



## Value Added Services

The following value added services are available within all direct service points in Ontario and Quebec. For a full list of Terms and Conditions please visit [www.remco.ca](http://www.remco.ca)

**After Hours & Weekend Pickup/Delivery:** Any pickup or delivery made outside of normal business hours (07:00 – 17:00) will be charged:

- Between 17:01 – 23:59 \$195
- Between 24:00 – 06:59 \$265
- Weekends 17:01 Friday – 06:59 Monday \$325

**Additional Labour:** When additional labour is requested and/or required the following charges will apply with a 4 hour minimum:

- Weekdays: \$35 per hour
- Saturdays: \$52.50 per hour
- Sundays and Holidays: \$70 per hour

**Appointment Deliveries:** When a specific appointment is requested during business hours (07:00 – 17:00) an appointment charge will apply. When a minimum 1 hour delivery window is requested, a rendezvous charge will apply as listed below based on requested time:

	Appointment	Rendezvous
• 07:00 – 08:00:	\$110	\$90
• 08:01 – 10:00:	\$90	\$70
• 10:01 – 12:00:	\$70	\$50
• 12:01 – 17:00	\$40	\$40

**Waiting Time:** Waiting time on pickup or delivery will be billed at \$1.25 per minute after allowable time based on billable weight:

- 1 – 999 lbs: 15 minutes
- 1,000 – 4,999 lbs 30 minutes
- 5,000 – 9,999 lbs 45 minutes
- 10,000 – 19,999 lbs 60 minutes
- 20,000 + 90 minutes

**Trailer Detention:** Surcharges will apply when a trailer is detained by the consignor or consignee beyond the agreed loading / unloading schedule:

- Dry Trailer: \$75 per day
- Hanging Trailer \$110 per day

**Tailgate:** Shipments that require tailgate for pickup or delivery will be charged \$15 per pallet, minimum \$60 and maximum \$150.

**Same Day Service:** Same day service will be billed \$90 per hour in 15 minute increments, minimum 3 hours.

**Residential Pickup or Delivery:** Any shipment picked up or delivered to a private residence will be billed \$5.00 per 100 lbs with a minimum \$50 and maximum \$150.

**Attempted and Cancelled Pickup:** In a situation where a driver arrives for a planned pickup and the shipment is not available or a pickup is cancelled with less than 2 hours notice the following charges will apply:

- 1 – 9,999 lbs \$55
- 10,000 + lbs \$100

**Redelivery Charges:** If a delivery cannot be made on the first attempt a redelivery charge of \$7 per 100 lbs with a minimum \$40 and maximum \$150 will be applied.

**Cube / Density:** All shipments will be subject to a minimum density of 10 lbs per cubic foot up to 10 feet of trailer. Shipments that occupy 10 feet of trailer and greater will be billed at 1,000 lbs per linear foot.

**Trade Show Pickup or Delivery:** Shipment picked up or delivered to a trade show or exhibition within regular business hours (07:00 – 17:00) will be charged \$150. Shipments outside of normal business hours will be subject to After Hours and Weekend delivery charges.