



IMPORTANT NOTICE

The transportation services of Carrier are subject to the rules and regulations set out hereafter which are an integral part of each and every contract of carriage to which Carrier is a party.

		USD		Tariff 100 - Rules and Regulations
	Ground Service	Priority Service		
ADDRESS CORRECTION	\$15.90	\$16.30	per piece in USA	An additional charge will be applied per piece where the Receiver's address is incorrect, incomplete or illegible.
ADULT SIGNATURE REQUIRED	\$5.75	\$6.05	per piece in USA	Applicable when our driver is required to verify the age of the person signing for the package being delivered.
CIRCUMSTANCES BEYOND DICOM'S CONTROL				Dicom is not liable if a shipment is lost, damaged, delayed, or misdelivered or failure to deliver because of circumstances beyond Dicom control. Including and without limitation to, any act, default or omission of the Shipper, owner, receiver or any party having an interest in the shipment, defects to do with the nature of the shipment, incorrect or inadequate packaging or markings or address even if known to us when we accepted it, Act of God" (e.g. earthquake, cyclone, storm, flood), "Force majeure" (e.g. war, terrorism, plane crash or embargo), Disruptions in national or local air or ground transportation, Civil unrest, Disruption or failure of communication and information systems, strikes or labour disruptions. Dicom US Parcel is also not liable for electrical or magnetic damage to, or erasure of, electronic or photographic images or recordings.
CURRENCY				Unless otherwise noted, all dollar amounts noted in this item are in US funds. In the event that billing is required in Canadian funds, the current rate of exchange will be applied. Dicom, at its sole discretion, reserves the right to modify the rates, without notice, due to financial market fluctuations
DECLARED VALUE			1% of declared value; Minimum \$2.90	Customers may declare a value for the Shipment on the Bill of Lading. A surcharge of 1.00% of the amount of the declared value will be applied to all parcel shipments. Customers must expressly declare a value for the Shipment on the Bill of Lading in order to be entitled to submit a claim for the declared value of the Shipment. For the maximum valuation of a claim for loss or damage to a Shipment for which a Customer has declared a value, see "Valuation of Claim for Loss or Damage". In no event shall Dicom pay a claim for a declared value that exceeds the actual value of the lost or damaged Shipment. For greater certainty, the declared value surcharge does not constitute insurance but rather an increase in Dicom's limitation on liability. Shipments containing glass, liquids, ceramics, artworks, items requiring temperature control, privately packaged personal items or prohibited items accepted by Dicom US Parcel will travel at the shipper's risk on a no-value basis. Dicom will not accept liability for any costs or penalties arising from late deliveries or missed appointments.
DENSITY			Ground shipments will be subject to a dim factor of 139	Length (in) x Width (in) x Height (in) ÷ 139. If this amount is more than the actual weight of the piece then the cubed weight would apply.
FUEL SURCHARGE				Published each Thursday, which take effect the following Monday. Rates and select value added services are subject to the applicable fuel surcharge in effect at the time and place of shipping.
FUTURE CHANGES				Dicom reserves the right to unilaterally modify or amend any portion of the Dicom Rates or Terms and Conditions at any time without prior notice. In the event of a conflict between the Terms and Conditions and an effective customer agreement, these Terms and Conditions shall take precedence.
HOLD FOR PICK UP				A Shipper may request that the shipment be held at an authorized Dicom US Parcel location for in-person pickup (in lieu of having the shipment delivered to the delivery address indicated on the Bill of Lading) by ensuring that a "Hold For Pickup" Service Identifier is on the Shipment. Dicom US Parcel will notify the Receiver by telephone when the Shipment is available for pickup Where a Receiver is not available to accept a delivery attempt by Dicom US Parcel the Shipment will be held at the closest Dicom US Parcel terminal for in-person pickup. Shipments held for pickup will be held at the terminal for at least five business days. If the Receiver fails to pick up the Shipment during this time, Dicom US Parcel may return the Shipment to the Shipper at the Shipper's expense. The following conditions apply when picking up a "Hold For Pickup" Shipment: (i) If the Receiver is an individual, the Receiver must present a valid piece of government-issued photo identification. (ii) If the Receiver is a company, an individual authorized by the Receiver must present a valid piece of government-issued photo identification and a signed letter of authorization printed on the receiving company's letterhead. (iii) If the Receiver (whether an individual or company) authorizes a third party to pick up the Shipment on the Receiver's behalf, such third party must present a valid piece of government- issued photo identification and a signed letter from the Receiver, which references the Shipment's package identification number and authorizes Dicom US Parcel to release the Shipment to such party. Dicom US Parcel may also release a Shipment to a third party that lives at the same address as the Receiver, provided that such third party presents a valid piece of government- issued photo identification that shows they live at the same address as the Receiver. Notwithstanding the foregoing, Dicom US Parcel may, in its sole discretion, refuse to release a Shipment to anyone other than the Receiver of the Shipment named on the Bill of Lading. When picking up a Hold For Pickup Shipment that was sent using Dicom US Parcel's collect service or third party billing service, the Receiver (or authorized third party) will be required to pay all Shipment charges at the time of pickup if such Receiver (or authorized third party) does not have a valid Dicom US Parcel account.
INTERLINE/SUBCONTRACT				Dicom reserves the right to interline or subcontract shipments when required to meet service requirements.



