



# Account Application

# Individual Account

This application is for an **Individual Account** to be used for personally owned or leased cars, pickup trucks, vans, or RV's. Motorcycles are not allowed passage through the tunnel. Should you wish to pull a trailer through the tunnel, you must pay by cash or credit card at an attended toll booth.

### CUSTOMER INFORMATION:

- All fields must be completed legibly and in ink.
- Password must be four (4) letters and/or numbers. Please write down your password for future reference.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Initial: \_\_\_\_\_

Mailing/Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Day Phone: \_\_\_\_\_ Ext.: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Password: \_\_\_\_\_

### NEXPRESS PASSES:

You may choose to link to one Nexus Card **OR** 1-5 NEXPRESS Windshield Tags at no charge when opening an account. Additional or replacement Windshield Tags cost \$5.00. Please note that Windshield Tags are NOT transferable between vehicles.

Please Choose -  Link Nexus Card **OR**  1-5 NEXPRESS Windshield Tags # \_\_\_\_\_

### PAYMENT METHODS:

Payments may be made in U.S. or Canadian dollars. Please choose a payment method below.

Option A – Credit Card

I give authorization to The Detroit Windsor Tunnel, LLC, to charge the below credit card \$ \_\_\_\_\_ (minimum \$100) as an initial deposit and whenever my NEXPRESS Toll Account prepaid toll balance reaches a minimum of \$10.00 and for any fees associated with my account.

The default replenishment amount is \$100. This can be adjusted by visiting your account online at [www.dwtunnel.com](http://www.dwtunnel.com).

Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Visa  MasterCard  AMEX  Discover

Authorization Signature \_\_\_\_\_ Date \_\_\_\_\_

Option B – Check or Money Order

I acknowledge that I will be personally responsible for making replenishment deposits when my account reaches a low balance and that it may take up to 15 days for checks to be cleared for payment. The initial Check or Money Order deposit must be for a minimum of \$100.

Please mail your completed application (2 pages) and check or money order (if applicable) to:

Detroit Windsor Tunnel  
100 East Jefferson Street  
Detroit, Michigan 48226

**OR**

Detroit Windsor Tunnel  
555 Goyeau  
Windsor, Ontario N9A 1H1

**LIMITATIONS:**

- NEXPRESS prepaid toll rates are lower in price than using cash or credit-card. All rates are subject to change without notice. Visit [www.dwtunnel.com](http://www.dwtunnel.com) for a list of current rates.
- Returned or NSF checks are subject to a bank charge of \$35.00.
- After your initial payment of \$100.00, you may elect to replenish your account for as little as \$20.00. On your account page, click "Change Renewal Amount" to adjust your account replenishment amount. Then your account will be debited to reflect your selected renewal amount when your balance reaches \$10.
- For additional cards or windshield tags, your account will be charged \$10.00 per card or \$5.00 per windshield tag.
- NEXPRESS Electronic Toll funds are non-refundable. If your pass is lost or stolen your balance will be transferred to a new pass or passes on your account and the missing pass or passes will be deactivated.
- NEXPRESS Toll Cards and Windshield tags may NOT be used when pulling a trailer or another vehicle. Use an attended lane when doing so and pay all applicable tolls as advised by the collector.

**TERMS AND CONDITIONS:**

Terms and Conditions, effective March 2016 (Please read before accepting). Terms and Conditions may be subject to change. These Terms and Conditions apply between you and the Detroit Windsor Tunnel LLC, hereinafter referred to as "the Tunnel".

I am applying for a NEXPRESS Toll Pass from the Tunnel. I certify that I am 18 years old or older and the information provided herein is accurate to the best of my knowledge. By accepting these terms, I understand that any additional pass-holders that I authorize under my account will have access to detailed reports concerning the account usage and may request, and receive, a printed report if so desired.

Once money has been put into my account I understand and accept that no credits or refunds will be issued under any circumstances. If I elect auto renewal option, I understand that it is my sole responsibility to request, by contacting the Tunnel's NEXPRESS Help Desk, removal from this auto renewal program, prior to the next renewal process. Once renewed, no refunds or credits will be issued. It is my responsibility to report lost or stolen passes to the Tunnel's NEXPRESS Help Desk as soon as possible. Any charges made against lost or stolen passes will be my responsibility until I have notified the Tunnel's NEXPRESS Help Desk. I understand that such notification must be made in writing to the Tunnel's NEXPRESS Help Desk, and I further understand that Toll Booth Attendants are not authorized to receive verbal notification or to modify accounts in any way. I understand that the Tunnel will charge a \$10.00 replacement fee for all lost or stolen cards and \$5.00 for all lost or stolen windshield tags.

Toll rates are subject to change. All NEXPRESS Toll Passes, whether issued or not, remain the property of the Tunnel and, if requested, I agree to promptly surrender them to Tunnel's NEXPRESS Help Desk. I understand that if my account remains unused for a period of three years or more, the Tunnel may, at its discretion, close the account.

In no event shall the Company be liable for any direct, indirect, special, consequential, or other damages arising out of the use of NEXPRESS Toll or the Tunnel's website. This includes, without limitation, lost profits, business interruption, damage to equipment, computer systems or programs, or any information system, or the loss of any information or data.

The Tunnel reserves the right to change, delete, limit, or modify, at any time, any terms of this agreement without advance notice.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date