



### SERVICE OPTIONS

#### CAR/VAN/PICKUP TRUCK

##### All Areas

##### Select Service

- P1 (within 1.5 hours)
- P2 (within 2.5 hours)
- P4 (within 4 hours)
- P5 (next business day)

##### Select Vehicle

- Car | Van | Pickup Truck
- Car | Van | Pickup Truck
- Car | Van | Pickup Truck
- Car | Van | Pickup Truck

### BICYCLE SPECIAL SERVICE AREA

#### Downtown Only

##### Select Service

- Bike 1 (within 45 minutes)
- Bike 2 (within 75 minutes)
- Bike 3 (within 2 hours)
- Bike 4 (within 4 hours)

##### Select Vehicle

- Bike
- Bike
- Bike
- Bike

Note: Time extensions will apply based on distance. Ask your CSR for details.

### ADDITIONAL SERVICES

#### Overnight Intercity Service

Delivery to most points within B.C., across Canada and Worldwide available. Service times dependent on destination.

#### Next Flight Intercity Service North America Wide

#### Same-Day and Next Flight Service to Victoria and Nanaimo

Ask your Customer Service Agent for more information.

#### Warehouse Facilities

#### Dedicated Fleet Outsourcing

### TERMS & CONDITIONS

#### Payment Details

All accounts are due within 30 days of the billing date. Interest charges of 1.5% per month are applied to all outstanding balances. All accounts outstanding for 60 days will automatically be put on a cash basis.

#### Normal Business Hours

7:00 a.m. – 5:30 p.m. Monday to Friday, excluding holidays.

#### After Hours

5:30 p.m. – 9:00 p.m. weekdays. Priority 1 services only, minimum charge \$35.00.

#### Weekend Service

8:00 a.m. – 4:00 p.m. weekends and holidays. Priority 1 service only, minimum charge \$35.00.

#### Rates

Rates applicable for service of one vehicle and one operator only. Rates do not cover marking, tagging, stenciling, supply of packaging materials, packaging, crating or boxing, unpacking, sorting, stacking, storage, waiting or delays or any other services required. All items must be wrapped, packaged and labeled for safe handling. Carrier may refuse shipments not packaged for safe handling or practical transportation. Rates subject to change without prior notice.

#### Overweight Shipments

Corporate Couriers, subject to provincial operating authorities, may limit shipment weight.

- All bicycle courier downtown core shipments are based upon 0-10 lbs. All shipments over 10 lbs. are handled via vehicle courier.
- All vehicle courier Lower Mainland shipments based upon 0-25 lbs. Over weight shipments levied \$.06 per pound surcharge.
- Out of town shipments based on 0-1 lb. Over weight shipments levied per pound charges determined by destination.
- Dimensional weight based upon minimum 10.4lbs per cubic foot.

#### Additional Time

Rates include normal loading and unloading to a maximum of 10 minutes. Additional time charged at \$3.00 per 5 minute increments.

#### C.O.D. Shipments

C.O.D. Shipments are not accepted.

#### Dangerous Goods

Dangerous Goods transported subject to shipper's compliance with Transportation of Dangerous Goods Act and Corporate Couriers operating license. All dangerous goods must be shipped via Priority 1 (P1) service and declared as such by shipper.

#### No Goods

A service charge of 50% of the delivery or \$2.50 (whichever is greater) will be levied for any pick up attempt where no shipment is obtained.

#### Cancellation

A service charge of 50% of the delivery or \$2.50 (whichever is greater) may be applied on orders cancelled after it has been dispatched and/or out for pick up or delivery.

#### Limitation of Liability

Corporate Couriers' liability is limited to the cost of delivery only. Carriers shall not be liable for the consequence of delay or misdelivery. All shipments valued at \$2.00 per pound when no value declared at time of ordering service.

- Loss insurance for shipments within the Lower Mainland is available after \$1,000 of declared value at \$3.00 per \$100.00 of declared value. Items valued over \$1,000 must be authorized by Corporate Couriers Management. Insurance available to a maximum covered amount of \$5,000. This insurance covers complete loss of the item being carried only. Damage or partial loss is fully excluded and is not covered by this insurance.

Corporate Couriers provides Intercity Overnight delivery as a convenience to our customers through several suppliers. Corporate Couriers accepts no responsibility for delays or service failures by any Intercity Overnight Service provider nor does it provide any insurance whatsoever for such overnights. For critical deliveries we recommend Corporate Courier customers deal directly with an Intercity Service Provider.

NOTE: Terms and Conditions are subject to change without prior notice.

#### Critical Time Deliveries

Corporate Couriers does not take financial responsibility for deliveries for arrival at a specified time such as: tenders, bank deposits, airline tickets, property taxes, etc. This is due to interlining with other carriers, traffic, weather and unforeseen circumstances over which Corporate Couriers Ltd. has no control.

#### Proof of Delivery

Documented Proof of Delivery (POD), including signature and time of delivery, will be provided at no additional charge.

#### Volume Discounts

Discounts based on high volume are adjusted downward if actual volume is below that agreed.

#### Tender Documents

Corporate Couriers does not take responsibility for tenders for arrival at a specified time. This is due to interlining with other carriers, traffic, weather and unforeseen circumstances over which Corporate Couriers has no control.