

# REMCO TRANSPORTATION TERMS & CONDITIONS



These Terms & Conditions apply to shipments moving within both the Remco & All Type Transport Systems. All Terms & Conditions are subject to change without notice. All interline shipments are subject to agent carrier's rules and regulations. Charges will be applied with or without prior courtesy notification.



**TRANSPORTATION  
TERMS & CONDITIONS**

**EFFECTIVE: January 13 2020**

These Terms & Conditions apply to shipments moving within both the Remco & All Type Transport Systems  
All Terms & Conditions are subject to change without notice.

**Shipments to non-direct service points are subject to interline carrier's rules and regulations.**

Charges will be applied with or without prior courtesy notification.

**CONTENTS**

1. ADDITIONAL LABOUR
2. AFTER HOURS AND WEEKEND DELIVERIES
3. ATTEMPTED / CANCELLED PICK-UPS
4. RENDEZ-VOUS / APPOINTMENT DELIVERIES
5. GUARANTEED DELIVERY SERVICE
6. INSIDE RESIDENTIAL PICK-UP AND/OR DELIVERY
7. RE-DELIVERY CHARGES
8. WAITING TIME
9. TRAILER DETENTION – (DEMURRAGE)
10. STORAGE
11. TAILGATE SERVICE
12. SAME DAY SERVICE
13. HOURLY SURCHARGE
14. DECLARED VALUE: Ontario / Quebec / Eastern - Western Canada
15. FREIGHT CLAIMS
16. CARTON SORTATION
17. RATES, BILLING & PAYMENT TERMS
18. PROOF OF DELIVERY
19. SHIPMENT IDENTIFICATION
20. CUBE (DENSITY)
21. LINEAR FOOT RULE
22. FUEL SURCHARGE
23. C.O.D. and CASH COLLECT SHIPMENTS
24. CONGESTION SURCHARGE
25. ADDITIONAL EQUIPMENT & SERVICE
26. REDIRECT AND/OR RE-CONSIGNMENT CHARGES
27. GARMENT BAGS AND GOH FREIGHT
28. DANGEROUS GOODS

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**TRANSPORTATION  
TERMS & CONDITIONS**

**EFFECTIVE: January 13 2020**

**1. ADDITIONAL LABOUR**

- |   |                      |
|---|----------------------|
| a. Loading / Unloading – Minimum 4 hours: |                      |
| I. Weekdays                               | <b>\$35.00/hour</b>  |
| II. Saturdays                             | <b>\$52.50/hour</b>  |
| III. Sundays & holidays                   | <b>\$70.00/hour</b>  |
| b. Shrink wrap a pallet                   | <b>\$6.00/pallet</b> |
| c. Shipment label or packaging correction | <b>\$5/carton</b>    |

**2. AFTER HOURS AND WEEKEND DELIVERIES**

- a. Normal Business Hours: **7:00 AM to 5:00 PM**. Any pickup or delivery request outside of these hours will incur additional after hours charges:
- |   |              |
|---|--------------|
| I. Weekdays 5:01 PM to 6:59 PM                    | <b>\$75</b>  |
| II. Weekdays 7:00 PM to 11:59 PM                  | <b>\$195</b> |
| III. Weekdays 12:00 AM to 6:59 AM                 | <b>\$265</b> |
| IV. Weekends 12:00 AM Saturday to 11:59 PM Sunday | <b>\$325</b> |
- b. Above surcharges apply only to shipments moving to, from and within the GMA and GTA.  
c. Pick-ups/deliveries on statutory holidays will be billed at the same rate as weekends.  
d. These surcharges will be in addition to the regular freight charges that are applicable to the shipment.

**3. ATTEMPTED / CANCELLED PICK-UPS**

**Attempted Pick-Up Charges will apply for:**

- |  |                 |
|--|-----------------|
| a. Shipments with actual weight of less than 10,000 lbs. | <b>\$40.00</b>  |
| b. Shipments with actual weight of more than 10,000 lbs. | <b>\$100.00</b> |

Charges applied to GTA & GMA for an attempt to pick up freight and one of the following occurs:

- I. Shipper changes pick-up time after truck has been dispatched.
- II. No answer at shipper's place of business.
- III. Shipper requests that the pickup be done at another address within the terminal service area.
- IV. Access to loading area at time of pickup was restricted or unavailable.
- V. Does not apply to dedicated moves.

