

The Loomis Express logo is located in the top left corner. It features the words "Loomis Express" in a blue, sans-serif font. A red curved line arches over the word "Loomis".

**Loomis Express**

A young woman with dark, curly hair is smiling warmly. She is wearing a teal-colored t-shirt and a thin gold necklace. In the foreground, a hand is holding a brown cardboard shipping box, partially obscuring the bottom left of the frame. The background shows a window with a decorative metal frame.

# Loomis Express Terms And Conditions of Service

**Effective Jan 3, 2023**

# TERMS & CONDITIONS

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These Terms and Conditions apply to the provision of all Loomis Express services when shipping between points in Canada, or between points in Canada and various international points. In the event of any conflict or inconsistency between these Terms and Conditions and any other written or oral statement (including any Loomis Express Bill of Lading or other transit documentation), these Terms and Conditions shall govern. These Terms and Conditions together with the applicable Bill of Lading constitute the entire agreement with respect to Loomis Express' services and set out all covenants, promises, warranties, representations, conditions, understandings, and agreements with respect to Loomis Express' services, and supersede all previous terms and conditions and any other prior documentation concerning Loomis Express services. Surcharges and factors are subject to negotiated Preferred Customer Agreement. Loomis Express reserves the right from time to time to unilaterally modify, amend, or change these Terms and Conditions without notice.

## **1- Services**

Loomis Express agrees to provide, at Loomis Express' specified rates, courier services in accordance with the terms and conditions set out in these Terms and Conditions and those set out in the applicable Bill of Lading. In these Terms and Conditions, "Bill of Lading" includes any Loomis Express shipping document, label, waybill, manifest or similar document. Loomis Express does not deliver to P.O. Boxes, rural and/ or fire routes. Loomis Express shipping services available

### Within Canada

- Loomis Express Domestic 9:00 A.M.\*
- Loomis Express Domestic 12:00 P.M.\*
- Loomis Express Domestic 18:00 P.M
- Loomis Ground

### From Canada to the United States

- Loomis Express 10:30 A.M.\*
- Loomis Economy Select
- Loomis Express Worldwide

### From Canada to International Destinations

- Loomis Express 9:00 A.M.\*
- Loomis Express 12:00 P.M.\*
- Loomis Express Worldwide

***\*Guaranteed service, some restrictions apply see "Service Guarantees"***

## **2-Service Guarantees**

Loomis Express will, upon a customer's written request provide either a refund or credit of customer's transportation charges, for an outbound package/shipment(s) from Canada to Canada, the United States or any International destination that is delivered after the Loomis Express guaranteed delivery commitment time.

**Service Guarantees are subject to the following conditions.**

- a) The Loomis Express package/shipment must qualify as a guaranteed delivery point from the point of origin to destination for the applicable service selected.
- b) Credits for transportation charges will be applied to the payors account only, and refunds will be made payable to the payor only.
- c) Each package within the shipment must be properly labelled including from/to address detail with the receiver's correct name, deliverable address, postal code or zip code and telephone number Loomis Express will not deliver to a P.O. Box or Rural Route numbers.
- d) The shipment must be accepted by Loomis Express, and the Bill of Lading must be generated using an Automated Shipping system.
- e) Loomis Express must be notified of a service failure in writing within fifteen (15) calendar days from the date of the scheduled delivery and be advised of the Receiver's name and address, date of shipment, package/shipment weight and the waybill number

**Within 30 calendar days after customer notifies Loomis Express in writing, Loomis Express shall provide one of the following:**

- i. provide customer with the refund or credit
  - ii. provide customer with evidence of timely delivery; or
  - iii. provide customer with information explaining the reason that the shipment is not eligible for the guarantee under the applicable limitations or exclusions
- f) The guarantee applies only to shipments where:
- i. Each package weighs 75 pounds or less (actual or dimensional weight, whichever is greater); and no package is more than 36" by 24" by 72" inches. For shipments transported using Loomis Express International services specific weight and size restrictions apply, contact customer service for country specific restrictions.
- g) The guarantee applies only to transportation charges paid by Canadian-based payers and is exclusive of all other items including, without limitation, duties, taxes, and other charges or amounts.

To obtain a quoted delivery commitment time, contact Loomis Express Customer Service and supply the following information: (i) The commodity being shipped; (ii) the date and the time that the package will be available for pick-up; (iii) the exact destination, including postal code; (iv) the weight; and (v) the package dimensions. Should any such information prove to be inaccurate and, specifically, if a package is tendered to Loomis Express substantially later than the time supplied to Loomis Express Customer Service, no guarantee shall apply. In instances where a transit time range is quoted, the delivery commitment time will be the longest transit time quoted. Any transit time published in the Loomis Express' Rate Guide, websites or elsewhere, or quoted by Loomis Express Customer Service without the foregoing information, is only an estimate and is not the delivery commitment time.

- h) In the case of multiple package shipments, this guarantee will apply to every package in the shipment. If a late delivery occurs for any package within the shipment, the refund or credit will be given for the portion of the transportation charges applicable to that package.

