

OnTrac Terms & Conditions

The following information is applicable for services rendered by the overnight division of OnTrac in California, Arizona, Nevada, Oregon, Washington, Utah, Colorado and Idaho.

The Terms and Conditions posted on the website supersede all other statements and documentation concerning rates and services. OnTrac reserves the right to modify the Terms and Conditions without notice. The Terms and Conditions apply to the transportation of any package, document, envelope, pallet, container or other item via OnTrac, including, but not limited to: Sunrise Gold, Sunrise, OnTrac Ground, and DirectPost.

Additional Handling. An Additional Handling Fee of \$11.00 will be charged if the following conditions apply:

- Any article that is encased in an outside shipping container made of metal or wood.*
- Any cylindrical item, such as a barrel, drum, pail or tire that is not fully encased in a corrugated cardboard shipping container.*
- Any package with the longest side exceeding 48 inches or second-longest side exceeding 30 inches.
- Any package with a weight greater than 70 pounds.

An Additional Handling Fee will not apply to packages qualifying for the Large Package Surcharge or the Unauthorized Package Surcharge. OnTrac reserves the right to assess the Additional Handling Fee to any package that, in our sole discretion, requires special handling.

**If this applies to your shipment, you will see "Irregular Shape/Package" on your invoice instead of "Additional Handling."*

Address Correction. Whenever an address correction results in a package remaining on the same delivery route, and the correction is noted the same morning as the scheduled delivery, the driver will make an additional delivery attempt on the same day. Packages with address changes received after the route is completed will be delivered the following business day. When an address change results in a change of delivery route, the shipment will be delivered the following business day unless a special delivery is arranged through Customer Service. The Address Correction Fee is \$13.50 per shipment.

Billing and Shipping Terms. OnTrac will bill your account weekly and payment is due upon receipt of invoice. Each invoice is sorted by shipment date and provides delivery information. Invoices can also be sorted in various ways upon request. All charges must be paid in full. Customers using DirectPost are required to provide OnTrac a deposit for services at the discretion of OnTrac. Any billing disputes must be reported to OnTrac within 15 days of the invoice date. Accounts showing no activity for a period of six months will be reverted to tariff rates. For billing inquiries, please call our OnTrac Billing Department at the number shown on your invoice.

DirectPost rates are subject to change based upon the postage rate changes instituted by the USPS. Adjustments to DirectPost rates may be commensurate with the percentage change in postage set by the USPS.

The effective date of DirectPost rate changes is not subject to the change schedule issued by the USPS.

Second and Third-Party Billing. Should the shipper request that payment for the shipping charges be billed to either the recipient or a third party, and payment is not received within 15 days of the original invoice date, the charges will revert to the shipper and the shipper will be liable for the charges. If the second or third-party account is closed or invalid, all shipping charges will revert to the shipper.

Claims. Submit claims for damage and loss within 30 calendar days from the due date of the shipment and on the approved Claim Form. To avoid processing delays, please complete the Claim Form in its entirety and include proof of value. The shipper is responsible for providing documentation that supports the repair costs, replacement costs or actual value. OnTrac reserves the right to waive any claim received after 30 calendar days from the due date of the shipment. OnTrac is not obligated to act on any claim until the shipper pays all transportation charges and monies owed. Partial payment of an invoice does not constitute a claim settlement or notification of a claim request; the shipper must pay the full invoice amount before OnTrac settles the claim.

When settling claims, OnTrac reserves the right to credit the shipper's account for the settlement amount. The shipper may request a reimbursement of the transportation charges, but it will not include the fees and surcharges for accessorials, value-added services, adjustments, refunds, or any other charge assessed by OnTrac, including, but not limited to the fuel surcharge.

The shipper may appeal a denied claim within 15 calendar days of the Claim Settlement Letter.

Please direct all claims to claims@ontrac.com.