**Cancelled Pick-Up Charges will apply for:**

- |   |                  |
|---|------------------|
| a. A "Cancelled Pick-up" charge of  | <b>\$40.00</b>   |
| o Will be applied to shipment with actual weight less than 10,000 lbs. and is cancelled within 2 hours of ready time. |                  |
| b. Shipments exceeding 10,000 lbs. will be assessed a charge of   | <b>\$100.00.</b> |

**4. RENDEZ-VOUS / APPOINTMENT WINDOW DELIVERIES (Carrier Arranged / RENDEZ-VOUS / APPOINTMENT / Distribution Centers):**

- a. **CARRIER ARRANGED APPOINTMENTS:** booked by Remco: **\$50 surcharge**  
Appointments outside of standard business hours will also be subject to appropriate after-hours or weekend charges.

b. **RENDEZ-VOUS:**

- |           |             |
|-----------|-------------|
| ▪ By 8AM  | <b>\$90</b> |
| ▪ By 9AM  | <b>\$70</b> |
| ▪ By 10AM | <b>\$50</b> |
| ▪ By 12PM | <b>\$40</b> |

Appointments booked outside of regular business hours will be subject to after hours or weekend delivery charges.



**TRANSPORTATION  
TERMS & CONDITIONS**

**EFFECTIVE: January 13 2020**

- c. **DISTRIBUTION CENTER DELIVERY CHARGE:** Remco offers an appointment/delivery charge to specific distribution centers. This rate includes potential charges such as: After hours & Waiting Time.
- **DC Delivery Appointment** **\$40**  
This charge only applies to the following DC's, all other DC's will be subject to standard accessorials:
    - Costco Vaughan
    - Costco Varennes
    - HBC
5. **GUARANTEED DELIVERY SERVICE**
- a. All Remco Services can be "**Guaranteed**" where it has been specifically requested by the customer in writing.
  - b. Charges for "**Guaranteed**" will be a **30%** premium on net freight charges, based on the concurrent pricing for the customer, subject to a **\$50.00** minimum surcharge.
  - c. This premium charge will be refunded if the shipment is not completed at the time of the day requested.
6. **INSIDE RESIDENTIAL PICK-UP AND/OR DELIVERY**  
Shipments will be billed **\$40** in the following circumstances:
- I. Any shipment picked up or delivered to a private residence.
  - II. Any shipment picked up or delivered beyond the back door.
  - III. Any shipment picked up or delivered through the front door.
7. **RE-DELIVERY CHARGES**  
Re-delivery surcharges will be applied on all refused shipments, on both the refusal and the redelivery portions (local charges only). Secondary delivery charges are as follows:
- a. **\$7.00** per 100 pounds with a minimum charge of **\$40.00** and a maximum of **\$150.00** per shipment.
  - b. Charges are calculated based on the billable weight of the shipment.
  - c. The above charges will apply to shipments moving within Remco's direct service points.
8. **WAITING TIME:** Waiting time on pickup or delivery will be billed at **\$75 per hour** in 15 minute increments for shipments that are more than 7 minutes past the allotted time:
- | <u>Shipment Weight</u> | <u>Allowable time</u> |                          |
|------------------------|-----------------------|--------------------------|
| ▪ 1 – 999 lbs:         | 15 minutes            | Applied after 22 minutes |
| ▪ 1,000 – 4,999 lbs    | 30 minutes            | Applied after 37 minutes |
| ▪ 5,000 – 9,999 lbs    | 45 minutes            | Applied after 52 minutes |
| ▪ 10,000 – 19,999 lbs  | 60 minutes            | Applied after 67 minutes |
| ▪ 20,000 +             | 90 minutes            | Applied after 97 minutes |

**WAITING TIME GOH (GARMENTS ON HANGERS):** Allowable delivery time for GOH shipments will be 15 minutes per 25 sets with a minimum of 30 minutes and maximum of 120 minutes. For shipments in excess of 200 sets please call for a spot quote.

