non-commercial use under these Terms. If you send us feedback or suggestions, you give us a perpetual, irrevocable, royalty-free license to use them for any purpose, with no obligation to you.

16. Third-party services

The Services rely on and link to services run by others, including Agents (such as Muse), payment processing (Stripe), maps (Google), support chat (Intercom) and retailers. Your use of those services is governed by their terms. We are not responsible for them.

17. Privacy

Our [Privacy Policy] explains how we collect, use and share personal information.

18. Disclaimers

THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” TO THE FULLEST EXTENT THE LAW ALLOWS, AUTOLANE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. WE DO NOT PROMISE THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ANY PICKUP OR DELIVERY TIME WILL BE MET. WE MAKE NO WARRANTY ABOUT ANY ITEM SOLD BY A RETAILER, OR THAT AUTONOMOUS DRIVING TECHNOLOGY WILL OPERATE WITHOUT INTERRUPTION OR ERROR. Some states don’t allow certain warranties to be disclaimed, so some of these disclaimers may not apply to you.

19. Limitation of liability

TO THE FULLEST EXTENT THE LAW ALLOWS:

1. AUTOLANE IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, DATA OR GOODWILL.
2. AUTOLANE IS NOT LIABLE FOR ITEMS SOLD BY RETAILERS, OR FOR THE ACTS OR OMISSIONS OF RETAILERS, AGENTS OR OTHER THIRD PARTIES.
3. AUTOLANE’S TOTAL LIABILITY FOR ALL CLAIMS RELATING TO THE SERVICES IS LIMITED TO THE GREATER OF (A) THE FEES YOU PAID AUTOLANE IN THE 12 MONTHS BEFORE THE CLAIM AROSE OR (B) \$100.

Nothing in these Terms limits liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit.

20. Indemnification

To the extent the law allows, you will defend, indemnify and hold harmless Autolane and its officers, employees and contractors from third-party claims and related costs, including reasonable attorneys’ fees. This covers claims arising from your breach of these Terms, your misuse of the Services, orders placed by you or your Agent, or your violation of any law, retailer terms or third-party right. We may take over the defense of any such claim at your expense, and you will cooperate with us.

21. Arbitration agreement and class-action waiver

Please read this section carefully. It affects how disputes are resolved.

1. **Try to resolve it first.** Before filing a claim, email a written notice to hello@goautolane.com with your name, contact details, a description of the dispute and what you want. We will do the same if we have a dispute with you. We both agree to try in good faith to resolve it within 60 days.
2. **Agreement to arbitrate.** If the dispute isn't resolved, you and Autolane agree to resolve it by binding individual arbitration. This covers any dispute relating to these Terms or the Services, including questions about the scope or enforceability of this section. Exceptions:
 - Either of us may bring an individual claim in small-claims court.
 - Either of us may ask a court to stop infringement of intellectual property or unauthorized access to the Services.
 - Claims that the law does not allow to be arbitrated are excluded.
3. **Rules and fees.** The American Arbitration Association (AAA) runs the arbitration under its Consumer Arbitration Rules. The AAA's rules decide who pays which fees. The hearing takes place in the county where you live or by video or phone. Claims under \$10,000 are decided on written submissions unless either of us asks for a hearing. The arbitrator may award fees and costs against a party whose claim or defense is frivolous or brought for an improper purpose.
4. **Individual claims only.** You and Autolane may bring claims only as individuals, never as a plaintiff or class member in a class, collective or representative action. The arbitrator may award relief only to the individual party. If a court decides this waiver can't be enforced for a particular claim, that claim goes to court instead. The court case waits until any claims that are arbitrated have been decided.
5. **Mass filings.** This item applies when 25 or more End Users, represented by the same or coordinated lawyers or organizations, send notices or file arbitration demands raising similar claims against Autolane within 180 days. It also applies when Autolane brings similar claims against 25 or more End Users. Together these are a "Mass Filing."
 - **Individual notices first.** Each End User must send their own notice under item 1, signed by them personally; their lawyer may also sign. The 60-day period to

resolve the dispute runs separately for each claim.

- **Test cases.** Each side chooses up to 5 claims, 10 in total, to go to arbitration first. Each test case goes to a different arbitrator. The other claims wait, and their deadlines are paused.
- **Mediation.** Once the test cases are decided, the parties spend up to 60 days in a single mediation of the remaining claims. Autolane proposes three mediators from the AAA's panel, and claimants' counsel picks one within 14 days; if they don't, Autolane picks. Autolane pays the mediator. Test-case results do not bind any other claimant.
- **Batches.** Claims still unresolved may then be filed in batches of up to 100. Each batch goes to one arbitrator and counts as one case for AAA fees, and up to 5 batches proceed at a time, with the next starting as one finishes. Each claim is still decided on its own, and relief goes only to that claimant.
- **Fees.** The AAA's rules and fee schedules for mass filings decide who pays which fees.
- **Disputes about this item.** An arbitrator appointed by the AAA decides whether claims are a Mass Filing and how this item applies. A court may enforce this item. No arbitration fees are due on a claim until it is filed in line with this item.
- **Deadlines paused.** Statutes of limitations for every claim in a Mass Filing are paused from the date its notice is sent until the claim is filed or resolved.

6. **30-day opt-out.** You may opt out of this arbitration agreement. Email hello@goautolane.com with the subject "Arbitration Opt-Out" within 30 days of first accepting these Terms. Include your name and the phone number or email you use with Autolane. Opting out doesn't affect any other part of these Terms.

7. **Changes to this section.** If we change this section, you may reject the change within 30 days of its effective date by emailing us. The previous version then keeps applying to you.

Governing law and courts. The Federal Arbitration Act governs this section. Everything else in these Terms is governed by Delaware law, not counting its conflict-of-law rules. Claims that are not arbitrated will be heard in the state or federal courts in New Castle County, Delaware, and you and Autolane consent to those courts. To the extent the law allows, any claim must be brought within one year after it arises, or it is permanently barred.

22. Suspension and termination

We may suspend or end your access to the Services at any time, for any reason, including if you break these Terms or create risk for others. You may stop using the Services at any time. Sections 7 (unpaid fees), 9, and 15 through 24 still apply after your use ends.

23. Changes to these Terms and the Services

We may update these Terms. We will post the new version with a new “Last updated” date. For material changes, we may also give notice another way, for example at booking or by text or email. Changes apply to bookings made after they take effect. Continuing to use the Services after that means you accept them. We may change, pause or discontinue any part of the Services.

24. General

- **Entire agreement.** These Terms and the Privacy Policy are the entire agreement between you and Autolane about the Services.
- **Severability.** If any part of these Terms can't be enforced, the rest still applies.
- **No waiver.** If we don't enforce a provision, we haven't waived it.
- **Assignment.** You may not transfer these Terms. We may transfer them, for example as part of a merger or sale of assets.
- **Events beyond our control.** We are not liable for delays or failures caused by events beyond our reasonable control. Examples include severe weather, road closures, outages and government action.
- **California residents.** Under California Civil Code §1789.3, you may contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs in writing at 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834, or by phone at (800) 952-5210.

25. Contact us

Autolane, Inc. 131 Continental Dr, Suite 305 Newark, DE 19713 hello@goautolane.com