C.O.D. Service Policy. Collect on Delivery Service (C.O.D.) is offered on a per package basis. Specified payment types can be selected: either Secured (cashier check/money order) or Unsecured (company/personal check). Failure to select a payment type will result in either payment type being acceptable to collect. Recipients may pay with company, personal, certified or cashier's checks and money orders made payable to the shipper. Cash, traveler's checks, credit cards and counter checks will not be accepted as payment for a C.O.D. Checks, including cashiers, certified, business and personal checks and money orders for the C.O.D. amount will be collected at the shipper's sole risk, including, but not limited to risk of non-payment, fraud, or forgery. Checks not made payable directly to the shipper will be returned to the recipient for reissue. OnTrac will not accept liability for the consignee's check, and performance of C.O.D. Services do not constitute OnTrac as the shipper's agent for any purpose. OnTrac will not accept liability for the failure to collect or remit funds for C.O.D. The maximum acceptable C.O.D. amount is \$10,000 per package. To ship higher C.O.D. amounts, you must obtain a written approval from OnTrac. If the recipient is not available, or refuses to pay the C.O.D. amount, we

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will contact the shipper for further instructions. C.O.D. service requires an OnTrac account number. The charge for C.O.D. service is \$12.00.

Consent to Screen. All cargo is subject to screening as per Government Regulations.

Data Processing. Shipment data transmitted electronically via API, BBS, EDI, and FTP must be received by 1am PST. Data submitted after 1am PST will be subject to a \$0.50 per-shipment manual processing fee. The manual processing fee also applies to Transportation Management System-generated data transmitted with outdated OnTrac-issued Sort Code and ZIP Code information. See the Keeping Software Current section for more information.

Declared Value. Unless a greater value has been declared on the shipping manifest, or when the consignee accepts liability of the shipment via signature on the delivery notice tag, the maximum liability from OnTrac will be limited to \$100 for loss or damage or the actual value of the package contents, whichever is less.

We will not accept liability for service for which the shipper has authorized OnTrac (either verbally or in writing) to deliver the shipment without obtaining a signature. When declaring the value of a shipment, the maximum allowable declared value is \$25,000 per shipment. Even if a higher value is declared, the liability from OnTrac for loss, damage or delay will not exceed the shipment's repair or replacement cost or its actual value, whichever is less, subject to the other limitations found on the OnTrac website. The shipper is responsible for providing documentation that supports the repair costs, replacement costs or actual value.

The shipper will be responsible for providing proof of actual loss or damage, as well as complying with all claim-reporting conditions when filing a claim. If the shipper declares to OnTrac that the value of the shipment exceeds \$100, OnTrac can furnish a rate which will increase our liability for loss or damage to the shipment at the higher value so declared by the shipper, subject to certain limitations. The maximum acceptable declared value is \$25,000 per shipment.

For values in excess of \$100, an additional fee of \$0.95 per \$100 of value (or fraction thereof) will be charged. In any event, we will not be liable for any damages whether direct, incidental, special or consequential, including but not limited to loss of income or profits, whether or not we had knowledge that such damages might be incurred.

OnTrac will not be liable for your acts or omissions including, but not limited to, incorrect declaration of cargo, improper or insufficient packaging, securing, marking or addressing of the shipment, or for the acts or omissions of the recipient. We will not accept liability for items which are not fully enclosed in a carton or proper packing material. OnTrac assumes no liability for fragile articles including, without limit, electronics and electronic devices, scientific testing equipment, glass, crystal, porcelain and china.

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Delivery Area Surcharge and Extended Area Surcharge. The OnTrac Service Area includes all of California and the major metropolitan areas of Arizona, Nevada, Oregon, Washington, Utah, Colorado, and Idaho. Some of the ZIP Codes we service are less populated or less accessible than others and carry a higher operating cost. A Delivery Area Surcharge of \$2.45 is assessed to offset the cost of providing service to these select areas. For the areas outside of the Delivery Area Surcharge range, a \$3.50 Extended Delivery Surcharge is assessed to offset the cost of providing service to these select extended areas. Please visit ontrac.com for the list of ZIP Codes that incur the area surcharges.