- i) Should the customer or its recipient specify a customs broker other than Loomis Express, delivery by Loomis Express shall be deemed to have occurred at the time Loomis Express notifies the customs broker that the shipment is available for customs clearance.
- j) Loomis Express is not obligated to act on any claim until all transportation charges have been paid
- k) The guarantee does not apply to:
  - i. International inbound shipments: shipments to on-forwarded points; or multi-lot shipments over 15 packages
  - ii. Transportation charges resulting from returned or undeliverable packages or shipments
  - iii. The shipping date on the electronic waybill, shipping document, label or manifest generated does not match the pickup date by Loomis Express
  - iv. Any shipments tendered to Loomis Express with a manual waybill.
  - v. Shipments/packages exceeding Loomis Express size limitations including packages or shipments subject to a Non-Standard Charge.
  - vi. Packages which are undeliverable for any reason, including improper or incomplete delivery instructions or information (which may include Post Office Box for recipient address, missing or incomplete recipient address, missing or inaccurate recipient telephone number), or unavailability or refusal of the recipient to accept delivery.
  - vii. Chain of Signature, Dangerous Goods or Fragile Shipments
  - viii. Late delivery due to causes beyond Loomis Express' control including, without limitation to delays caused by the consignee, acts of God, public authorities acting with actual or apparent authority of law, acts, requirements, or omissions of postal, customs or other government officials, riots, strikes or other labor disputes, civil commotion and disruption in air or ground transportation caused by weather and natural causes.
  - ix. Shipments exceeding \$5,000 in value, or which is subject to lengthened transit times due to country-specific value limitations.
  - x. Drop shipments
  - xi. Any package picked up or scheduled to be delivered between December 12 and January 5
  - xii. Dangerous goods or hazardous materials

All other provisions of Loomis Express' Terms and Conditions of Carriage or Terms and Conditions of Service apply. This money-back guarantee can be suspended, modified, or revoked at the sole discretion of Loomis Express without prior notice, in respect to all customers or any customer.

### **3-Accessorial Fees and Surcharges**

*An additional charge will be applied as per the Loomis Express Rates in effect at the time of shipping for the following cases:*

#### **Address Correction**

If Loomis Express is unable to deliver a shipment because the address provided by the shipper is incorrect, incomplete, illegible or is addressed to a post office box or R.R.# locations on a waybill. Loomis Express will make every attempt to find the correct address for delivery but assumes no liability or responsibility for its inability to complete the delivery. Loomis Express will not be liable

for failing to meet its scheduled delivery time for any package with an incomplete or incorrect address. The applicable fuel surcharge in effect at the time of shipping will also apply.

### **Customer Service Administration Fee**

Loomis Express reserves the right to assess a fee for nonelectronic requests made via the call centre, email, or through live chat. This fee will be applicable to Redirect and Manual/On call pickups request to customer service.

### **Project Support, Seasonal and Special Projects Fee**

Loomis Express reserves the right to apply an additional fee for any support, seasonal or special project that is custom to your business and outside of the Loomis Express service and product offering. Costs for additional overhead, administration, labor, equipment and/or materials may be required. Loomis Express will review all requests once a full scope has been submitted in writing. The final fee will be provided based on feasibility of request, resources & duration of project.

### **Chain of Signature**

The shipper may require security control to track shipments from point of origin to destination. Loomis Express will provide manual and electronic security checks allowing visibility and accountability for your shipments. An additional charge will be applied as per the Loomis Express Rates in effect at time of shipping.

### **Dangerous Goods**

Loomis Express can carry acceptable quantities of dangerous goods or hazardous materials disclosed to it. Packages containing Dangerous Goods and Limited Quantities require manual handling and will be assessed and charged accordingly. Service not available to Extended area and agent locations. See "Dangerous Goods" section for more details.

### **eReturn**

Loomis Express will pick up and deliver shipments from your customer location returning it to your warehouse, office, or destination of your choice. Certain items are prohibited from being shipped and are not accepted by Loomis Express for the eReturn service including hazardous materials and Dangerous Goods shipments.

### **eReturn – Unable to Pickup**

A charge will be assessed when an eReturn shipment is requested online and is not available for pickup.

### **Extended Area Surcharge (Beyond and Interline)**

Loomis Express will assess an additional fee when the origin or destination point is considered a remote/extended area, or the location is serviced by an authorized agent or the cost to serve the location incurs additional expense by Loomis Express not accounted for in the zone based rates to the location. The Extended Area Zone and Rates are available at [loomis-express.com](http://loomis-express.com).

### **Fragile Shipments**

A shipper can request to have shipments handled with care by clearly indicating "Fragile" on the waybill or select "Fragile" through an electronic shipping platform that produces a label, manifest or shipping document. No claim against fragile shipments will be processed unless the description clearly indicates "Fragile". Contents and packaging is subject to inspection. Service not available to Extended area and agent locations.

### **Fuel Surcharge**

Loomis Express reserves the right to apply a fuel surcharge on all shipments regardless of destination and service selected. The duration and amount of any surcharge will be determined at our sole discretion. By tendering your shipments to Loomis Express, you agree to pay all applicable surcharges as deemed by Loomis Express. Information on the fuel surcharge rates will be posted on [loomis-express.com](http://loomis-express.com).

### **Identification Check**

Loomis Express reserves the right to assess a fee when a package or shipment requires government issued ID to be verified before delivery to consignee.

### **Manual Waybill Surcharge**

Loomis Express reserves the right to assess a fee when using a manual waybill or preprinted waybill applicable to the shipment in effect at the time of shipping.

### **Missing or Invalid Account**

An additional charge will apply when the account number is missing, or an incorrect account number is entered on the waybill by the shipper.