Sets	Allowance	Sets	Allowance
1 to 50	30 min	126 to 150	90 min
51 to 75	45 min	151 to 175	105 min
76 to 100	60 min	176 to 200	120 min
101 - 125	75 min	➤ 210	Call for quote



**TRANSPORTATION  
TERMS & CONDITIONS**

**EFFECTIVE: January 13 2020**

**9. TRAILER DETENTION – (DEMURRAGE)**

Surcharges apply when a trailer is detained by the consignor or consignee beyond the agreed loading / unloading schedule.

- a. Dry Van Trailer: **\$75.00/day** or part thereof.
- b. Hanging or Rollup Trailer: **\$110.00/day** or part thereof.

**10. STORAGE (billed per calendar week / day or part thereof)**

<u>Commodity</u>	<u>Receiving</u>	<u>Shipping</u>	<u>Storage</u>
▪ Palletized freight - per pallet	<b>\$10.00</b>	<b>\$10.00</b>	<b>\$12.50/week</b>
▪ Carton freight - per carton	<b>\$1.50</b>	<b>\$1.50</b>	<b>\$1.75/week</b>
▪ For GOH (Garment on Hangars) per set	<b>\$0.75</b>	<b>\$0.75</b>	<b>\$2.00/week</b>
▪ Trailer Storage (P & D not included)			<b>\$60.00/day</b>

**11. TAILGATE SERVICE**

**\$50 surcharge** will apply for either pick-up and/or delivery requiring the use of a tailgate lift.

This charge will be applied for all pick-up and/or delivery moving within the Remco direct service points as outlined in the Points and Service Guide.

Maximum skid weight is 2000lbs.

**12. SAME DAY SERVICE (service level: SAMD)**

Remco offers same day pickup and delivery service:

Minimum charge of: **\$270.00** based on 3 hours.

If shipments exceed 3 hours, charges of: **\$270.00** plus applicable **\$90** per hour will apply.

- a. This service covers any shipment picked up and delivered on the same day.

**13. HOURLY SURCHARGE**

- a. Hourly work done by either straight truck or tractor trailer: **\$90.00 per hour** billable in 15 minute increments.

**14. DECLARED VALUE: Ontario / Quebec / Eastern - Western Canada**

- a. For "No Declared Value" shipments, Remco's maximum liability is **\$2.00/lb.** based on the actual weight of the goods lost or damaged, or **\$10.00** per hanging garment.
- b. Shipments with an expressed "Declared Value" will be charged at **\$0.85 per \$100.00** or part thereof, subject to a minimum of **\$5.00** per shipment.
- c. **EASTERN & WESTERN CANADA** – Shipments with an expressed "Declared Value" will be subject to a charge of **1.85%** of the amount shown. Shipments will be subject to a minimum charge of **\$3.35** per shipment.

**15. FREIGHT CLAIMS**

- a. Claims must be submitted in writing within **60** days of the shipment delivery date. Any claim submitted after **60** days will be denied.
- b. Payment deductions are not to be made under any circumstances.
- c. Freight claims will not be addressed until all transport charges are paid in full.
- d. Remco will not be responsible for any "non-compliance" fines or charges levied by a third party. Remco & All Type Transport will not be responsible for any loss of market or any consequential damages.
- e. At the sole discretion of Remco, and due to weather, traffic or any act of God, Remco may elect to temporarily cease operations.

**16. CARTON SORTATION**

Carton shipments: **\$1.50** per carton with a minimum charge of **\$45.00** per shipment.