DirectPost Delivery Confirmation Service. Delivery Confirmation Service is provided by the USPS and included in DirectPost. Shippers must comply with all USPS policies and procedures as described in the USPS Domestic Mail Manual, including, without limitation, the Delivery Confirmation Service.

Delivery Signature Information. Signature Required: The shipper has requested that OnTrac obtain a delivery signature from an individual at, or near the delivery address, including, but not limited to, a neighbor, leasing office or mail room. Shipments requiring a delivery signature that are determined to be residential deliveries will be charged \$3.50 per shipment. OnTrac determines the residential or commercial status of an address by the data gathered and provided by Experian QAS, a global information services company. The charge does not apply to No Release shipments.

No Release: The shipper has requested that OnTrac obtain a delivery signature from a consignee that must be at least 18 years of age, present a government-issued identification, and be present at the physical address. The charge for No Release is \$3.65 per shipment.

Delivery Signature Services are not available for DirectPost shipments.

Actual, Dimensional and Customer-Declared Weight. When weighing packages, OnTrac charges the greater of the actual, dimensional, or customer declared weight. To find dimensional weight, divide the cubic size of the package by 166. For cubic capacity, multiply the package length by the width by the height, in inches. Any weight fraction is rounded to the next whole pound. Letters less than or equal to 8 ounces are billed the Letter Rate. OnTrac reserves the right to weigh all shipments. Package weight corrections greater than the actual, dimensional or customer-declared weight will be captured in the OnTrac system and invoiced at the corrected weight charge.

Fuel Surcharge. The Fuel Surcharge is an index-based surcharge that is adjusted weekly. Changes to the surcharge will be effective on the Monday of each week and will be posted the Wednesday prior to the adjustment. The Fuel Surcharge is assessed on the net package rate plus applicable transportation-related charges.

The surcharge is based on the U.S. West Coast Average On-Highway Diesel Fuel Price as reported by the U.S. Energy Information Administration (EIA) for the week that is two weeks prior to the adjustment, rounded to the



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nearest cent.

Fuel Surcharge percentages and their associated trigger points are subject to change without notice. If the Fuel Surcharge rises or falls beyond the posted index, or there are changes to the trigger points, the index will be updated on ontrac.com.

Hazardous Materials. OnTrac does not accept for carriage packages containing hazardous materials, hazardous substances or inhalation hazards, biohazards such as blood, urine, fluids, or other infectious diagnostic specimens, handguns, weapons, firearms and ammunition, fireworks, pyrotechnics, packages leaking fluid, fuel of any kind or any shipment not safely packaged for transport. It is the responsibility of the shipper to ensure that a shipment tendered to OnTrac does not violate any federal, state, provincial, local laws or regulations. The shipper is responsible for all DOT markings, labeling, and packing requirements.

Other Regulated Materials Domestic (ORM-D) is a category of hazardous material that OnTrac will accept for shipment. ORM-D is typically a consumer commodity which would ordinarily be regulated as a hazardous material but which presents limited hazard due to its smaller quantity, form, and packaging for which a limited quantity exception is provided for in the DOT regulations. OnTrac will accept ORM-D for ground transportation only; we do not ship ORM-D by air.

OnTrac will also accept shipments containing limited quantities of lithium cells and batteries. When shipping lithium cells and batteries, the shipper must adhere to all Federal Regulations outlined in CFR Title 49. Shipments with limited quantities of lithium cells and batteries are eligible for ground transportation only; we do not ship lithium cells and batteries via air.

When shipping DirectPost, shippers must also adhere to all USPS regulations regarding hazardous and/or restricted materials.

Holidays. OnTrac observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

Invoices. OnTrac will bill your account weekly and payment is due upon receipt of invoice. Each invoice is sorted by shipment date and provides delivery information. All charges must be paid in full. Any billing disputes must be reported to OnTrac within 15 days of the invoice date. Accounts showing no activity for a period of six months will be reverted to tariff rates.

Should the shipper request that payment for the shipping charges be billed to either the recipient or to the third party, and payment is not received within 15 days of the original invoice date, the charges will revert to the shipper and the shipper will be liable for said charges.

