

# TERMS AND CONDITIONS

## DEFINITIONS:

**RUSH**=A PICKUP AND DELIVERY WHICH IS TO BE ACCOMPLISHED IN THE FASTEST MANNER POSSIBLE THAT WEEKDAYS, WORKDAYS.

**SAMEDAY**=A PICKUP AND DELIVERY WHICH IS CALLED IN AND AVAILABLE FOR PICKUP BY 10AM AND WHICH WILL BE DELIVERED BY 5PM THAT SAME WEEKDAY, WORKDAY.

**OVERNIGHT**=A PICKUP AND DELIVERY WHERE WE PICK IT UP ON A WORKDAY WEEKDAY AND DELIVER IT THE NEXT WORKDAY, WEEKDAY. SOME OVERNIGHT SERVICES SPECIFY DELIVERY BY TIMES, WHICH WILL APPLY RESPECTIVELY.

**DEDICATED SERVICE "SCHEDULED SERVICES"**=A PICKUP AND DELIVERY WHICH IS ACCOMPLISHED ON A PRESET SCHEDULE. HOLIDAYS, WEEKEND AND AFTER HOURS ARE WORKED OUT IN ADVANCE.

**INSURANCE**=EVERY SHIPMENT IS AUTOMATICALLY INSURED FOR \$50.00 PER SHIPMENT. ADDITIONAL INSURANCE MAY BE PURCHASED AT A RATE OF \$1.00 PER \$100.00 OF ADDITIONAL INSURANCE PER SHIPMENT WITH A MAXIMUM OF \$500.00 OF INSURANCE PER SHIPMENT.

**P.O.D.**= "PROOF OF DELIVERY". WE WILL GLADLY GIVE A POD FREE OF CHARGE UP TO 4 PER MONTH. ADDITIONAL CHARGES MAY APPLY FOR A HIGH RATE OF REQUESTS (OVER 4 PER MONTH). MAILED, FAXED AND COURIERED COPIES ARE AVAILABLE AT AN ADDITIONAL CHARGE. ANY DELIVERY NOT OTHERWISE STATED AS MUST GET A SIGNATURE, WILL BE CONSIDERED OK TO LEAVE WITHOUT (AT FRONT DOOR, ETC)

**C.O.D.**=A COD SHIPMENT IS A SHIPMENT WHERE WE ARE PICKING UP A CHECK UPON DELIVERY OF AN ITEM THAT IS TO BE RETURNED TO THE SHIPPER. A CHARGE OF \$5.00 WILL BE ADDED FOR THIS SERVICE. CUSTOMERS WHO DO NOT HAVE AN ACCOUNT AND WISH TO PAY CASH CAN DO SO WITH THE APPROVAL OF DISPATCH. NO COD SERVICES WILL BE ALLOWED FOR SHIPMENTS ORIGINATING OR TERMINATING OUT OF SILVER STATE COURIERS DIRECT SERVICE AREA. "CONTRACT WORK".

**WEIGHT BONUS**=THERE IS A STANDARD 10 POUNDS FREE PER SHIPMENT UNLESS OTHERWISE SPECIFICALLY STATED IN WRITING TO THE CUSTOMER. ADDITIONAL WEIGHT WILL BE CHARGED AT A RATE OF \$.20 PER POUND. ON BULKY SHIPMENTS, DIMENSIONAL WEIGHT WILL APPLY (WIDTH X HEIGHT X DEPTH)/192.

**MAXIMUM WEIGHT**=THE MAXIMUM WEIGHT PER PACKAGE FOR ANY REGULAR SHIPMENT WILL NOT EXCEED 50 (fifty) POUNDS.

**WAITING TIME**=WAITING TIME IS THE TIME A SILVER STATE COURIERS EMPLOYEE MUST WAIT FOR A SHIPMENT TO BE READY, PARTIALLY OR IN WHOLE, FOR THE SHIPMENT OR TO ACCOMPLISH THE DELIVERY.

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**DELAYS**=DELAYS DUE TO WEATHER, ACTS OF GOD, WAR, RIOT ETC. MAY DELAY A SHIPMENT. SILVER STATE COURIERS TAKES NO RESPONSIBILITY FOR DELAYS OF THAT NATURE. DELAYS SUCH AS THESE ARE "BEYOND OUR CONTROL".

**CONTRACTORS**=A CONTRACTOR OR SUBCONTRACTOR IS AN OUTSIDE ENTITY, SUCH A RELATING COMPANY OR PERSON, THAT IS UTILIZED IN LIEU OF USING OUR OWN. WEATHER, COVERAGE AREA ETC WILL ALL PLAY INTO THEIR USAGE. THERE ARE TIMES THAT SILVER STATE COURIERS WILL USE CONTRACTORS OR SUBCONSTRUCTORS. SILVER STATE COURIERS UTILIZES EMPLOYEE DRIVERS WITHIN OUR ORGANIZATION.

**GUARANTEE**=SILVER STATE COURIERS GUARANTEES THE SERVICES PROVIDED.

**AFTER HOURS, WEEKENDS AND HOLIDAYS SERVICE**=CAN BE PROVIDED FOR AN ADDITIONAL CHARGE, IF SERVICES ARE AVAILABLE FOR THAT DAY. CALL FOR APPROVAL.

