MotorRelay

EVIDENCE AND SUPPORT

# Disputes and Claims Policy

How disagreements about vehicle movements, evidence, insurance and payment should be recorded and pursued.

Draft for legal review

6 September 2026 · Version 1.2

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**In short:** MotorRelay preserves relevant platform records and may correct its own service or payment-processing errors, but it does not decide vehicle-damage or insurance liability. The driver charge is not collected before delivery and MotorRelay does not operate an escrow, payment-hold or payout-release process.

## 1. Scope

This policy covers disagreements connected with a MotorRelay run, including vehicle condition, collection or delivery, mileage, waiting time, expenses, conduct and payment. It does not replace an insurer, police report, court process or emergency service.

## 2. Raising a dispute or claim

A dealer or driver should first communicate promptly through the run chat and preserve relevant evidence. A complaint about MotorRelay's own service should be sent under the Complaints Handling Policy. Safety and breakdown issues arising during a journey should first use the Report Issue process. Vehicle damage, insurance cover and liability should be reported to the appropriate insurer or broker and, where required, the police or another authority.

## 3. Payment position

The dealer accepts the selected driver's quote as a binding business payment obligation. After completion evidence is submitted and delivery is confirmed by QR code or PIN, the dealer is taken to Stripe to pay that charge. An allegation does not automatically remove or suspend that obligation.

MotorRelay does not collect the driver's charge before delivery and does not hold it as escrow, place it on hold or later release it. Where a payment has already been processed, any correction or refund must follow Stripe's process, the agreement between the dealer and driver and applicable law. A separately paid MotorRelay Platform Fee is normally retained because the marketplace service has begun.

## 4. Evidence

Relevant evidence may include:

- collection and delivery photographs and timestamps;
- signed or recorded handover information;
- run chat and issue reports;
- live and recorded route information;

- recovery evidence, receipts and invoices;
- vehicle records or independent reports; and
- clear written explanations from both parties.

Evidence must be genuine, relevant and lawfully obtained. Altered, misleading or abusive material may lead to account action.

## 5. MotorRelay support

MotorRelay may ask questions, preserve and provide relevant platform records where lawful, correct an inaccurate platform record, correct or refund a MotorRelay charge where appropriate, address a payment-processing error, restrict an account, and cooperate with Stripe, insurers, police, courts or regulators. MotorRelay does not determine civil or criminal liability or make an insurance coverage decision.

## 6. Complaints about MotorRelay

If the concern is about MotorRelay's own service, decision or handling, MotorRelay will follow the Complaints Handling Policy. We aim to acknowledge a complaint within five working days and provide a final response within 20 working days, subject to any extension explained under that policy.

## 7. Resolving a claim between dealer and driver

The dealer and driver should try to resolve the matter directly and notify the appropriate insurer or broker where relevant. They may obtain independent legal advice or use a court or another body with authority over the dispute. MotorRelay may provide relevant records where lawful but does not act as either party's lawyer, insurer or claims adjudicator.

## 8. Records

Messages, photographs, inspection evidence, location records, incident reports and payment records may remain with the run under the retention periods in the Privacy Policy. A later account closure does not erase records MotorRelay must retain for safety, accounting, insurance, complaints or legal claims.

## 9. Corrections and refunds

A MotorRelay Platform Fee may be refunded for an exceptional reason such as a duplicate charge, confirmed MotorRelay service failure, pricing error, fraud or chargeback handling, or where required by law. An ordinary disagreement between dealer and driver does not by itself reverse an earned Platform Fee or a completed Stripe payment.

## 10. Insurance and legal rights

MotorRelay’s platform review does not determine criminal liability, replace an insurance decision or prevent legal proceedings. Parties must notify insurers or authorities where their policy or the law requires it.

## 11. Contact

For help with a dispute, use the run reference and email support@motorrelay.com.