For billing inquiries, please call the OnTrac Billing Department at 877.227.5139.

Keeping Software Current. Keeping software current helps OnTrac provide the best service possible. OnTrac notifies shippers—or third-parties acting

on their behalf—when the OnTrac software or add-on modules are out of date. Failure to update software can create issues, many of which result in fees and surcharges. The shipper will be responsible for all charges caused by data transmitted from outdated software. See the Data Processing section for more information.

Large Package Surcharge. A Large Package Surcharge of \$80.00 will be applied to a package when its combined length plus girth ($2 \times (\text{width} + \text{height})$) exceeds 130 inches, or if any one dimension exceeds 72". Packages that qualify for the Large Package Surcharge will be subject to an additional \$26.20 surcharge from November 18, 2018, to December 24, 2018.

Large packages are subject to a minimum billable weight of 90 pounds in addition to the Large Package Surcharge. An Additional Handling Fee will not be assessed when a Large Package Surcharge is applied.

Unauthorized Packages. Packages with a billable weight of more than 150 pounds or that exceed 108 inches in length, or exceed a total of 165 inches in length plus girth (two times the width, plus two times the height) combined are not accepted for carriage. These packages are unauthorized; however, if found in our system during transit, we will assess an unauthorized package surcharge of \$650 per package. We reserve the right to refuse unauthorized packages or upon discovery during transit to make appropriate adjustments to shipping charges.

Non-Deliverable Packages. A package is considered non-deliverable when:

- Three unsuccessful delivery attempts have been made.
- The package is refused.
- The consignee has moved.
- The C.O.D. is uncollectible.

OnTrac will attempt to contact the shipper for instructions whenever a package is deemed to be non-deliverable, and will make subsequent delivery attempts according to the shipper's instructions. An additional fee of the basic overnight delivery rate will apply to the following:

- Fourth and subsequent delivery attempts to the original address.
- Re-delivery to a revised address.
- Refusal of package by recipient and return to the shipper.

Peak Season Service Guarantee. The Service Guarantee and delivery commitment times are suspended from November 18, 2018 to December 24, 2018.

Peak Season Surcharges. Select surcharges are adjusted during the peak season. The per-piece surcharges are in addition to the published surcharge rates. Additional Handling Peak Surcharge: \$3.15 in addition to the Additional Handling Surcharge. Large Package Peak Surcharge: \$26.20 in addition to the Large Package Surcharge. Residential Peak Surcharge: \$0.28 in addition to the Residential Delivery Surcharge. Unauthorized Package Peak Surcharge: \$165.00 in addition to the Unauthorized Package Surcharge.

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The OnTrac peak season begins November 18, 2018, and ends December 24, 2018.

Pickup and Delivery Service Conditions. Shipments may be delivered without obtaining a signature if the sender has not marked the appropriate box on the shipping manifest indicating a signature is required, or has given verbal or written authorization to an OnTrac Service Representative.

At the discretion of OnTrac, certain shipments may not be released without a signature, even when authorization has been given. Such circumstances would indicate C.O.D. service, or if the driver deems the delivery location to be unsafe to leave shipments unattended. OnTrac will not accept liability for service or claims when the shipper has authorized us to leave a package without obtaining a delivery signature.

Shipments with a Declared Value will automatically require a signature.

Shipments are delivered to the address on the package. When the address on the package does not match the address on the waybill, the address on the waybill prevails. In some cases, we may find cause to make an "indirect" delivery. An indirect delivery is made to an address other than the address on the package, such as a neighbor.

Shipments to campuses, hotels, hospitals, government offices, installations, or other facilities that utilize a central receiving area or mail room will be delivered accordingly.

Shipments tendered to OnTrac on weekends, holidays, after available pickup times or outside regular operating hours may incur an additional transit day.

DirectPost shipments are delivered to the appropriate Post Office. Final delivery of the shipment is made by the USPS. A signature is obtained upon delivery to the appropriate Post Office.