### **Non-Standard Shipment**

When applicable a Non-Standard shipment surcharge fee will apply for the following instances:

- **Overweight** – Any package or article greater than 70 pounds (32 kilograms) in actual weight.
- **Oversize** - Any package or article which measures greater than 48 inches (122 centimeters) in length or a second longest dimension greater than 32 inches (82 centimeters).
- **Large Package** — Any package or article where the combined length and girth exceeds 130 inches (330 centimeters) or a single side dimension greater than 96". Girth is calculated by measuring the length (longest side of the package) plus  $[(2 \times \text{width}) + (2 \times \text{height})]$ .
- **Special Handling**- Any articles due to their nature (e.g., size, shape, packaging, contents) are deemed by Loomis Express, in its sole discretion, to be unsuitable for our sorting facilities (e.g., ball bearings, nuts, bolts and fasteners, liquids, wooden or metal crates and non-conveyable items).
- Any package or article; pail or container not fully encased in an appropriate shipping container.

A non-standard fee will only apply once to a package if any of the above conditions are met.

### **OverMax Fee**

A package is considered OverMax when any one of the following size limitations apply:

- The actual weight exceeds 150 pounds (68 kilograms)
- Any single side exceeds 108 inches (274 centimeters) in length

- The combined length and girth exceed 165 inches (419centimeters)
- Length is defined as the longest side of the package. Girth is the distance around the two smallest sides of a package or object.  $Girth = 2 (W+H)$ .

### **Paper Invoice Fee**

A fee will be applied on the customers invoice when they request a paper invoice by mail.

### **Peak Surcharge**

Loomis Express reserves the right to implement a peak surcharge based on seasonal volumes and market conditions to ensure proper handling to cover additional resources and equipment costs that will be incurred during this time.

### **Pickup not available (PUNA)**

A fee will apply when a driver arrives at the shipper's address after a requested or scheduled pickup is not cancelled, ready or available. To avoid the PUNA charge all cancellations must be processed online via [loomisexpress.com](http://loomisexpress.com)

### **Repeat Delivery Attempt**

If Loomis Express is unable to deliver a shipment on the first attempt, a notice will be left at the Receivers delivery address stating that a delivery attempt was made. The next business day another delivery attempt will be made automatically at no additional charge. A fee will be charged when a third subsequent delivery attempt is requested by the receiver. The charge will be applied to the payor at the time of shipping. The applicable fuel surcharge in effect at the time of the shipping will also apply to this service.

### **Redelivery Fee**

Loomis Express will apply a fee when two delivery attempts are made in one day.

### **Redirect**

Loomis Express will apply a fee for shipments requested to be redirected. Requests out of zone/province will be rated as a new shipment

### **Repack**

An additional charge will apply for any package or article that requires repackaging due to inappropriate or insufficient original packaging.

### **Residential**

An additional charge will apply to a residential pickup and/or delivery from/to a home, including a business operating out of a home. Residential locations are deemed by Loomis Express as primarily residential or low commercial density based on postal code. The applicable fuel surcharge in effect at the time of shipping will also apply to this service.

### **Signature Required**

A Shipper may request that Loomis-Express obtain the signature of a recipient within Canada upon delivery. An additional fee, set forth in the Loomis Express Domestic Accessorial Rates in effect at the time of shipping, will be assessed. Loomis Express will obtain, in its sole and



unlimited discretion, an electronic signature or other physical acknowledgement of receipt to release without signature upon Delivery. The Shipper must use a Loomis Express Automated Shipping System to initiate a request for this service.

#### **Adult Signature Required**

A Shipper may request that Loomis-Express obtain the signature of a recipient who is at least 19 years of age within Canada upon delivery. An additional fee, set forth in the Loomis Express Domestic Accessorial Rates in effect at the time of shipping, will be assessed. Loomis Express, in its sole and unlimited discretion, will determine if Delivery can be completed when such a request is made, and in its sole and unlimited discretion, will obtain an electronic signature or other physical acknowledgement of receipt to release without signature upon Delivery, and may request photo identification indicating the recipient's age before completing Delivery. The Shipper must use a Loomis Express Automated Shipping System to initiate a request for this service. Packages requiring an adult signature are not available for delivery change requests or redirection to an address other than the original intended delivery point with the exception of an approved Loomis Express Smart Spot location where available.

#### **Return Cheque**

The Loomis Express Return cheque service will collect payment from the receiver on delivery of shipped goods. This payment will be made payable to the shipper and sent back to them via Return Cheque service. Enter the amount of payment on the Return cheque waybill and Loomis will accept payment from the receiver in the form of a cheque, post-dated cheque, certified cheque, bank draft or money order before releasing the package/shipment to the consignee. Loomis Express is not responsible for mis issued cheques and NSF/stop payment fees.

#### **Saturday Delivery**

For select Loomis Express services and select destinations this optional Saturday delivery service is available. The Saturday delivery option must be selected and indicated in the designated area on the waybill at the origin pickup location. The applicable fuel surcharge in effect at the time of the shipping will also apply to this service.

#### **Shipment Value Protection**

If a shipper declares the value of a shipment exceeding \$2,500 to a maximum of \$5,000 then a pre-authorization must be obtained from Loomis Express Customer Service prior to shipping. A Special Agreement number will be issued and must be visible on the waybill shipping document, label or manifest. Certain restrictions apply see "Shipment Value Protection" section for more details.

