

## Terms and conditions 2021. Additional services and Surcharges

### 1. Basic liability and additional insurance

All shipments are covered up to an amount equivalent to \$2.00/lb. If necessary, additional insurance must be entered while creating the shipment. *Surcharges may apply. Please see rates for further details.*

### 2. Cubing

Rates are based upon a minimum density. If the cubed weight is higher than the actual weight, the cubed weight will be used to calculate the rate of the shipment.

*Note: The volume (in cubic ft) of a parcel is calculated by multiplying its dimensions (in inches) according to the following formula: Length X Height X Width / 1728. Please see rates for further details. For piece rates, a class surcharge may apply for parcel over 4,0 cubic foot and or 65 lbs*

#### 2.1 Reweighing

Nationex reserves the right to reweigh every parcel with their Canadian government approved scale. If the weight read on the scale is higher than the declared weight, a rate adjustment will be made.

### 3. Minimum weight per shipment

For every shipment, a minimum weight will be assessed to every parcel. *Please see rates for further details*

#### 3.1. Maximum weight per piece

For every shipment, a maximum weight of 99 lbs and maximum volume of 15,99 cubic feet is accepted.

### 4. Cash on delivery service (C.O.D.)

Nationex offers the possibility of collecting an amount during the delivery. The amount to be collected can be paid in: cheque, cash or postal order. *Surcharges may apply. Please see rates for further details.*

### 5. Unavailable C.O.D. payment

If we are unable to complete the c.o.d. collection during the 1st attempt, a 2nd attempt is done automatically. *Surcharges may apply. Please see rates for further details.*

### 6. Dangerous goods (D.G.)

Merchandise considered "Dangerous Goods" that are shipped with Nationex must be duly identified and related forms must be filled out. *Surcharges may apply. Please see rates for further details.*

### 7. Oversized or non-conveyable parcels (NCV)

Oversized parcels (from 36" or more than 70lb), un-packaged parcels or parcels that cannot be put on a conveyor are subject to a Surcharges. *Please see rates for further details.*

### 8. Oversized length (from 100")

Oversized parcels (from 100") are subject to a special Surcharges. *NCV charge also applies. Please see rates for further details.*

### 9. Frost protection

Nationex offers frost protection service. A shipment that requires frost protection must be duly identified and mentioned during the original shipment. *Surcharges may apply. Please see rates for further details.*

### 10. Address modification

If Nationex cannot deliver a shipment due to a wrong or incomplete address, a Surcharges may apply. *Please see rates for further details.*

### 11. Absent consignee

If the consignee is absent during the 1st delivery attempt, a 2nd attempt is automatically done. *Surcharges may apply. Please see rates for further details.*

### 12. Canceled or refused delivery

If the delivery is canceled or refused by the consignee, parcels will be returned to sender. *Surcharges may apply. Please see rates for further details.*

### 13. Unavailable pickup

If the consignee is absent or the parcel not ready during the 1st pickup attempt, a 2nd attempt is automatically done. *Surcharges may apply. Please see rates for further details.*

### 14. Canceled or refused pickup

If a pickup is canceled or refused by the consignee, the request will be removed from routes and no further attempt will be made. *Surcharges may apply. Please see rates for further details.*

### 15. Rural routes

Nationex reserves the right to apply a Surcharges to destinations considered as rural routes or exceptionally isolated. *Please see rates for further details.*

### 16. Residential areas

If the consignee address is considered residential, a surcharge may apply. *Please see rates for further details.*

### 17. Waiting time

If a shipment requires an excessive amount of time to be delivered, a Surcharges may apply. *Please see rates for further details.*

### 18. Before 10.30 AM delivery

A "Before 10.30 am" delivery service is available at certain locations. *Surcharges may apply. Please see rates for further details.*

### 19. Delivery appointment

If an appointment needs to be taken to complete a delivery, a Surcharges may apply. Appointment rates may vary and are available upon request.

### 20. Fuel Surcharges

A fuel Surcharges may apply. The rate is set on a weekly basis. The actual fuel Surcharges is available on the Nationex website (with user and password) and in the NAT\_Connect shipping software.

### 21. Beyond points

Some destinations are considered as beyond points and are subject to surcharges. To determine the zone that applies to your destination, please consult the Nationex website and/or your NAT\_Connect shipping software. *Please see rates for further details.*