

Simply Guaranteed

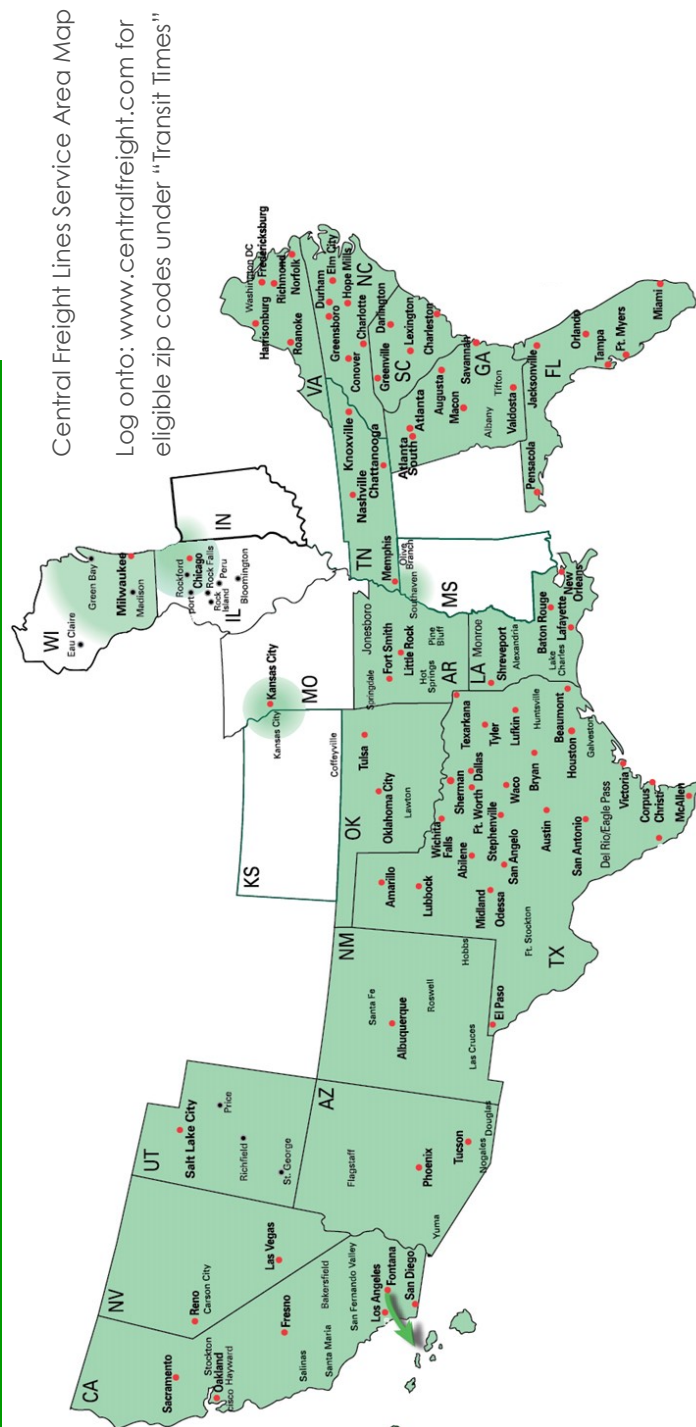
Central Freight Lines Guaranteed Service Product

Guarantee Delivery by Noon or 5:00 PM

Simply Guaranteed charges and
guarantee minimum charges below

- Simply notate on the Bill of Lading "Simply Guaranteed" with requested time.
- By Noon or 5:00 PM
- 30% upcharge by Noon
- \$50.00 minimum by Noon
- 20% upcharge by 5:00 PM
- \$40.00 minimum by 5:00 PM
- Full Refund, minus accessorials
- File claim on-line within 10 business days
- Eligible zip codes and transit times can be found on the Central Freight Lines website at www.centralfreight.com under "Transit Time" tab
- File claim on-line at: www.centralfreight.com, under "Services" click on "Simply Guaranteed Claim"

Simply Guaranteed charges are in addition to negotiated freight rates.