#### **Second Person Assist**

In instances where a second person is needed to assist, an additional charge will be applied to the shipment as required. Time Definite Delivery shipments would fall within the Service Guarantee section and based on shipping service chosen. This is not a service and strictly conditional, determined at point of delivery by Loomis Express. Please contact customer service for more information.

#### **Weekly Service Fee**

Loomis Express reserves the right to apply a weekly service fee.

#### **4-Safe Drop Program**

No Signature Required shipments must qualify with our Safe drop process. Safe drop is a driver discretion process by which Loomis Express will leave the package in a location that is sheltered from weather and cannot be easily seen from non-residents of the delivery address. Drivers will take into consideration the location, type of product, weather, traffic flow and other parameters to ensure safe drop is the proper method of completing the No Signature Required delivery. Excluded from the process of safe drop are deliveries made to apartments and condominiums. In instances whereby the receiver is not home, our notice of delivery process shall ensue. Loomis Express will not compensate or be liable to the shipper or receiver on a joint or single basis, for and/or against any claims or liabilities resulting from the delivery of a safe drop package or shipment.

#### **5-Signature Release Program**

Receivers that do not require a signed proof of delivery and that are not subject to agreements requiring a signature on delivery may waive this requirement for a one time or all future courier shipments by enrolling in Loomis Express's Shipment Release Program. A Signature Release Form must be completed to waive the delivery signature for one or all future shipments.

Where a release is elected, Loomis Express may leave shipment(s) at the receiver address unattended and without obtaining a signed proof of delivery, and the shipper is bound by the liability release contained in the above-mentioned authorization form. The shipper and the receiver will indemnify Loomis Express on a joint or single basis, from and against any claims or liabilities resulting from the delivery of a signature release package or shipment.

The Signature Release Program is not eligible for:

- Loomis Express Domestic 9:00 A.M. service
- Loomis Express Domestic 12:00 P.M. service
- Dangerous Goods Shipments
- Return Cheque Service
- High Value Shipments
- Chain of Signature Shipments
- Condominiums or Apartment buildings

Loomis Express will use at its discretion the right to disqualify SRP. This includes circumstances in which a Loomis Express Driver is of the opinion that a shipment will be at risk of loss or damage. The driver may elect not to leave the shipment without a signature.

To cancel a Signature Release request, you must email Customer Service at [Signature.Release@Loomis—Express.com](mailto:Signature.Release@Loomis—Express.com)

To use the outlined program shipments must fall within the Safe Drop parameters outlined. See Safe Drop Program.

## 6-Limitation of Liability

Loomis Express shall not be liable, for any special, indirect, incidental, consequential or punitive damages including but not limited to, loss of income, profits, interests, utility or loss of market incurred by Shipper, Receiver, or any Third Party (or any other person or company) because of Loomis Express' (or Loomis Express agents, subcontractors or independent contractors) acts or omissions, including but not limited to gross negligence, negligence causing damage, failure to deliver, loss or theft of or damage to the shipment, or late or delayed shipment.

If a Shipper, Receiver or Third Party has an extremely time sensitive package, the loss or delay of which may result in consequential damages, the shipper must contact his own insurance agent or broker to insure against such risks at the exclusion of Loomis Express, as Loomis Express does not assume such liabilities. Loomis Express does not provide and will not arrange for such insurance.

## 7-Terms of Payment

Customers with approved accounts shall pay Loomis Express within seven (7) days from the invoice date, unless otherwise arranged. In the event the customer fails to pay an invoice in full when due, interest calculated at a rate of 2% per month shall accrue and be payable to Loomis Express on all outstanding amounts. We reserve the right to suspend service on past due accounts, cancel credit, the suspend volume discounts, and apply any credit owed against past due invoices. This is in addition to any other legal rights and remedies available to Loomis Express to collect unpaid balances.

Sales Tax: The customer will pay Loomis Express all applicable sales taxes as required by law. GST/HST Registration Number — 851133322RT0001, QST Registration Number-1212367521TQ0002

## Method of Payment

- **Pre-Authorized Payment-** customers can setup a P.A.P. plan which allows Loomis Express to withdraw funds from the customer's account when invoice is due.
- **Credit Card** – Customers can set up automatic credit card payments and Loomis Express will charge the credit card when the invoice is due. Loomis Express accepts Visa, MasterCard and American Express. A 2.1% administration fee will apply when using this option
- **Electronic Fund Transfer** —Customers can make payments by depositing funds to the Loomis Express bank account when the invoice is due. EFT's must be accompanied by an electronic remittance advice detailing invoice numbers being paid.
- **Cheque-** payable to Loomis Express. The cheque must contain the Loomis Express account number and Invoice number with the remittance slip.

*Please Note: Loomis Express will apply a Non-sufficient Funds (NSF) processing fee for any declined credit cards or insufficient funds during withdrawals on P.A.P.'s E.F.T.'s or issued cheques.*

## Invoice Adjustments

Invoice and billing discrepancies must be brought to the attention of Loomis Express within ninety (90) days from the invoice date. After such time any billing dispute is waived and deemed accepted by the customer. Customers can call 1-866-662-0021 to report discrepancies within such time limit.