Pickup Services. OnTrac offers on-call and daily scheduled pickups. Scheduled daily pickups are free of charge if the weekly billing total for the invoiced account exceeds \$100. If the invoiced account does not meet the minimum, then the following schedule applies:

- Weekly invoices ranging from \$0.00 to \$74.99 will incur a weekly charge of \$25.00.
- Weekly invoices ranging from \$75.00 to \$99.99 will incur a weekly charge of \$15.00.
- Weekly invoices over \$100.00 will not incur a weekly charge.

On-call pickups are subject to a \$5.50 per-location pickup fee and are not available for same-day delivery services. OnTrac Ground Service requires a daily scheduled pickup.

Proof of Delivery. Customers may request a proof of delivery (P.O.D.) on up to 10 packages per day. There is a \$1.00 charge for each additional P.O.D. request.

Rate Zones. Rate zones for OnTrac Ground and DirectPost Services are based on the shipment's originating and delivery three-digit ZIP Codes.

All other OnTrac services are based on in-state or out-of-state rate zones. DirectPost zones are based upon USPS delivery zones.

Rebill Fee. A per-package fee will apply if the package is missing an account number, if the account number is invalid, or if shipper has failed to provide manifest data. The fee also applies if OnTrac is asked to change the billing instructions for a shipment, or if an incorrect account number requires us to correct an invoice.

The Rebill Fee will also apply to billing errors in transmitted shipping data, including data provided by third-party software solutions and Transportation Management Systems acting on the shipper's behalf. The Rebill Fee is \$13.40 per package.

Residential Delivery Fee. A Residential Delivery Fee applies to shipments to a home or private residence, including locations where a business is operated from a home. OnTrac determines the residential or commercial status of an address by the data gathered and provided by Experian QAS, a global information services company. The fee for Residential Delivery is \$2.05 per package.

The Residential Delivery Fee does not apply to DirectPost shipments.

Custom Data Queries and Reports. Requests for custom data queries or reports may be subject to a per-hour charge.

Saturday Delivery. Saturday delivery is available in select areas for an additional per-piece fee of \$15.00 up to 150 pounds. Please visit ontrac.com for a list of ZIP Codes that offer Saturday delivery.

Second Delivery Attempt on the Same Day. If a recipient's location is not open on the first delivery attempt and it is still within the guaranteed delivery time, the driver may attempt to deliver the package at the end of the delivery route at no additional charge. Shipping charges will not be waived if the first delivery attempt was made within the stated guidelines of the OnTrac Service Guarantee. Same-day reattempts are not available for OnTrac Ground Service.

Second Delivery Attempt on the Following Business Day. Whenever a recipient location is not open upon our first delivery attempt and a second delivery attempt the same day is not possible, OnTrac will attempt to deliver the package the following business day at no additional charge.

Size Restrictions. The maximum allowable size of a shipment limits any one dimension from exceeding 72 inches, or 130 inches in combined length plus girth (2 x (width + height)). Shipments exceeding these limits will be subject to the Large Package Surcharge and the Unauthorized Package Surcharge, as applicable. The maximum allowable size for a DirectPost shipment is 27" x 17" x 17", with a weight no higher than 70 pounds.

Transit Days and Delivery Commitment Times. Transit days and delivery commitment times for OnTrac Services will vary based on the origin and destination of the shipment. Delivery commitment times for individual ZIP Codes are available at ontrac.com. OnTrac Ground Service is a day-definite

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service and is guaranteed to be delivered by the end of the day.

Transmission of Shipment Data. OnTrac Ground and DirectPost Services require that shipment information be transmitted electronically. DirectPost packages tendered to OnTrac without an accompanying data file will be invoiced at the average shipping weight for the applicable product if the package level data is not received by the Tuesday after the end of the weekly billing cycle.

Weights and Corrections. OnTrac reserves the right to weigh all shipments. Any weight fraction is rounded to the next whole pound. Package weight corrections greater than the actual, dimensional or customer-declared weight will be captured in the OnTrac system and invoiced at the corrected weight charge. Letters less than or equal to 8 ounces are billed the Letter Rate. Packages over 150 pounds are subject to tariff rates.