**TRANSPORTATION  
TERMS & CONDITIONS**

**EFFECTIVE: January 13 2020**

**17. RATES, BILLING & PAYMENT TERMS**

- a. All rates are subject to change and / or cancellation with a thirty days notice.
- b. All invoice terms are net 7 days. An administrative charge of 1.5% per month (18% per year) will be charged on all overdue accounts.
- c. Invoices are available electronically at no cost. All mailed paper invoices and statements will be charged \$15.00 per invoice.
- d. Any issues requiring adjustments to an invoice must be submitted in writing to Remco at [arqueries@remco.ca](mailto:arqueries@remco.ca) within 30 days from the date of the invoice. No adjustments or credits will be applied after 60 days.
- e. For any adjustment to invoices with no fault to Remco an administration fee of \$25.00 will be charged.
- f. Except as otherwise indicated, rates include one pick-up from one shipper, and one delivery to one consignee. Shipments with bills of lading consigned to the same location will be rated individually. No consolidations will be offered.
- g. Requests for rate verification will be charged \$15.00 per occurrence, when customer has existing rates.
- h. All spot quotes are estimates and are based on information provided at time of the request. The final price will be calculated based on actual weight and size of shipments as verified and confirmed upon arrival at Remco's dock. If an adjustment is required due to the Spot Quote number not being referenced on the shipper's bill of lading then an Administrative fee of \$25.00 will be assessed to research and perform the adjustment.

**18. PROOF OF DELIVERY**

- a. PODs are obtainable on [www.remco.ca](http://www.remco.ca) free of charge.
- b. A charge per document will be levied for all requested PODs, verbal and via email, if available on [www.remco.ca](http://www.remco.ca).
- c. Requests of PODs for shipments that are in excess of 60 days will be subject to a \$25.00 charge per document.
- d. Upon customer's request, PODs will be included with all invoices at a charge of \$0.50 per freight bill.

**19. SHIPMENT IDENTIFICATION**

All shipments must be clearly identified. Any shipment not clearly identified will be re-labeled by Remco and a \$5.00 charge for every unit of the shipment (shipment unit of measure, cartons, sets, pallets, etc.) will be applied.

**20. CUBE (DENSITY)**

All rates are subject to 10 pounds per cubic foot (pcf) unless otherwise specified. Cubic weight calculation = Length (in) x Width (in) x Height (in) ÷ 1728 x 10. If this amount is greater than the actual weight of the shipment, then the dimensional weight will be applied for calculating the freight charges.

If the bill of lading states "do not stack" or it is **impractical** to load other freight on top of the shipment, the height of 8 ft (96") will apply.

**Impractical:**

- a. More than 72" in height.
- b. Any item that is identified as "FRAGILE".
- c. There is no flat top or items not evenly piled at the top of the pallet which will prevent stacking.
- d. Pallets with electronic products, such as TVs.
- e. Freight and packaging not strong enough to hold up to 400 lbs on top.
- f. Freight packed in plastic containers that are not stackable totes or bins.

**Packaging:**

- a. Any pallet marked "Do not top load", "Do not stack" or similar wording.
- b. Any inadequately packed shipment will be shipped at "Owners Risk". If the weight of the shipment is not indicated, at the sole discretion of the carrier, a minimum weight of 40 lbs per carton will be used as an assumed weight. For pallets, a minimum weight of 800 lbs per pallet will be used as an assumed weight up to and including 72" in height.



**TRANSPORTATION  
TERMS & CONDITIONS**

**EFFECTIVE: January 13 2020**

- c. Pallets that are higher than **72"** will be automatically charged as **96"** high.
- d. Shipments with pallet dimensions exceeding **40" X 48"** up to **56"** in length or width (oversize) will be charged at **1.5 times** the customer's rate.
- e. Shipments or any part of a shipment that exceeds **56"** in length up to and including **120" (10 feet)**, (excluding rolls of fabric), with a width of less than **40"**, (long freight), will be cubed at actual width, actual length and at a height of **96"**. These shipments will have a handling charge of **\$75.00** per oversized item and will be added to the customer's invoice. **A quote must be obtained from [spotquotes@remco.ca](mailto:spotquotes@remco.ca) for shipments including items longer than 10 feet (120 inches), prior to shipping.**
- f. Dimensional sequence: unless otherwise stated, all calculations are based on specified dimensions in the order length, width, height.
- g. Remco reserves the right to refuse any pick up of shipment(s) deemed insufficiently packaged to withstand the rigors of transport.
- h. Personal items, and furniture are shipped at shippers risk.