### **Administration Fee – Invoice Adjustments**

If Loomis Express is requested to respond to any invoice discrepancy (including, but not limited to Service Guarantee failures) initiated by: (i) Customer; or (ii) any third-party on behalf of Customer, Loomis Express reserves the right to charge the Customer an administrative fee in cases where Loomis Express has determined that the disputed charges were correctly charged as invoiced or were incorrectly provided by a customer and will also be applied to manual requests.

### **Shipper Payment Guarantee**

For prepaid shipments, the shipper shall pay Loomis Express all shipping charges including all accessorial, taxes and fuel charges as outlined in the Loomis Express Service Guide (including updates posted to Loomis-Express.com) in effect at time of shipping. . If the receiver or third-party, on a collect shipment or third-party shipment refuses to pay Loomis Express, the shipper shall pay all the charges incurred in the delivery (including all taxes and surcharges). When the shipment is undeliverable (including when the receiver is unable to accept delivery of the shipment for any reason), the shipper shall be liable for the shipping charge for the original delivery and the return of the shipment to the shipper (including all taxes and surcharges).

### **Scanned versus Billed Process**

On a monthly basis, Loomis Express will produce a report which includes all individual barcodes with pickup and delivery scans and will align this list with the previously billed barcodes. Barcodes that appear on the delivered list which have not been included in your billing will be identified and communicated by means of email to the established billing contact. After the details are communicated, we allocate one week from the date the e-mail is sent to allow for investigation and response, if required. Should this time lapse, Loomis Express will bill the customer the amounts calculated, which will be subject to normal payment terms

### **8-Packaging Requirements**

Shipments must be properly packaged to ensure safe transportation with proper casing or packaging. While traveling through the Loomis Express system, the exterior may be damaged and should be protected by additional outer packaging at Shipper's cost. Loomis Express shall not accept unpackaged shipments. Loomis Express shall not be liable for damages to such casing and/or unpackaged shipments as described above.

### **Defect-Free Carton**

A defect-free carton maintains the original rigidity of its corrugated sidewalls. The carton's corner seals and flaps must remain intact. Carton defects include punctures, rips, tears, seam/corner damage, each of which reduces the carton's structural integrity. For any carton entering the Loomis Express network that does not meet these standards, Loomis Express shall not be liable for loss or damage.

### **Carton Closure**

Packages must be properly sealed using pressure sensitive adhesive tape (packing tape), water-activated reinforced tape or water-activated paper tape with a minimum width of 2 inches. Reinforced paper tape is not recommended. All flaps and seams must be sealed securely using the H taping method to prevent any accidental opening during shipping:

- i. Apply first strip to seal the center seam.
- ii. Overlap a minimum of 4 (10 cm) on either side of the box.
- iii. Seal the edge seams on both ends with two strips of tape.
- iv. Repeat the process for the bottom of the box.

For any package entering the Loomis Express network that does not meet these standards, Loomis Express shall not be liable for damage or loss incurred because of inadequate closure.

### **Proper Package Labelling**

Each piece in a shipment must display a Loomis Express or Loomis Express approved barcode parcel identification number and/or variable waybill. Each box must be properly labelled with the shipper and consignee's full address, consignee's phone number, weight and dimensions of each piece and the total number of pieces. Each box in a shipment must have an appropriate barcode and individually numbered, for example "Box 1 of 2", "Box 2 of 2". Improper labelling may result in the shipment or piece being delayed or lost. It is also recommended that a duplicate label be attached to the inner flap of each piece. In instances where a customer is reusing a box, all previous labels and barcodes must be removed. Multi-labeled packages and shipments will be subject to an additional Address Correction fee for manual amendments. Shipments that contain commodities such as glass or liquid should be indicated as such on the outside of the box and or usage of a commodity sticker. In certain circumstances Loomis Express may require government issued identification for delivery.

### **9-Right to Refuse Shipments**

Loomis Express reserves the right to refuse to accept (in whole or in part) any shipment which Loomis Express determines, in its sole discretion, may result in damage or delay to other shipments, equipment, or personnel, or when the carriage of the shipment is prohibited by law. Loomis Express reserves the right to refuse service in its sole discretion for any shipment that may soil, taint, or otherwise damage other merchandise or equipment, or which is economically or operationally impractical to transport, or which is improperly prepared, packaged or wrapped for transport or which does not comply with other conditions provided for in these Terms and Conditions. Loomis Express reserves the right to refuse to provide service when the account of the person or entity responsible for payment is not in good standing.

### **10-C.O.D. Shipments and Third-Party Billing**

Loomis Express does not accept C.O.D. shipments. If the customer requests Loomis Express to bill the receiver or a third party, the customer agrees that it will remain liable for and agrees to pay all charges relating to such shipment (including without limitation all taxes and duties)

### **11-Volumetric Weight Calculation**

To calculate the cubed imperial weight for all domestic ground shipments , use:  $L \times W \times H$  (in inches) / 1,728 (1 cubic foot) x 12.4 (cubing factor in LBS) = volumetric weight in pounds To calculate the cubed imperial weight for all Domestic and International Express shipments, use:  $L \times W \times H$  (in inches) / 1,728 (1 cubic foot) x 15 (cubing factor in LBS) = volumetric weight in pounds To calculate the metric weight for all Domestic Express and International shipments, use  $L \times W \times H$  (in centimeters) / 28,317 (1 cubic foot) x 6.804 (cubing factor in Kgs) = volumetric weight in

Kgs. When measuring the dimensions of a package, round each side up to the nearest whole number for all calculations.