When you need a guarantee

Simply GUARANTEED

Guaranteed Delivery By Noon or 5:00 PM

CENTRAL
FREIGHT LINES
INC.

Guidelines for Guarantee



Simply Guaranteed

Central Freight Lines "Simply Guaranteed," guaranteed service is a guaranteed LTL transportation solution for shipments moving between direct service zips located within the Central Freight Lines direct service area and served via single line service.

Eligible Zip Codes:

Eligible zip codes and transit times may be found under the "Transit Time" section of the Central Freight Lines website: www.centralfreight.com on the day of the shipment. By checking the zip code pairing on the Central Freight Lines web site, it will ensure that the particular zip code pairings are available for guarantee under the program, not all zips are eligible.

Shipments moving under this tariff are subject to the customer's previously agreed upon pricing and will be subject to "Simply Guaranteed" service parameters.

Rules:

In the event of a failure, Central will refund 100% of freight charges minus any accessorials charges, when the customer files a claim on-line, within 10 business days to void the freight charges.

Shipments will be guaranteed to be on time in accordance with CFL service standards, exclusive of Saturdays, Sundays and all national, state and local holidays. In the event of a failure to perform a time specific delivery, the customer must submit a claim to CFL within 10 days of the delivery. **File on-line at www.centralfreight.com, under "Services," click [Simply Guaranteed Claim](#).** CFL will cancel the freight charges except for any accessorials charges/ value added services incurred. CFL 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.

How to Activate:

To activate CFL's "Simply Guaranteed" time definite guaranteed service, the shipper, consignee or third party payer must specifically request "Simply Guaranteed" by having **"Simply Guaranteed" by Noon or 5 PM, clearly displayed on the original bill of lading at time of pickup.** When requesting a pickup, the requesting party must indicate at that time, that they want the "Simply Guaranteed" service. Whether they are using the on-line quick pick or calling the pickup into Customer Service, the request for "Simply Guaranteed" must be made at that time. All "Simply Guaranteed" freight must be called in or submitted on-line no later than 3:00 PM and the freight must be available for pickup no later than 4:00 PM on the day the service is requested. A driver may accept freight that was not called in, but is available when the driver is at the customer prior to 4:00 PM. The original bill of lading must have the notation "Simply Guaranteed" with the requested delivery time shown (Noon or 5:00 PM).

- If a time is not indicated on the bill of lading, 5 PM will be used as the default
- If a time other than Noon or 5 PM is indicated, Central will default to the nearest time.

Commodities Not Eligible

- Any pieces over 8 feet in length
- Any poison shipments including poison gas
- Any shipment that requires freeze protection
- Carbon black, Explosives (1.1, 1.2, 1.3)
- Radioactive (Yellow III and types I and II)

Delivery Locations Not Eligible

- Businesses at private residences (farms & ranches)
- Carnivals, fairs, or traveling shows
- Churches, Construction Sites
- Convention or exposition centers
- Grocery Warehouses, Military Installations
- Mine sites, Prisons, Private residences, apts, dorms
- Schools, Self-storage warehouses

Delivery Types Not Eligible

- C.O.D., Deliveries requiring an appointment
- Force Majeure, Lift-gate service
- Order notify
- Any service request declined by the carrier prior to departure from origin terminal.

Simply Guaranteed service does not apply on spot quotes of 5 pallets or more

If and to the extent either party may be precluded by acts of God, Authority of laws, strikes, lockouts, casualties or other causes beyond its control from performance hereunder, such performance shall be excused to the extent that it is necessitated by such causes. Charges for "Simply Guaranteed" shipments delayed by force majeure will be billed at normal pricing published for the payer. An attempted delivery shall constitute a service success. In the case of refusal, our driver will attempt to get the refusing party's signature, date, time and reason for refusal or inability to deliver. Attempted delivery to a wrong address due to incorrect consignee information provided by the shipper shall constitute a service success. Deliveries requiring special services or equipment are excluded from the Simply Guarantee offering unless specifically approved by origin carrier management prior to pickup and clearly written on the B/L. Collect shipments will be accepted provided the shipper does not execute Section 7 of the B/L. Effective February, 2018