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USD
Ground Service Priority Service
Tariff 100 - Rules and Regulations

LIABILITY			Dicom shall not be liable, for any special, indirect, incidental, consequential or punitive damages including but not limited to, loss of income, profits, interests, utility or loss of market incurred by Shipper, Receiver or Third Party (or any other person or company) as a result of Dicom (or Dicom agents or independent contractors) acts or omissions, including but not limited to gross negligence, negligence causing damage, failure to deliver, loss or theft of or damage to the shipment, or late or delayed shipment. If a Shipper, Receiver or Third Party has an extremely time sensitive package, the loss or delay of which may result in consequential damages, the shipper must contact his own insurance agent or broker to insure against such risks, as Dicom does not assume such liabilities. Dicom does not provide and will not arrange for such insurance.
MANUAL SHIPPING	\$1.25	\$0.95	per shipment done using a manual bill of lading An additional charge will be applied to Courier Shipments if a Customer uses a manual Bill of Lading or if the Bill of Lading must be manually processed by Dicom
OVER MAX LIMITS	\$500.00	\$500.00	per piece The following size limitations apply to all Courier Shipments traveling within and to USA: <ul style="list-style-type: none"> • Exceeding a total of 165" in girth (approx. 419 cm) (See Special Handling/Large Package for details) • Exceeding 120" in length (approx. 304 cm) • Weighing 150 lbs or more (approx. 68 kg)
PAYMENT TERMS			Payment terms are net 15 days. Unpaid balances are subject to a charge of 2.5% per month.
PERSONAL EFFECTS			Shipments of new or used goods such as clothing, furniture, furnishings and other articles typically found in a residence will be handled at owner's risk of damage. We will not insure this freight.
PROHIBITED ITEMS			Dicom will not transport any shipment that is prohibited by law from transporting and is inadequately or improperly prepared for ordinary transport. Dicom will refuse and return any shipment that is considered unsafe or unlawful to transport and reserves the right to open and inspect any package tendered for transportation. The following list summarizes restricted commodities not accepted by Dicom for transport. Should these items be inadvertently carried by Dicom despite their prohibition, Dicom shall have no liability whatsoever for their loss or damage. This list is not all inclusive and is subject to change without notice. Domestic Destinations: Items which Dicom US Parcel will not accept for shipment within or to US include, without limitation, the following: <ul style="list-style-type: none"> • Shipments containing in excess of 30% glass content • Animals, insects, plants or fish (dead or alive) • Human remains • Dangerous Goods • Drugs prohibited by law • Firearms • Jewelry or original artwork • Seafood, meat, poultry or fish • Perishable items • Cash, bonds, stocks or other negotiable instruments • Tobacco (in excess of 50 cartons and/or in excess of 10 kg, unless under contract to dealer) • Items restricted by IATA or ICAO (International Civil Aviation Organization) • Items which Dicom US Parcel determines, in its sole discretion, that it cannot transport safely or legally
RATE QUOTE			If a customer is given a rate quote for a shipment and the shipment particulars differ from the details used to provide the quote (i.e. weight, accessorials, destination), then the rate quote is no longer valid. The particulars of the actual shipment will be used to determine the actual freight charges.
RESIDENTIAL AREA SURCHARGE	\$3.60	\$4.10	per piece in USA An additional charge will be applied where a shipment's destination point is a residential area. Where a courier shipment is destined for delivery to a residential area and the shipper requests a signature, the shipment will be subject to both charges
REWEIGH			At any time during the transport and notwithstanding that a weight may be declared on the Bill of Lading, Dicom US Parcel may reweigh or cube any shipments and assess additional transportation charges based on the IATA volumetric standard. Reweighing is done utilizing scales approved by the scale systems listed under Reweighing of Shipment. Dicom US Parcel may in sole discretion, increase or adjust charges based on the results of a reweigh or cube assessment. If the shipment weight is not declared on the bill of lading, Dicom US Parcel will assume a default weight of 15 lbs and charges will apply accordingly.
REWEIGHING OF SHIPMENT			Shipments are subject to reweigh using one of the following scale systems: <ul style="list-style-type: none"> - Newark NJ: Atlantic Scale - Hartford CT: Commercial Scale and Balance - Hicksville NY: Commercial Scale and Balance - Foltcroft PA: County of Delaware: Weights & Measures - Cumberland RI: Providence City Hall: Bldg Dept. - Stamford CT: Commercial Scale and Balance - Syracuse NY: Onondaga County Dept. of Health: Bureau of Weights & Measures - Jessup MD: SW Betz - Woburn MA: City of Woburn