### **12- Reweighing of Shipments**

At any time during the transport and notwithstanding that a weight may be declared on the Bill of Lading, Loomis Express may reweigh or cube any shipments and assess additional transportation charges based on the IATA volumetric standard. Reweighing is done utilizing scales approved by Weights & Measures Canada. Loomis Express may in sole discretion, increase or adjust charges based on the results of a reweigh or cube assessment. If the shipment weight is not declared on the bill of lading, Loomis Express will assume a default weight of 15 lbs. and charges will apply accordingly.

### **13- Minimum Billable Weight (multiple piece shipments)**

A minimum billable weight of 6 lbs. (3 kg) per piece will apply when the average weight per piece in a multiple piece shipment (2 or more pieces) is less than 6lbs (3kg). The weight of each piece will be determined based on the greater of the declared, actual or cube weight.

### **14- Weight and Size**

Loomis Express has the right to accept or refuse packages based on size, shape, weight, and dimensions in its sole discretion, that it may be unsuitable for Loomis Express's distribution and sorting facilities. The following size and weight maximums may apply:

- Length of one side exceeds 108 inches (275centimeters)
- Actual weight exceeds 150 pounds (68 kilograms)
- Length and girth exceed 165 inches (419centimeters)

*For all origins and destinations, a Non-Standard or Overmax fee may apply see "Domestic Accessorials"*

### **15- Dangerous Goods**

Loomis Express will accept for shipment certain classes of Dangerous Goods subject to compliance with all applicable legislation, including without limitation the International Air Transport Association ("IATA") Regulations and the Transportation of Dangerous Goods Act. When tendering Limited Quantity shipments to Loomis Express, the shipper is responsible to ensure all conditions of the Limited Quantity Exemption as identified under the "Transportation of Dangerous Goods Act" are met.

Loomis Express will accept the following Dangerous Goods:

- Class 1.4C Explosives
- Class 1.4G Explosives
- Class 1.4S Explosives
- Class 2 Gases (excluding 2.3 Toxic Gas)
- Class 3 Flammable Liquids
- Class 4 Flammable Solids (excluding 4.3)

- Class 5 Oxidizers & Organic Peroxides
- Class 8 Corrosive Substances
- Class 9 Miscellaneous Products — requires prior consent

Dangerous Goods may NOT be packaged in a Loomis Express branded envelope, flyer, or box. Loomis Express will only accept dangerous goods for shipment that are properly packaged to ensure safe transportation in accordance with all applicable laws. Loomis Express does not accept any Dangerous Goods shipments to be sent “via air”. An additional charge will be applied to each Dangerous Goods shipment as per the Loomis Express Rates in effect at time of shipping. Loomis Express may change its policies in connection with Dangerous Goods without notice.

Certain exceptions and restrictions apply when shipping Dangerous Goods to International destinations. Call 1.855.2LOOMIS (1.855.256.6647) for further information.

Tendering Dangerous Goods shipments.

- Shipper must know the appropriate classification
- Proper packaging in accordance with applicable laws
- Proper marking and labeling of each piece in accordance with applicable laws
- Appropriate documentation/training where applicable to perform any activities related to dangerous goods in accordance with applicable laws

The tender and pickup of a Dangerous Goods shipment does not constitute acceptance of freight. All Dangerous Goods shipments will only be accepted once it has been verified and reviewed by a trained Loomis Express DG specialist.

### **16-Prohibited Items**

Loomis Express will not transport any shipment that is prohibited by law from transporting or is inadequately or improperly prepared for ordinary transport. Loomis Express will refuse and return any shipment that is considered unsafe or unlawful to transport and reserves the right to open and inspect any package tendered for transportation. The following list summarizes restricted commodities not accepted by Loomis Express for transport. Should these items be inadvertently carried by Loomis Express despite their prohibition, Loomis Express shall have no liability whatsoever for their loss or damage. This list is not all inclusive and is subject to change without notice.

- a. Domestic Destinations: Items which Loomis Express will not accept for shipment within or to Canada include, without limitation, the following:
  - Banderols / tax stickers
  - Bank Drafts
  - Bullion (of any precious metal)
  - Cash, bonds, stocks, or other negotiable instruments
  - Complete firearms, ammunition, explosives, and weapons
  - Drugs prohibited by law
  - Electronics
  - Firearm parts
  - Food Commodities (all)
  - Furs and ivory
  - Human remains

- Medicinal and recreational cannabis
- Illegal goods
- Insects, larvae, pupae, etc.
- Items restricted by IATA or ICAO (International Civil Aviation Organization)
- Items which Loomis Express determines, in its sole discretion, that it cannot transport safely or legally
- Items that could be used as weapons
- Jewelry and objects constructed of precious metals and/or stones
- Jewelry, gemstones
- Live animals, insects, plants, or fish
- Loose precious stones
- Medical samples
- Negotiable instruments in bearer form
- Original artwork, antiques
- Personal effects
- Plants and flowers
- Pornography
- Shipments containing more than 30% glass content
- Seafood, meat, poultry, or fish
- Tobacco (more than 50 cartons and/or more than 10 kg, unless under contract to dealer)
- Tobacco
- Watches and costume jewelry

**Conditional** — possible items for transport at shipper's own risk. Loomis Express will not be liable for the following items.