**21. LINEAR FOOT RULE**

- a. When a shipment occupies more than 10 feet of trailer space the billable weight will be calculated at 1000 lbs per linear foot.
- b. Shipments moving to and from the province of Newfoundland / Labrador will be cubed at 15 pcf up to 10 linear feet of trailer space. Shipments in excess of 10 linear feet of trailer space will be subject to a cube restriction of 1,000 lbs per linear foot.

**22. FUEL SURCHARGE**

All shipments are subject to fuel surcharge as updated weekly available at [www.remco.ca/downloads](http://www.remco.ca/downloads).

**Fuel Surcharge Will Apply as follows:**

Shipments	LTL	TL
Shipments within GTA or GMA	Up to Billable weight of 19,999 LBS	20,000 LBS & greater
All Other Shipments	Up to Billable weight of 9,999 LBS	10,000 LBS & greater

**23. C.O.D. and CASH COLLECT SHIPMENTS**

- a. C.O.D. shipments will be charged at **1%** of the C.O.D. amount collected, with a minimum charge of **\$25.00** and up to a maximum of **\$250.00**; this applies to shipments serviced by Remco directly.
- b. C.O.D. or Cash Collect shipments to eastern and western Canada, or any point that is not in Remco's service points list, will not be accepted. All such shipments must travel pre-paid without exception.
- c. REMCO do not accept Cash Collect.

**24. CONGESTION SURCHARGE**

At the sole discretion of Remco, when deemed necessary and upon prior notification, a congestion surcharge may be applied to shipments in situations where Remco's ability to perform services is impeded by temporary factors such as construction or road closures etc.

**25. ADDITIONAL EQUIPMENT & SERVICE**

- a. Dock plate for pick up or delivery will be charged at \$30.00.
- b. Rental of protective blankets as follows:
  - I. 1 to 2 days - **\$9.00** per blanket, per day. Minimum charge of **\$27.50**.
  - II. 3 days or more - **\$6.00** per blanket, per day. Minimum charge of **\$27.50**.
- c. Additional Service & Equipment include: Cross dock & Straps.



**TRANSPORTATION  
TERMS & CONDITIONS**

**EFFECTIVE: January 13 2020**

d. Remco can provide rolling racks for purchase or rental. Call for a quote.

**26. REDIRECT AND/OR RE-CONSIGNMENT CHARGES**

- a. Within the designated local terminal service area a minimum charge of **\$55.00** and redelivery charges will apply.
- b. Outside the designated local terminal service area a minimum charge of **\$65.00** plus applicable line-haul charges from the original destination to the new destination will apply.

**27. GARMENT BAGS AND GOH FREIGHT**

- a. Cloth garment bags (sample bags) exceeding the normal size set bag, will be charged two times the applicable rate.
- b. Each set of hanging garments must be covered with a poly-overwrap bag of no less than **1.5mm** thickness.
- c. Remco will not be liable for loss or damage to garments if a poly-overwrap bag of lesser specifications is used.
- d. Overwrap bags can be purchased through All Type / Remco.
- e. Individual sets must not exceed **50 lbs (23kgs), 72" (1.83m)** in length, and should not exceed **8"** in width.
- f. Oversize sets will be pro-rated based on the width in excess of a standard set size and charged accordingly. The minimum charge for an oversize set is **1.5** times the applicable set rate.
- g. Remco will not be liable for shortage if the number of garments within a set is not indicated for each set.
- h. Remco will not be liable for damages resulting from oversized sets.
- i. Remco will not be liable for any loss or damage to garments due to inadequate packaging. Please ensure that garments are hung on strong hangers and that the overwrap bags are securely sealed around the neck of the hangers.
- j. Remco will not be responsible for any loss of market or any consequential damages.

**28. DANGEROUS GOODS**

All Type Transport & Remco Forwarding Ltd. do not handle any type of product that is deemed as "Hazardous Material" or "Dangerous Goods", (HAZMAT), as described in the WHMIS (Workplace Hazardous Material Information Systems).

**CONTACT**

Please contact **REMCO Customer Service or Sales Account Representative** for additional information **on shipments to and/or from:**

- Points that are outside the direct service points in Quebec & Ontario as listed on the service guide.
- Moving to points outside of these must be "spot quoted" prior to pick-up.