



CTII PALLET PROGRAM '10

Pallet Program Service Guaranteed Next Day Delivery or It's FREE!

Program Provisions and Rules =====

- 1. CTII's Guaranteed Next Day Pallet Program Service is applicable to shipments moving in lanes listed below.
- 2. Service points and rates are those provided by CTII's standard 'Pallet Program' and are available on Central Transport's website at www.centraltransportint.com.
- 3. Shipments will be guaranteed to be delivered next day exclusive of Saturdays, Sundays and all national, state and local holidays. Service guarantee will not apply on shipments delayed due to extreme weather conditions or Acts of God. In case of a failure, Carrier's maximum liability shall be limited to the cancellation of all shipment charges. Carrier will not be liable for any special, incidental or consequential damages, commercial loss of any kind (including loss of business or profits), or loss, damage, or expense directly or indirectly arising from this agreement whether or not Carrier has been advised of the possibility of such damage or loss.
- 4. Customer Responsibilities:
 - a. The customer must contact a Central Transport (Carrier) service location via phone early enough on the day of pickup to allow tender of freight during normal business hours. Customer must request the pickup of a 'Guaranteed Next Day' shipment, advising the Carrier that the pickup request is for such a shipment. Any special services or equipment requirements must be requested at this time. Shipments requiring special services such as lift-gate delivery do not qualify for the 'Guaranteed Next Day' program. The program applies only to shipments moving under Carrier's standard Pallet Program without special services required.
 - b. The customer must tender freight to Carrier during normal business hours.
 - c. Shipments which exceed the 8 pallet limit will not eligible for this service guarantee.
- 5. The following delivery locations are not eligible for the 'Guaranteed' Program:
 - a. Convention or exposition centers
 - b. Carnivals, fairs or traveling shows
 - c. Private Residences
 - d. Self-storage warehouses
 - e. Grocery warehouses
 - f. Mines or Mining operations
 - g. Any other limited access locations
- 6. The following delivery types are not eligible for the 'Guaranteed' Program:
 - a. Deliveries requiring an appointment
 - b. COD Shipments
 - c. Any shipment requiring other special services (lift-gate, sort & segregate, marking/tagging, etc.).
- 7. Force Majeure or Acts of God:
 - a. Carrier shall not be liable to the extent performance is precluded by Force Majeure or Acts of God.
 - b. Charges for 'Guaranteed' shipments that are delayed by Force Majeure or an Act of God will be billed at normal Pallet Program Rates.
- 8. An attempted delivery shall constitute a delivery and shall satisfy Carrier's obligations for services. In the case of refusal, Carrier's driver will attempt to get the refusing party's signature, date, time and reason for refusal or inability to accept delivery.
- 9. Attempted delivery to a wrong address due to incorrect or incomplete Consignee information provided by the Shipper shall constitute a delivery and shall satisfy Carrier's obligations for services. The resulting required changes to the BOL will be assessed at the normal rate.
- 10. Deliveries requiring special services or equipments are excluded from the 'Guaranteed' Program.
- 11. If Carrier fails to perform as per the next day standard of this program, Carrier will waive the freight charges for that shipment. Customer must request waiver of freight charges for that shipment by submitting pallet saver guarantee void request by email to vmadsen@gocctii.com. The pallet saver guarantee void request must include Customer Name, Central Transport Pro Number, date of shipment and must state pallet program program service guaranteed next day delivery service failure.
- 12. This 'guaranteed' service program can be canceled, suspended or revoked at the sole discretion of Central Transport without prior notice; and, if canceled, suspended or revoked, Central Transport shall have no further obligations under the program.



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