- Antiques, works of art, fine art
- Dangerous Goods
- Designer clothing, apparel, accessories
- Drugs (legal, excluding medicinal marijuana) and pharmaceutical products
- Mobile telephones, accessories, and electronic components
- Perishable items

a) U.S. Destinations: In addition to those set out above under "Prohibited Items Domestic Destinations", items which Loomis Express will not accept for shipping to, from or within the U.S. include, without limitation, the following:

- Cuban cigars
- Coins of any kind
- Furs and fur clothing
- Weapons and ammunition

b) International Destinations (other than the U.S.) Restricted items vary by country.

Loomis Express may change its policies in connection with restricted and prohibited shipments without notice. For further information on domestic, US and international restrictions, please contact 1.855.2LOOMIS (1.855.256.6647).



Note: Any marine transport shipments must conform to International Marine Dangerous Goods Code (MDC) except for travel on roll on/off ferry. Refer to Special Provisions in Dangerous Goods Regulations.

### **17- Inspection of Shipments**

Without notice, Loomis Express may, at its sole discretion, open and inspect any shipment and its contents at any time. Customs authorities, or other governmental authorities, may also open and inspect any shipment and its contents at any time.

### **18- Routing**

Customer agrees to all routing and diversion, including the possibility that the shipment may be carried via intermediate stopping places which Loomis Express deems appropriate. Loomis Express reserves the right to substitute alternate methods of transport than those selected by the customer. Loomis Express also reserves the right to substitute non-courier carriers to complete shipment deliveries to remote or non-Loomis Express serviced destinations. Loomis Express' exercise of any of its rights under this paragraph shall in no way affect Loomis Express' maximum liability as provided in these Terms and Conditions (see "Maximum Liability").

### **19- Warsaw Convention**

In these Terms and Conditions, references to the Convention mean the Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Warsaw, October 12, 1929, or that Convention as amended by the Hague Protocol 1955, the Montreal Protocol No. 4 and/or the Convention. Supplementary to the Warsaw Convention for the Unification of Certain Rules Relating to International Carriage by Air Performed by a Person Other than the Contracting Carrier, or at that Convention as may otherwise be amended, as applicable. When a shipment involves a destination or stop in a country other than the country of departure, the Convention may apply and, in most cases, will limit Loomis Express' liability with respect to loss or damage to, or in delay in carriage of, such shipments.

### **20- Maximum Liability**

Where the Convention does not apply to a shipment by reason of transport by land or otherwise, the maximum amount of liability for any loss or damages of shipments of any kind whatsoever and howsoever caused, for which Loomis Express may be liable (excluding situations where Loomis Express assumes no liability whatsoever) is \$2.00 per pound (or \$4.41 per kilogram) computed on the total weight of the piece that is lost or damaged to a maximum of \$100 per shipment whichever is less, unless a higher value is specifically outlined in your service agreement i.e., free coverage allowance. (The package and shipment must meet the conditions herein the Terms and Conditions of service) on the Bill of Lading at the time of pickup and the sender has paid all applicable surcharge. In no event, however, will Loomis Express be liable for consequential, incidental, punitive, special, or indirect damages, including loss of profits or income, whether Loomis Express had knowledge that such damages might be incurred. Where the Convention applies to the shipment, Loomis Express' maximum liability will be subject to the rules of liability established by the Convention.

## **21- Shipment Value Protection**

Declared value for carriage is required by Loomis Express to determine transport liability limits, while “declared value for customs” is required by customs officials for possible assessment of duties and taxes. The declared value for carriage of any shipment represents Loomis Express’ maximum liability in connection with a shipment, subject always to the limitations provided for in section 20 above and to the rules of liability established by the Convention where the Convention applies. In no event, however, shall there be a declared value more than \$5,000 and any value declared more than same will be deemed to be invalid. The shipment value must be declared on the Bill of lading at the time of pickup and be shipped in accordance with the terms provided. All shipments with a declared value exceeding \$2,500 must have a pre-authorization number obtained from the local Loomis Express branch or by calling Customer Service at 1.855.2LOOMIS (1.855.256.6647) prior to shipping and are conditional upon all conditions of these Terms and Conditions being fulfilled. The number is to appear in the Special Agreement box on the waybill. Shipments missing an authorization number will be deemed invalid. Additional charges will apply. The pre-authorized number must be a valid number issued by Loomis Express at the time of shipping, otherwise the declared value amount will be null and void and will not be eligible for SVP. For shipments transported using Loomis Express International Services, contact customer service for country specific limits and exclusions.

## **22- Notice of Claim for Loss or Damage**

In case of damage, please call Customer Service at 1.855.2LOOMIS (1.855.256.6647) within 48 hours and request an immediate inspection. With respect to any claim, including a claim for loss, delay, or damage where the Convention does not apply, the customer must submit a written notice of claim (along with the Bill of Lading, cost price and other supporting documentation) within sixty (60) days from the date of delivery or, if Loomis Express failed to make delivery, within ninety (90) days from acceptance of the shipment for delivery. In the event of a claim for concealed damage not discovered at the time of delivery, customer must promptly provide Loomis Express with written notice after discovery of the damage, and in any event not later than 48 hours after the date of delivery. Further, subject to any applicable statutory provisions providing otherwise, a statement of claim instituting an action must be filed within one hundred eighty (180) days from the date of shipment, together with a copy of the paid freight bill.

