

## **EEKO Couriers Inc. Terms of Service**

1. Delivery times subject to weather, traffic conditions, distance and or acts of God and therefore cannot be guaranteed.
2. All deliveries must be wrapped, packaged and addressed for safe handling.
3. Shipments insured for \$2.00 per pound to a maximum liability of \$50.00
4. Waiting Time is calculated at \$3.00 per 5 minutes after the initial 5-minute grace period.
5. Bridge tolls will apply when applicable
6. Fuel Surcharge rates are variable and may be applied.
7. UBC, SFU, Horseshoe Bay, YVR, Delta Port & Anmore are subject to zone surcharges.
8. The zone rate from incorrect zone to correct zone will be charged at the same service level as the original order for goods shipped with an incorrect address.
9. A service fee will be charged when a pickup is attempted but not available for pick up upon arrival.
10. When a delivery is attempted but not completed due to the unavailability of the consignee, a service fee will be charged for re-attempting.
11. Deliveries weighing 25 pounds or less have no additional charge –Anything over 25 pounds is 6 Cents per pound thereafter.
12. Customer notification of any billing errors must be made within 30 days of the statement date. After 30 days, the statement will be considered accurate.
13. Visa and MasterCard customers, please be informed that the entire balance will be processed within 5 working days of statement.
14. Overtime and weekend deliveries will be billed at double the regular rate.
15. Dangerous Goods: If any Dangerous Goods are shipped, the carrier shall have no liability or obligations whatsoever, including without limitation for losses and damages to the shipper, consignee, owner or any third party who shall indemnify and hold harmless the carrier from all costs, losses and damages of whatsoever kind of nature arising from the shipment of Dangerous Goods.
16. Fragile Goods: No liability shall be recognized by the carrier for damage or delay due to improper packing or improper labeling of shipments. No claim shall be recognized for fragile commodities such as glass, ceramics, delicate instruments and plants unless the package has been clearly marked "FRAGILE." In such cases the rate will be one and one-half times the normal rate.
17. Deadlines vary for deliveries to/from Fraser Valley – Cut off times are 2 hours earlier.
18. Oversized orders which create inefficiencies in routing are subject to upgrade in service level.
19. Terms & Conditions subject to change without notification.
20. Prices and Services subject to change without notification.
21. Fuel Surcharge rate 2022 – 19%