



Terms & Conditions - Toll Invoice by Email

These terms and conditions, together with your continued use of North Carolina toll facilities, constitute an Agreement between the customer and the North Carolina Turnpike Authority (hereinafter "NCTA") regarding use of the NC Quick Pass Toll Program (hereinafter collectively referred to as "NCQP") relating to the method of correspondence chosen to receive your NC Quick Pass Invoice. By enrolling in the Toll Invoice by Email service and accepting these terms and conditions the customer is entering into a binding agreement with NCQP. The customer acknowledges that in accordance with G.S. 136-89.214: (1) the customer is the registered owner or the person who had care, custody, and control of the vehicle which traveled on a North Carolina toll facility; and (2) the customer consents to NCQP sending Toll Invoices to a designated email address (Email) rather than by mail. Please read these terms and conditions and retain a copy for your records.

1. Definitions

Customer – the individual who agrees to these terms and conditions and is responsible for the information provided to NCQP and updating the Invoice information.

Invoice – a bill sent to a customer after they receive a product or service, a record of a transaction.

Toll Facilities – The bridge, tunnel, toll road, or managed lanes to be tolled.

2. General Information

- a) It is the responsibility of the customer to provide true, accurate, and complete Email information to NCQP, and to always keep Email information current. Updates can be made online, by phone, or in person at the NC Quick Pass Customer Service Center (CSC). The customer will be responsible for all errors, miscommunications, and other consequences due to inaccurate, outdated, or incomplete Email information.

3. Responsibility of Email Notification

- a) Any correspondence sent via Email constitutes official notice regarding the Invoice, including, but not limited to, the amount of any tolls, charges, or administrative fees owed and of any determinations made by NCQP concerning any dispute. It is the responsibility of the customer to monitor Email for Invoice activity to avoid incurring additional fees and civil penalties.

4. Responsibility of Email Access

- a) It is the responsibility of the customer to ensure they have the appropriate hardware, software, and/or Internet access services to facilitate proper use of the Toll Invoice by Email service, and to notify NC Quick Pass should there be any difficulty in accessing the Invoice.

5. Responsibility of Invoice Access

- a) It is the responsibility of the customer to pay their Invoice and act upon applicable notices. NCQP is committed to ensuring your Invoice and applicable notices are available. NCQP is not liable for non-receipt of an Invoice due to:
 - 1. bounced emails
 - 2. full email boxes
 - 3. internet access problems
 - 4. network failures
 - 5. any other delays or customer failures to receive an Invoice electronically

6. Termination of Agreement

- a) The customer may terminate enrollment in the Toll Invoice by Email service by opting out online at ncquickpass.com, after which NCQP will revert to sending your Invoice by mail to the last mailing address in NCQP's records.

7. Request via Email

- a) Updates to Email, enrollment, or termination requests may take up to ten (10) business days to be processed.

8. Additional Fees

- a) Failure to pay charges on your Invoice will result in additional charges, administrative fees, civil penalties, suspension of motor vehicle registration renewal, referral to a collection agency, and/or termination of the Account, as provided under North Carolina law.

9. Liability of NC Quick Pass Employees

- a) The customer expressly understands and agrees that NCQP, including its officers, employees, and agents involved, directly or indirectly, in the operation of the Toll Invoice by Email service, shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including intangible losses resulting from:
 - 1. The use or the inability to use the Toll Invoice by Email service
 - 2. Unauthorized access to or alteration of your transmissions or data, statements or conduct of any third party
 - 3. Any other matter relating to the operation of the Toll Invoice by Email service

10. Updates to Terms & Conditions

- a) NCQP reserves the right to change these terms and conditions at any time. If such a change occurs, NCQP will post a revised copy of the terms and conditions to the NC Quick Pass website at ncquickpass.com within 30 days. It is the customer's responsibility to review the terms and conditions regularly. Continued use of the Toll Invoice by Email service following change to these terms and conditions after the effective date constitutes acceptance of said change.

11. Governing Law, Venue, and Severability

- a) This Agreement shall be governed by and construed in accordance with the laws of the State of North Carolina.
- b) The venue shall lie exclusively in the state of North Carolina.
- c) The invalidity of any portion of this Agreement shall not affect the enforceability of any portion of this Agreement, which shall remain in full force and effect.

12. Contact Information

Inquiries can be made:

Online ncquickpass.com/contact-us

In Person Find a customer service center location near you at ncquickpass.com/contact-us

Phone (877) 769-7277

Fax (919) 388-3279

Mail Correspondence and Payments can be mailed to P.O. Box 100020, Atlanta, GA 30348-0020

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