

SECTION 1
GUARANTEED SERVICE

ITEM NO. 100

SIMPLY GUARANTEED-TIME DEFINITE GUARANTEED SERVICE

1. **Central Freight Lines' Simply Guaranteed–Time Definite Guaranteed Service** is a guaranteed LTL transportation service for shipments between direct, domestic service points located within the Central Freight Lines direct service area and served via single line service in lanes identified on Central Freight Lines website as being eligible for this service.
2. Eligible zip codes and transit times may be found under the Transit Time section of www.centralfreight.com on the day of shipment.
3. Shipments will be guaranteed to be on time in accordance with Central Freight Lines' 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, customer must submit a claim via e-mail to Central Freight Lines at simplyguaranteed@centralfreight.com within 10 days of the delivery. Central Freight Lines will cancel the freight charges (including the fee assessed from this tariff) except any accessorial charges for value added services that have been provided. If the freight charges have already been paid, Central Freight Lines will refund the guaranteed service surcharge plus freight charges, excluding accessorial 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. **In order to activate Central Freight Lines' Simply Guaranteed–Time Definite Guaranteed Service**, the shipper, consignee, or the third party payer must specifically request “**Simply Guaranteed**” and have it clearly displayed on the original bill of lading at time of shipment. A corrected Bill of Lading adding “Simply Guaranteed” service will not be accepted. “**Simply Guaranteed**” freight must be called in or submitted on-line in no later than 3:00 PM and the freight must be available for pickup no later than 4:00 PM on the day service is requested. A driver may accept “**Simply Guaranteed**” 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.

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EFFECTIVE: April 4, 2016

**Issued by: Central Freight, Lines Inc. - Pricing Department
PO Box 2638 - Waco, TX 76702-2638**

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5. Shipments moving under this tariff are subject to the customer's previously agreed upon pricing and will be subject to **Simply Guaranteed -Time Definite Guaranteed Service** pricing as follows:
- (a) For guaranteed delivery by noon of the published standard delivery day: A \$65.00 surcharge will apply to net revenue for shipments requiring up to and including 8 feet of trailer space. A \$175 surcharge will apply to net revenue for shipments requiring more than 8 feet of trailer space but less than or equal to 16 feet of trailer space.
- (b) For guaranteed delivery by 5:00 PM of the published standard delivery day: A \$50.00 surcharge will apply to net revenue for shipments requiring up to and including 8 feet of trailer space. A \$150 surcharge will apply to net revenue for shipments requiring more than 8 feet of trailer space but less than or equal to 16 feet of trailer space. The following commodities are not eligible for **Simply Guaranteed –Time Definite Guaranteed Service**:
- Carbon black
 - Any poison shipments including poison gas
 - Radioactive (Yellow III and types I and II)
 - Explosives (1.1, 1.2, 1.3)
 - Any pieces over 15 feet in length
 - Any shipment that requires protection from freezing

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6. The following delivery locations are not eligible for **Simply Guaranteed –Time Definite Guaranteed Service**:

- Convention or exposition centers
- Carnivals, fairs, or traveling shows
- Churches
- Schools
- Private residences, apartment complexes and dorms
- Businesses at private residences including farms and ranches
- Self-storage warehouses
- Grocery warehouses
- Mine sites
- Prisons
- Military Installations
- Construction Sites
- Grocery warehouses

7. The following delivery types are not eligible for **Simply Guaranteed –Time Definite Guaranteed Service**:

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

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8. Intentionally left blank.
9. Force Majeure
 - (a) 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.
 - (b) Charges for **Simply Guaranteed–Time Definite Guaranteed** shipments delayed by force majeure will be billed at normal pricing published for the payer.
10. 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.
11. Attempted delivery to a wrong address due to incorrect consignee information provided by the shipper shall constitute a service success. The resulting required changes to the B/L will be assessed at the normal rate.
12. Deliveries requiring special services or equipment are excluded from the **Simply Guaranteed – Time Definite Guaranteed** offering unless specifically approved by origin carrier management prior to pickup and clearly written on the B/L.
13. Collect shipments will be accepted provided the shipper does not execute Section 7 of the B/L.

EFFECTIVE: May 30, 2016

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