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RIGHT TO REFUSE SHIPMENTS				Dicom US Parcel reserves the right to refuse to accept (in whole or in part) any shipment which Dicom US Parcel determines, in its sole discretion, may result in damage or delay to other shipments, equipment or personnel, or when the carriage of the shipment is prohibited by law. Dicom US Parcel reserves the right to refuse service in its sole discretion any shipment that may soil, taint or otherwise damage other merchandise or equipment, or which is economically or operationally impractical to transport, or which is improperly prepared, packaged or wrapped for transport. Dicom US Parcel reserves the right to refuse to provide service when the account of the person or entity responsible for payment is not in good standing.
ROUNDING MEASURES				Package weights must be rounded up to the next whole pound. Package dimensions must be rounded off to the closest whole inch.
SIGNATURE NOT REQUIRED (SNR)				Any parcel shipment for delivery in US is a Signature Not Required shipment unless requested. Charges will be applicable
SPECIAL HANDLING/ LARGE PACKAGE	\$80.00	\$87.50	per piece	A surcharge will be applied to each package when its length plus girth [(2 x width) + (2 x height)] combined exceeds 130 inches, but does not exceed the maximum Dicom US Parcel size of 165 inches. Large Packages are subject to a minimum billable weight of 90 lbs in addition to the Large Package Surcharge. Height and width are considered being the 2 smallest dimensions.
SPECIAL HANDLING/ OVERWEIGHT	\$12.00	\$13.00	per piece	Single piece exceeding 70 lbs
SPECIAL HANDLING/ OVERSIZE	\$12.00	\$13.00	per piece	package with the longest side greater than 48 inches, or its second longest side greater than 30 inches
SPECIAL HANDLING/ NON-CONVEYABLE	\$12.00	\$13.00	per piece	<p>Additional Handling fee applies to the following:</p> <ul style="list-style-type: none"> Articles encased in outside shipping containers made of metal or wood Cylindrical items such as barrels, drums, pails or tires that are not fully encased in a corrugated cardboard shipping container Each package in a shipment where the average weight per package exceeds 70 lbs and the weight for each package is not specified on the source document or the Dicom shipping label <p>Additional Handling fees will not be assessed on packages which qualify for Large Package Surcharge</p>
TAXES				All rates are subject to applicable taxes
UNDELIVERABLE PACKAGE RETURN				Regular ground charges apply
WAITING TIME	\$7.10	\$7.10		An additional charge may be applied by Dicom Transportation Group, at its sole discretion, in the event that a driver is required to wait for the pick-up or delivery of a shipment.
WEEKLY SERVICE CHARGE	\$16.00 \$11.00 \$7.00	n/a n/a n/a		<p>Applicable for ground shipments, if the weekly shipping expenditure is less than \$14.99 per week</p> <p>Applicable for ground shipments, if the weekly shipping expenditure is between \$15.00 and \$59.99 per week</p> <p>Applicable for ground shipments, if the weekly shipping expenditure is more than \$60.00 per week</p>
WEEKEND AND HOLIDAY PICKUP OR DELIVERY	n/a n/a n/a	\$78.70 \$20.50 \$78.70		<p>Holiday Service</p> <p>Saturday Pickup and Delivery</p> <p>Sunday Pickup and Delivery</p> <p>This charge per piece applies in addition to the prescribed freight charge whenever we are asked to perform pickup or delivery on a weekend or holiday and it is necessary to call a driver in to perform the service. Subject to availability.</p>
DELIVERY AREA SURCHARGE	\$2.85	\$2.85		Surcharge applicable to pieces falling outside of Dicom's direct network, as defined by Dicom's point list
EXTENDED DELIVERY AREA SURCHARGE	\$4.40	\$4.40		Surcharge applicable to pieces falling outside of Dicom's direct network, as defined by Dicom's point list
COD	\$13.60	\$13.60	per piece	Cash-on-delivery service whereby Dicom will collect payment from the consignee, on behalf of the Shipper, at the time a shipment is delivered.
PROOF OF DELIVERY	\$3.80	\$3.80	per piece	This fee is payable when requested by the customer (ie. Bills of Lading or Proofs of Delivery). An exemption applies on shipments when there is a known service exception or pending claim.
SIGNATURE REQUIRED	\$4.75	\$4.75	per piece	Applicable when Dicom obtains a signature from the consignee or someone at the delivery address.
ON-CALL PICK UP	\$7.65	\$7.65	per piece	A charge applies when the shipper requests a same-day or future-day pickup.

This list of charges is an integral part of your rate agreement