

ITEM 2020 - Specialized Freight Carriers Guaranteed

Specialized Freight Carriers Guaranteed provides a guarantee that Specialized Freight Carriers will deliver the shipment by the published service standards set by Specialized Freight Carriers, and within regular business hours.

1. 1.Request for Specialized Freight Carriers Guaranteed must be clearly and legibly indicated in the body of the Bill of Lading.

SECTION 1 - Specialized Freight Carriers Guaranteed

- A. When Specialized Freight Carriers Guaranteed is required, it must be requested on the shipper's Bill of Lading at time of shipment. Bill of Lading must be marked " Specialized Freight Carriers Guaranteed".
- B. Request for pickup must be received no later than 2 hours prior to 5 p.m. local time and shipments must be ready for pickup by 5 p.m. local time.
- C. Charges for Specialized Freight Carriers Guaranteed are the debtors otherwise applicable net line haul charges for that shipment (standard charges) plus an up charge of the net line haul charges for that shipment, subject to an absolute minimum charge.

Specialized Freight Carriers Guaranteed to be delivered by 5 p.m. on the day we published in our service standards. Charge for Specialized Freight Carriers Guaranteed is a 25% up charge of the net line haul charges, subject to a minimum charge of \$75.00.

- D. Specialized Freight Carriers Guaranteed shipments will be offered for delivery to the consignee in accordance with our published standard transit time within normal business hours.
- E. Should Specialized Freight Carriers fail to tender or make the shipment available for delivery within the published standard transit time the shipment will move free of charge of line haul freight charges. Charges other than line haul freight charges, including, but not limited to accessorial and full value coverage will remain due and owing by the shipper. Shipper will be required to file a Specialized Freight Carriers Guaranteed claim within 30 days of the date of shipment to have line haul charges

voided.

SECTION II - LIMITATIONS

1. Specialized Freight Carriers shall not be liable for any failure to perform its Specialized Freight Carriers Guaranteed or for loss, damage or delay to any of the goods described in the Bill of Lading when delay is caused by an act of God, public enemies, riots, strikes, other work stoppage or labor unrest, a defect or inherent vice in the goods, acts of public authorities, authority of laws, quarantines, civil commotion or hazardous incidents, a state of war, compliance with laws, government regulations, order or requirements, and act or omission of shipper., consignee or owner of goods, or any cause beyond the control of Specialized Freight Carriers. Does not cover shipments delivered damaged or short/partial deliveries. Customer must utilize Carrier's OS&D claims process to file claims for damaged items or short/partial deliveries.

2. Specialized Freight Carriers Guaranteed is NOT available on shipments as follows:
 - a. Collect on Delivery (COD) shipments.
 - b. Shipments to: Convention Centers; Private Residence; Food or Grocery Warehouses.
 - c. Shipments subject to Exhibition Sites/Trade Shows Pick-up or Delivery Item 2035 of this tariff.
 - d. Shipments of Prohibited or Restricted Articles as name in Item 209 of this tariff.
 - e. Over-length shipment (12 feet long or greater).
 - f. Shipments requiring appointments and/or specific window time deliveries.
 - g. Hazardous Materials requiring segregation.
 - h. Shipments to points not served direct by Specialized Freight Carriers, including points served by interline partner or agent.
 - i. Shipments 10,000 pounds and over.
 - j. Volume rated shipments and/or shipments moving under a head load flat quote issued by Specialized Freight Carriers Backhaul Truckload Division. Includes shipments rated with Item 490 Capacity Load or Item 111 Cubic Capacity Shipments.
 - k. Shipments requiring sort and segregation.
 - l. Shipments consigned to military installations.
 - m. Shipments moving under provisions of Item 470.

- n. Shipments involving spotted trailers at delivery.
 - o. Shipments that are dock pickup or will call.
 - p. Shipments requiring pre-notification of delivery.
 - q. Shipments requiring consignee unload.
 - r. Specialized Freight Carriers Guaranteed is not offered on shipments when consignor (shipment is prepaid) or consignee (shipment is collect) is flagged as an Xtreme account (See item 2020A)
3. Additional charges for Specialized Freight Carriers Guaranteed will **not** be subject to incentive discount provisions.
 4. Specialized Freight Carriers Guaranteed applies only during "Business Hours" on "Business Days", excluding "Holidays".
 5. All shipments scheduled for pickup, delivery, or in transit on the following designated holidays: New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day, Christmas Eve, Christmas Day, or any other day generally observed as a holiday by the carrier at the point where the service is performed. When the holiday falls on Sunday, the following Monday will be observed as a holiday. When the holiday falls on Saturday, the prior Friday will be considered as a holiday. Any holiday coding will add a day of service to transit times.
 6. Specialized Freight Carriers Guaranteed is excluded when scheduled delivery dates are during designated blackout periods (December 21 through January 4)

SECTION III - DEFINITIONS

DELIVERED ON SCHEDULE:

1. GUARANTEED DAY: When shipment is delivered on the Specialized Freight Carriers a published standard service date or when it is available for delivery on the Specialized Freight Carriers published standard service date but is not delivered because of:
 - a. Unavailability of the consignee.
 - b. Refusal by the consignee to accept the shipment.

- c. Inability of the consignee to pay for all charges due at the time of delivery if the consignee does not have established credit with Specialized Freight Carriers.
- d. Other circumstances controlled by the consignee that prevent delivery.

BUSINESS DAY: Monday through Friday, excluding Holidays and Blackout days.

BUSINESS HOURS: 8 a.m. till 5 p.m. (local time)