City Delivery Agreement

Draft 1 · sent by Sam Ortiz, Northline, Thursday, November 12, 2026

1. Term

1.1 This agreement is between Northline Couriers ("Northline") and Halden Supply ("Halden").

1.2 It starts on Monday, January 4, 2027, and runs for twelve months.

1.3 Northline and Halden will meet in July 2027 to review the service.

2. The service

2.1 Northline will collect Halden's parcels for addresses in the city zone and deliver them. Parcels for Halden's regional routes are not part of this agreement.

2.2 Northline delivers Monday to Friday, 8 a.m. to 6 p.m. It does not deliver on Saturdays, Sundays or public holidays.

2.3 Northline will collect from Halden's warehouse at 3 p.m., Monday to Friday.

2.4 The driver will text the customer about 30 minutes before arriving, and again if the delivery slot will be missed.

3. Prices and payment

3.1 Northline will charge $8.60 a parcel, for parcels up to 20 kg.

3.2 Delivery before 11 a.m. can be added for $2.50 a parcel, booked on Northline's portal.

3.3 Northline will invoice Halden monthly. Halden will pay each invoice within 30 days of its date.

4. Halden's part

4.1 Halden will print a Northline label from Northline's online portal for every parcel.

4.2 Halden will have parcels packed and labeled, ready for collection, by 3 p.m.

4.3 Halden may send Northline a forecast of the next week's parcel numbers by noon each Thursday.

5. Failed deliveries and damage

5.1 After two failed delivery attempts, Northline will hold the parcel at its Carver Street depot for ten working days, then return it to Halden.

5.2 Halden must report a damaged parcel to Northline within seven days of delivery, through the portal.

5.3 Northline will refund the delivery charge for a parcel it damages, and pay the value of the goods up to $200.

6. Minimum volume

6.1 If Halden sends fewer than 400 parcels in a calendar month, Northline will charge for 400, except in a month in which Northline delivered more than 5% of Halden's parcels late.

7. Ending the agreement

7.1 Either party may end this agreement by giving the other 30 days' written notice.

7.2 After the twelve months, the agreement continues month to month until either party ends it under clause 7.1.

8. General

8.1 Any change to this agreement must be agreed in writing by both parties.

8.2 Neither party is responsible for a delay caused by events outside its control, such as severe weather.