What We Will Not Ship. OnTrac reserves the right to decline specific items including but not limited to illegal goods, cash or cash equivalents, negotiable instruments, stamps, coins, jewelry, precious metals, original artwork, antiques, one-of-a-kind items, furs, live animals, fuels of any kind, alcohol, tobacco and all tobacco products. OnTrac does not accept anything classified as a hazardous good, or packages containing bodily fluids, medical marijuana, or fragile items.

Limits of Liability. Packaging & Contents - OnTrac is not liable for improper or insufficient packaging, for the securing, marking and labeling of a shipment, nor for when our records reflect that the package was not tendered to OnTrac by the shipper. OnTrac is not liable for fragile items including but not limited to electronic and electric devices, scientific testing equipment, glass, crystal, porcelain, and china.

Post Office Box Deliveries - OnTrac is not liable for shipments sent to P.O. Boxes, except for shipments sent via DirectPost service, where the USPS handles the last-mile delivery. DirectPost shipments must comply with all USPS shipment policies and requirements.

Federal & Local Regulations - OnTrac will render no service for shipments prohibited by law or regulation of any federal, state, provincial, or local government. If a package tendered to OnTrac becomes subject to any federal or state taxes, fees, private express statute fees, excise taxes, consumption taxes or any similar tax, we reserve the right to add that amount to the shipping charges without notice.

Closed & On-Hold Accounts - OnTrac assumes no liability for shipment tendered to OnTrac on a closed OnTrac account or one that is not in good credit standing, as determined by OnTrac.

Uncontrollable Events - OnTrac will not be liable for loss, damages or delays caused by events we cannot control, including local or national disruptions to the OnTrac system or network, including, but not limited to mechanical delays. Other uncontrollable events include acts of God, perils of the air,

land, and sea; airline delays; weather conditions; acts of public enemies or terrorists; war; strikes; civil commotion; or acts or omissions of public authorities, including Department of Agriculture, Transportation Security Administration, Department of Transportation, Power & Energy Systems, any local, state and or federal law enforcement agency, and customs and health officials with actual or apparent authority.

Opening Packages - OnTrac may at its option, but is not obligated to, open and inspect any package before or after it is tendered to OnTrac for delivery. OnTrac reserves the right to reject a shipment at any time when doing so would likely cause damage to or delay other shipments or personnel, or if the law prohibits its transportation.

Shipment Data & Software - OnTrac assumes no liability for shipments tendered without manifest data or before the manifest data is received; nor for unauthorized or incorrect use of our API. Shippers utilizing 3rd-party and custom shipping software solutions are responsible for following our API Terms of Use and manifesting each shipping label with a unique OnTrac tracking number.

Perishable Shipments. OnTrac does not provide protective services for the transportation of any type of perishable shipments including but not limited to temperature or time-sensitive perishable shipments, regardless of whether the shipment is delivered according to an applicable OnTrac Service Guarantee or is delayed in transit. Such shipments will be accepted for transportation solely at the shipper's risk for any type of loss or damage due to the perishable nature of the shipment.

When transporting perishable freight, OnTrac shall not be liable for any direct or indirect loss, damage, deterioration, destruction, theft, pilferage, delay, default, mis-delivery or non-delivery except for shipments that are lost while in the custody of OnTrac; but only in the event that the lost shipment is directly due to a negligent action occurring within the OnTrac system. In this event, the liability of OnTrac is limited to the shipper or claimant's actual cash value for the lost shipment.

The shipper agrees not to file claims for perishable items except for shipments lost as the direct result of a negligent action occurring within the OnTrac system. Perishable items should never be shipped on a Friday unless Saturday Delivery is specified (please note that Saturday service is not available to all ZIP Codes).

OnTrac reserves the right to dispose of any shipment in the OnTrac system containing a perishable commodity that OnTrac deems in its sole and unlimited discretion to be of no value, unsafe or unsanitary.