In the case of shipments where the Convention does apply, written claims for loss of or damage to the shipment must be received by Loomis Express within fourteen (14) days from the date of receipt of the shipment; for damages or losses of any kind, within twenty-one (21) days from the date of receipt of the shipment; and for damages or losses of any kind due to non-delivery or mis-delivery, within ninety (90) days after Loomis Express’ acceptance of the shipment for carriage. Further, any action must be brought within two (2) years from the date of delivery of the shipment or from the date on which the shipment should have been delivered or from the date on which carriage stopped. Failure to comply with any of these conditions in this paragraph, including time limits, will result in the denial of customer’s claim, and Loomis Express will have no liability or obligation to pay the claim. No claims will be considered until all freight charges have been paid.

Minimum claim amount Loomis Express will not process claims less than \$20.00 in value. Any requests made to Loomis Express to re-issue a claims cheque, including requests for stale dated cheques will be subject to an additional fee. Any Reissued Claims Cheque will be subject to a charge of \$30.00 per cheque.

### **23- Shipper's Risk**

Shipments containing glass, liquids, ceramics, items requiring temperature control, privately packaged, perishable items, personal items or prohibited items accepted by Loomis Express will travel at the shipper's risk on a no-value basis and Loomis Express' maximum liability cannot be increased by the customer (even if a higher value has been declared on the Bill of Lading). Loomis Express will not be liable for loss or damage for package and shipments deemed as Shipper's Risk commodities. Shipment Value Protection does not apply to prohibited items. For a list of prohibited items, please refer to the "Prohibited Items" section.

### **24- No Liability**

Loomis Express assumes no liability for any loss, damage due to improper packing or marking of shipments.

### **25- Circumstances beyond Loomis Express' Control**

Loomis Express is not liable if a shipment is lost, damaged, delayed, mis delivery or failure to deliver because of circumstances beyond Loomis Express' control. Including and without limitation to, any act, default or omission of the Shipper, owner, receiver or any party having an interest in the shipment, defects to do with the nature of the shipment, incorrect or inadequate packaging or markings or address even if known to us when we accepted it, "Act of God" (e.g., earthquake, cyclone, storm, flood), "Force majeure" (e.g., war, terrorism, plane crash or embargo), Disruptions in national or local air or ground transportation, Civil unrest, Disruption or failure of communication and information systems, strikes or Labour disruptions. Loomis Express is also not liable for electrical or magnetic damage to, or erasure of, electronic or photographic images or recordings.

### **26- Customer Warranty**

Shippers warrant that each item in a shipment to be carried under these Terms and Conditions are properly described on the Bill of Lading and that such items are acceptable for transport by Loomis Express, and that the shipment is properly marked, addressed, and packaged in accordance with these Terms and Conditions and all applicable laws (including, without limitation, Dangerous Goods legislation and IATA and ICAO regulations). The shipper indemnifies Loomis Express for all claims arising out of the shipper's breach of such warranty.

### **27- Privacy**

By sending or receiving a shipment or being identified as a third party for billing purposes, customers consent to the collection, use, or disclosure of their personal information by Loomis Express for the purposes of providing the carrier services. With respect to a shipment, customers consent to Loomis Express' disclosure of personal information to the shipper, the recipient and, if applicable, the third party identified for billing purposes.

### **28- Governing Law**

The Bill of Lading and these Terms and Conditions shall be governed by the laws of the jurisdiction where the shipment originates, and the customer irrevocably submits to the non-exclusive jurisdiction of the courts of such jurisdiction, unless contrary to applicable law.

### **29- Severability**

If, in any jurisdiction, any provision of these Terms and Conditions or its application to any party or circumstance is restricted, prohibited or unenforceable, such provision shall, as to such jurisdiction, be ineffective only to the extent of such restriction, prohibition or unenforceability without invalidating the remaining provisions of these Terms and Conditions and without affecting the validity or enforceability of such provision in any other jurisdiction or without affecting its application to other parties or circumstances.

### **30- Customs Clearance**

Shipper authorizes Loomis Express (however, Loomis Express is under no obligation) to complete on shipper's behalf any documents required to comply with applicable laws and regulations, and to act as shipper's forwarding agent for customs and export control purposes. Shipper agrees that Loomis Express may abandon and/or release any item which Loomis Express declares to be unacceptable or which shipper has undervalued for authorizes Loomis Express (however, Loomis Express is under no obligation) to complete on shipper's behalf any documents required to comply with applicable laws and regulations, and to act as shipper's forwarding agent for customs and export control purposes. Shipper agrees that Loomis Express may abandon and/or release any item which Loomis Express declares to be unacceptable or which shipper has undervalued for customs purposes or mis-described, whether intentionally or otherwise, without incurring any liability whatsoever to shipper, receiver or any other third party and shipper will reimburse Loomis Express upon demand all claims, damages, fines, and expenses arising from and for costs incurred in returning the shipment to the shipper or warehousing the shipment pending disposition.

### **31- Independent Contractor**

Loomis Express is an independent contractor and will not at any time or for any purpose be an agent of the shipper or be authorized to act on its behalf. Nothing contained in these Terms and Conditions shall be deemed to create an employment relationship between the shipper and Loomis Express and/or its personnel.

### **32- Future Changes**

Loomis Express reserves the right to unilaterally modify or amend any portion of the Loomis Rates or Terms and Conditions and apply new charges, at any time without prior notice. In the event of a conflict between the Terms and Conditions and an effective customer agreement, these Terms and Conditions shall take precedence.