



380 Bradwick Dr. Concord,  
ON L4K 2W4  
416-880-5194

service@capitalexpresstransport.com

# Customer Terms and Conditions

## Charges & Invoices

- Each invoice must be paid within 14 days after both the invoice and POD has been sent. **Payments** can be made by cheque, direct deposit, e-transfer ~ administration@capitalexpresstransport.com or credit/debit. Outstanding balances will result in a 3% penalty.
- **Appointment deliveries:** have a surcharge of \$25.00
- **Changes of Freight:** have a charge cost of an additional \$25.00 per order change request.
- A charge of \$15.00 will apply when the bill of landing or shipping order is tendered containing any consignee that Capital Express notify the consignee prior to delivery by any means whatsoever. The charge also applies in cases where the consignee makes the request for notifications. Any requests resulting in an appointment delivery change will be subjected to the noted \$25.00 charge.
- **Dead run charge:** \$50.00
- Deliveries or pick-ups to **private residence** (such as, but not limited to: farms, apartment homes, houses, country clubs, estates, and business within residential areas) will be have surcharge of \$15.00
- Deliveries or pick-ups to **Jobsites** (such as, but not limited to: amusement parks, constructions sites, and hotels) will be have surcharge of \$25.00
- Charges regarding **extra labour and or white glove service** will vary. Please contact our office for specifics.(email for faster respond).
- Goods and Services tax, Fuel Surcharges and Insurance Surcharges will be assessed on all transportation charges at the prescribed rate. We reserve the right to access a surcharge on the rates quoted in the event our costs increase significantly due to increases in fuel, insurance, and or other circumstances beyond our control. Rated do not include government or carrier customs handing charges.
  - Fuel Surcharges are applicable according to the following specifications:
    - 2,500 – 9,999 lb of LTL applicable
    - 10,000+ lb of LTL applicable
- **Waiting time charges** for pickup and/or delivery is outlined as below:
  - 1 to 3 Skids – the first 15 minutes is free with an additional \$1.25/min thereafter
  - 4 to 7 Skids – the first 30 minutes is free with an additional \$1.25/min thereafter
  - 7 to 12 Skids – the first 45 minutes is free with an additional \$1.25/min thereafter
  - 12 to 26 Skids – the first 60 minutes is free with an additional \$1.25/min thereafter

## Orders & Claims

- Orders are placed online on Capital Express Lines' website ([www.capitalexpresstransport.com](http://www.capitalexpresstransport.com)) or at [www.dwaybill/capitalexpress](http://www.dwaybill/capitalexpress) (Quick Entry recommendations; download and run). We will provide you with a customer number and passwords once we open an account for your business.
- Submission for **damages claims** from data of delivery is sixty (60) days. Submission for loss of goods is six (6) months. As stipulated on Bill of landing and Transport Regulations, this must all be in writing.
- Liability for **cargo claims** \$75.00 and under will not be accepted. Liability for any cost or penalties arising from late deliveries, missed appointment will not be accepted.