OnTrac Money-Back Service Guarantee. OnTrac is committed to providing superior pickup and delivery services—every shipment, every time. In the event of a service failure that meets our Service Guarantee Conditions, OnTrac will, at its option, either credit or refund the transportation charges. Transportation charges do not include the fees and surcharges for accessorials, value-added services, adjustments, refunds,

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or any other fee assessed by OnTrac, including, but not limited to the fuel surcharge. The payee must request a Service Guarantee Refund.

OnTrac Money-Back Service Guarantee Conditions

The OnTrac Money-Back Service Guarantee does not apply to:

- DirectPost and Postal-type services.
- Shipments held at a facility for pickup.
- Shipments with an incorrect address, or whose consignee is unavailable, or has refused to accept the delivery.
- Shipments tendered to OnTrac without manifest data or before the manifest data is received.
- Sunrise Gold and Sunrise shipments delivered up to 60 minutes—120 minutes for residences and retail stores—after the standard Service Commitment Time for the delivery ZIP Code as published on ontrac.com.
- OnTrac Ground shipments delivered on the standard scheduled delivery day.
- Delays from conditions we cannot control, including local or national disruptions to the OnTrac system or network, including, but not limited to mechanical delays. Other uncontrollable events include acts of God, perils of the air, land, and sea; airline delays; weather conditions; acts of public enemies or terrorists; war; strikes; civil commotion; or acts or omissions of public authorities, including Department of Agriculture, Transportation Security Administration, Department of Transportation, Power & Energy Systems, any local, state and or federal law enforcement agency, and customs and health officials with actual or apparent authority.
- Shipments returned to the sender.
- Shipments that require additional handling, including those subject to the Additional Handling Fee, Large Package Surcharge, Unauthorized Package Surcharge, or that exceed size or weight limits.
- Pallets tendered without prior approval.
- Packages tendered to OnTrac by someone other than the shipper.
- Shipments containing plants or plant materials that may be delayed by state or federal authorities for inspection.
- Shipments tendered to OnTrac during the year-end holiday season. Please see our Peak Season Service Guarantee for more information.
- Shipments tendered to OnTrac on weekends, holidays, after available pickup times or outside regular operating hours.

Money-Back Service Guarantee Refunds. OnTrac is not obligated to act on any Service Guarantee request until the shipper pays all transportation charges and monies owed. Partial payment of an invoice does not constitute a Service Guarantee Refund or notification of a Service Guarantee Refund request; the shipper must pay the full invoice amount before OnTrac settles a Service Guarantee Refund. OnTrac will not issue a Service Guarantee Refund to an account that is not in good credit standing, as determined by OnTrac.

When settling a Service Guarantee, OnTrac reserves the right to credit the shipper's account for the transportation charges, which do not include the fees and surcharges for accessorials, value-added services, adjustments,

refunds, or any other fee assessed by OnTrac, including, but not limited to the fuel surcharge.

Delay in pickup or delivery issues must be reported to gsrequest@ontrac.com within 15 days from the invoice date. See "How to Submit a Service Guarantee Refund Request" for more information. OnTrac reserves the right to decline credit or refund requests that are not received promptly.

OnTrac reserves the right to refuse any credit or refund request made by—or based on information obtained by—a party other than the payer or account holder.

Invalid Refund Request Fee. The payer or account holder is responsible for only submitting Service Guarantee Refund requests that meet the conditions of the Money-Back Service Guarantee. A per-package fee may apply if the payer, account holder or other party acting on their behalf submits a Service Guarantee Refund request for shipments delivered within the allowed stipulations of the Money-Back Service Guarantee. The Invalid Refund Request Fee is \$3.00 per package.

How to Submit a Service Guarantee Refund Request. To submit a Service Guarantee Refund Request, please email a spreadsheet or comma-delimited file to gsrequest@ontrac.com with the following information:

- OnTrac Account Number
- OnTrac Invoice Number
- OnTrac Tracking Number
- Transportation Charges

Please direct all Service Guarantee Request questions to gsrequest@ontrac.com.

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