**HOLIDAYS**=THERE ARE 5 STANDARD HOLIDAYS TO WHICH NORMAL SERVICES ARE NOT AVAILABLE. THEY ARE MEMORIAL DAY, THE FOURTH OF JULY, THANKSGIVING, CHRISTMAS DAY AND NEW YEARS DAY. SPECIAL SERVICES MAY BE AVAILABLE IF REQUESTED IN ADVANCE. SPECIAL CHARGES WILL APPLY. "SEMI-HOLIDAYS" SUCH AS THE FRIDAY AFTER THANKSGIVING, CHRISTMAS EVE AND NEW YEARS EVE, LIMITED SPECIAL SERVICES WILL BE AVAILABLE.

**FUEL SURCHARGE**=A FUEL SURCHARGE MAY APPLY AND IS IN ADDITION TO ANY OTHER QUOTED OR BILLED AMOUNTS. THE AMOUNT IS GENERALLY GUIDED BY THE COST OF FUEL AT THE TIME. PLEASE CONTACT OUR OFFICES FOR THE CURRENT RATE.

**LATE PAYMENT FEES**=SILVER STATE COURIERS WORKS ON A NET 10 PAYMENT SCHEDULE, UNLESS OTHERWISE SPECIFICALLY AGREED UPON IN WRITING. ANY PAYMENTS MADE AFTER 30 DAYS IS SUBJECT TO A 1.5% FEE PER MONTH OR \$5 WHICHEVER IS LESS. ACCOUNTS HELD OVER 90 DAYS WILL BE CLOSED.

**BILL OF LADINGS**=A "BOL" CAN BE PROVIDED TO CUSTOMERS UPON REQUEST. THEY MAY ALSO BE REQUIRED AS PART OF SERVICES PROVIDED. THEY ARE PROVIDED FREE OF CHARGE.

**PACKAGING SUPPLIES**=SILVER STATE COURIERS DOES NOT SUPPLY PACKAGING TO MOST CUSTOMERS. THE CUSTOMER MUST PROVIDE THEIR OWN. IN CERTAIN SERVICES SILVER STATE COURIERS MAY BE ABLE TO SUPPLY POUCHES FOR A SMALL FEE.

**ADDRESSES**=A PICKUP AND DELIVERY ADDRESS MUST BE ON BOTH THE BILL OF LADING AND ON THE PACKAGES BEING SHIPPED. IT IS THE CUSTOMERS RESPONSIBILITY TO ASSURE THE ACCURACY OF THE ADDRESS TO ASSURE A TIMELY DELIVERY. THIS IS TO INCLUDE NAME, STREET ADDRESS, CITY, STATE AND ZIP CODE. FIXING MISADDRESSED ITEMS MAY CAUSE AN ADDITIONAL CHARGE TO FIX.

**ADDITIONAL STOPS CHARGES**=ADDITIONAL STOPS ARE STOPS MADE BEYOND THE ORIGINAL REQUEST. THESE CAN BE DUE TO A WRONG ADDRESS, WHERE THE RECEIVING PARTY HAS MOVED ON, STOPS BEYOND OUR CONTROL OR MORE. ADDITIONAL STOP CHARGES ARE TO BE CHARGED WHERE A SILVER STATE COURIER EMPLOYEE HAS TO GO TO A DIFFERENT ADDRESS THAN EITHER OF THE ORIGINALS. THE CHARGES ARE TO BE EQUAL TO A CUSTOMERS CONTRACTED COMPLETE DELIVERY RATES FOR THE REPAIRING SERVICE OR OUR POSTED RATES WHICHEVER IS LESS. ADDITIONAL STOPS SERVICES ARE REQUESTED SERVICES AND MUST BE APPROVED BY THE CUSTOMER.

**PRIVATE DROP BOXES**=AT TIMES, CONTRACTUAL AGREEMENTS MAY CALL FOR DROP BOXES. SILVER STATE COURIERS RESERVES THE RIGHT TO SUPPLY OR REFUSE TO SUPPLY DROP BOXES TO ITS' CUSTOMERS. UNLESS PURCHASED BY THE CUSTOMER, EACH BOX REMAINS THE PROPERTY OF SILVER STATE COURIERS.

**PUBLIC DROP BOXES**=SILVER STATE COURIERS MAY HAVE PUBLIC DROP BOXES IN USE. PLACEMENT OF ANY BOX AND ITS AVAILABILITY REMAIN AT THE SOLE DISCRETION OF SILVER STATE COURIERS.

**COMMUNICATION**=IT IS REQUESTED THAT COMMUNICATION ABOUT CHANGES, ADDITIONS, RATES, ETC NOT BE DONE THROUGH YOUR DRIVERS. THOUGH THEY ARE A VALUABLE RESOURCE FOR ALL OF US, YOUR INFORMATIONAL CONTACT MUST BE TO CUSTOMER SERVICE OR DISPATCH. IF THEY CANNOT HELP YOU DIRECTLY, THEY CAN REFER YOU TO WHO CAN.

**SECURITY SURCHARGE**=A SECURITY SURCHARGE MAY APPLY AND IS IN ADDITION TO ANY OTHER BILLED AMOUNTS. THIS SURCHARGE IS DRIVEN BY GOVERNMENT REGULATIONS THAT APPLY TO OUR INDUSTRY AND US.

**GOVERNMENT REGULATION**=BE AWARE THAT GOVERNMENT REGULATIONS RULE THE TRANSPORTATION INDUSTRY, INCLUDING US. WE WILL COMPLY WITH ALL OF THEM. WE DO NOT TRANSPORT HAZARDOUS MATERIALS.