



RhotKing LLC — Dispute Resolution Policy

Effective Date: November 2025

1. Purpose and Scope

This Dispute Resolution Policy ("Policy") is established by RhotKing LLC, a North Carolina limited liability company, to outline procedures for addressing and resolving disagreements, claims, or conflicts ("Disputes") arising from participation in RhotKing's partnership, management, or vehicle rental programs. This Policy applies to all vehicle owners, partners, contractors, and clients who engage in business with RhotKing LLC.

2. Good Faith Negotiation

Before initiating any formal claim, both parties agree to act in good faith to resolve disputes through open communication.

- The complaining party must notify the other party in writing, specifying the issue and proposed resolution.
- Both parties shall attempt to resolve the matter within ten (10) business days of written notice.

3. Mediation

If informal negotiation fails, either party may request mediation.

- Mediation will be conducted by a neutral third-party mediator located in Mecklenburg County, North Carolina.
- Costs of mediation are shared equally by both parties.
- Participation in mediation is a required step prior to arbitration.

4. Binding Arbitration

If mediation does not resolve the dispute, the matter shall be settled through binding arbitration.

- Arbitration will be conducted in Charlotte, North Carolina under the rules of the American Arbitration Association (AAA).
- The arbitrator's decision shall be final and binding on both parties.

- The arbitrator may award any remedies a court of competent jurisdiction could provide, including injunctive or equitable relief.
- Each party bears its own costs unless the arbitrator determines otherwise.

5. Exceptions

Nothing in this Policy prevents either party from seeking temporary injunctive relief in a court of law to prevent immediate or irreparable harm, including:

- Misappropriation of intellectual property,
- Breach of confidentiality,
- Interference with contractual relationships.

All other claims must proceed through arbitration as stated herein.

6. Governing Law

This Policy, and any dispute arising under it, shall be governed by and construed in accordance with the laws of the State of North Carolina, without regard to its conflict of law principles.

7. Venue

Mediation or arbitration proceedings shall be conducted in Mecklenburg County, North Carolina. If court intervention is necessary to enforce arbitration or judgment, such proceedings shall also be brought in the courts of Mecklenburg County.

8. Confidentiality

All dispute resolution proceedings, including communications, filings, and outcomes, shall remain confidential and may not be disclosed to any third party except as required by law or to enforce the arbitration award.

9. Acknowledgment

By engaging with RhotKing LLC, the Partner, Owner, or Client acknowledges that they have read and understood this Policy, waive the right to a jury trial, and agree to resolve disputes solely through the methods described herein.

10. Contact

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