



8619 S. 137th Circle ♦ Omaha, NE 68138
Phone: (402) 334-1800 or 1-800-624-1497 Fax: (402) 334-5985

www.ShiptASAP.com

General Information
Effective January 1, 2017

\$ 15.00 Minimum Freight Charge Per Pickup

ADDITIONAL CHARGES:

- ◊ Fuel Surcharge – variable rate/calculated 1st & 16th of each month (Ranging from 1% - 35% based upon fuel prices-check website)
- ◊ C.O.D. Shipment Charge - \$15.00 / \$10.00 for each add'l attempt
- ◊ Oversized Charge - \$25.00 for each piece greater than 130 inches in Length and Girth OR 108 inches in Length
- ◊ No Box Handling Charge - \$5.00 per package (Charge applies to all pieces not appropriately contained in a box or other form of packaging)
- ◊ Package Label Charge - \$5.00 per label (Package without a proper label for delivery)
- ◊ Freight Collect Shipment Charge - \$5.00
- ◊ Call Tag Service Charge - \$5.00 / \$5.00 for each additional attempt
- ◊ Proof of Delivery Charge - \$5.00
- ◊ Return to Daily Pick-up Charge (Go Back Fee) - \$7.00
- ◊ Hazardous Material Charge - \$15.00 per piece
- ◊ Sixty-Inch Charge - \$5.00
- ◊ Residential Delivery Charge - \$5.00
- ◊ Finance Charge - 18% on balances outstanding over 30 days
- ◊ Address Correction Charge - \$5.00 (when package has wrong address and must be redelivered to correct address)

C.O.D SERVICE INFORMATION:

- ◊ Each shipment must be labeled with an ASAP Express C.O.D. Label. No other label will be accepted. If more than one piece is part of the C.O.D. shipment, the C.O.D. label needs to be attached to only one piece, but the total number of pieces in the shipment should be indicated in the appropriate location on the C.O.D. label.
- ◊ Mark with a check in the appropriate location on the ASAP Express manifest to indicate the shipment is a C.O.D. shipment.
- ◊ All freight and C.O.D. charges are prepaid. Charges for this service will be included on the bi-monthly invoices. C.O.D. shipments cannot be sent collect.
- ◊ Notify your customer that they will be receiving a C.O.D. shipment from ASAP Express. Inform them of the amount, number of pieces, and the date and time to expect the shipment.
- ◊ ASAP Express expects your customer to be prepared for our driver when they arrive with the C.O.D. shipment. The driver will only wait five minutes to receive the payment. **NO PAYMENT /NO DELIVERY**
- ◊ If for some reason we are unable to deliver the C.O.D. shipment on the first attempt, a second attempt will be made. A \$10.00 charge will be charged to the shipper for the second attempted delivery.
- ◊ If the second attempt is unsuccessful, the shipment will be returned, with all applicable charges assessed to the shipper.
- ◊ C.O.D. checks will be mailed to the shipper within ten business days.

INSURANCE:

◊ \$100.00 Undeclared liability coverage at no charge for NON ASAP generated labeled parcels. \$150 Undeclared liability at no charge for ASAP SYSTEM GENERATED labeled parcels

◊ \$.60 per \$100.00 (or fraction) additional coverage

◊ **Maximum of \$2,000.00 declared value per package**

WEIGHT AND SIZE LIMITATIONS:

◊ Maximum weight per piece – 150 lbs (for pieces OVER 100 lbs please contact the office.)

◊ Maximum length per piece – 96 inches; call if length is > 96 inches

◊ Oversized piece – individual piece measuring in excess of 130 inches in length and girth combined, or exceeding 108 inches in any dimension Oversized charges are in lieu of regular freight charges.

Pallet/Skid Rate:

\$48.00 base rate + \$.06 per pound

ALL PALLET deliveries must be approved by customer service. (There are routes that DO NOT have the capacity or equipment to deliver pallets)

An additional handling charge of \$.50 per piece may apply to skids that must be disassembled for delivery.

All relevant additional charges listed to the left will also apply in addition to the rate calculated above.

FREIGHT DAMAGE & SHORTAGE CLAIM POLICY:

◊ Verbal notification of shortages or damage MUST BE GIVEN WITHIN 3 business days of the date shipped.

◊ ASAP Express will NOT PAY claims on glass, porcelain, ceramic, used, or perishable items.

◊ No claims honored if freight is not properly packaged.

◊ No concealed damages will be acknowledged.

◊ No claims on liquid shipments when a lid pops or contents leak.

◊ No claims on late delivery on shipment.

◊ All damaged pieces MUST be inspected by ASAP Express's Omaha office. The pieces MUST be returned for inspection in their ORIGINAL shipping container.

◊ ASAP Express's maximum liability is \$100.00/\$150 (depending on service) per shipment unless the shipper has purchased additional insurance as shown on the declared value portion of the shipping manifest.

◊ When a formal claim form is filed, the shipper must also include the original invoice for the product, a copy of the shipping manifest and any other paperwork as ASAP Express deems necessary to process the claim. All claims must be made by the shipper, not the consignee.

◊ The amount paid on a claim will not exceed the product's actual worth. If possible, honored damage claims may only cover reasonable costs to repair the product. ASAP Express will not pay incidental costs. This includes but is not limited to freight charges, lost wages, shipping containers, etc.

◊ Claims will not be paid unless all freight bills are paid, and the account is current.

OTHER DISCLOSURES:

ASAP Express will not deliver to rural routes or post office boxes. ASAP Express reserves the right to open and inspect any package tendered to it for transportation. ASAP Express does not provide a protective service for the transportation of perishables requiring protection for heat or cold. Such perishables are shipped at the shipper's risk for damage.