



Terms and Conditions for Van City Courier Logistic Services Inc.

Effective Date: March 11, 2024

These terms and conditions ("Terms") govern the use of **Van City Courier Logistic Services Inc.** courier services (the "Service") provided by **Van City Courier Logistic Services Inc.** ("we," "us," or "our"). By using our courier service, you agree to comply with and be bound by these Terms. Please read them carefully before using our services.

- 1. Acceptance of Terms:** By using our courier service, you agree to these Terms in their entirety. If you do not agree to any part of these Terms, you may not use our services.
- 2. Service Description:** Van City Courier Logistic Services Inc. provides courier services for the transportation of packages, documents, and other items from the sender to the recipient.
- 3. Booking and Payment:** a. Orders can be submitted during regular business hours by contacting dispatch at 604-688-9918 ext. 1, Monday through Friday, from 8 am to 5:30 pm. Alternatively, online ordering is accessible at any time. b. Users must provide accurate and complete information when booking our courier service. c. Payment for the courier service must be made in advance unless a credit account has been established. d. Additional charges may apply for special handling, insurance, waiting time, loading, and unloading time, or other requested services. e. We welcome payments through checks, Visa, or MasterCard. Credit accounts can choose from billing cycle options of weekly, semi-monthly, or monthly. f. Our payment terms adhere to NET 30 days.
- 4. Delivery Times:** a. Estimated delivery times are provided for informational purposes only and are not guaranteed. b. Delays may occur due to unforeseen circumstances, such as weather, traffic, or other events beyond our control.
- 5. Delivery Authorization for Residential Shipments:** a. Unless stated otherwise during the order placement, couriers are permitted to deliver mail slot envelopes or leave shipments at the front door of residential-detached homes or townhomes. b. Shipments to apartments will only be left if the recipient grants access to the building and authorizes the courier to leave the package with the building concierge, mailroom, or at the front door of the unit. c. Customers are required to explicitly specify at the time of order if a residential delivery necessitates a hand delivery and signature.
- 6. Packaging:** a. Customers are responsible for properly packaging their items to ensure safe transportation. b. Van City Courier Logistic Services Inc. is not liable for damage to improperly packaged items. c. Van City Courier Logistic Services Inc. assumes no liability for the loss or damage of fragile commodities during transportation.
- 7. Prohibited Items:** a. Customers must not send illegal or prohibited items through our courier service. b. Van City Courier Logistic Services Inc. reserves the right to inspect and refuse any shipment containing prohibited items.
- 8. Insurance Coverage:** a. Van City Courier Logistic Services Inc. provides insurance coverage to a maximum of \$2.00 per pound (\$4.41 per kg) to a maximum of \$50.00 per shipment for



reconstruction purposes only. b. Additional insurance coverage is available at \$5.50 per \$100.00 of the declared value. c. For shipments where the insurance value exceeds \$500.00, please contact us to make special arrangements.

9. Time Charge: a. Van City Courier Logistic Services Inc. provides a 5-minute window for pickup and an additional 5 minutes for delivery. b. Time charges apply at \$3.00 per five-minute increment. c. The time charge is calculated from the time of the courier's arrival at the pickup location, where the shipment is not ready, or the recipient or authorized representative is not available to receive the package during the delivery. c. Time charge also applies when a shipment requires loading and unloading for more than 5 minutes.

10. Weight Charge: a. The initial 15 lbs. are covered within the base rate. For weights exceeding 15 lbs., an additional charge of 8 cents per pound applies. c. Weight charge can be assessed based on either the actual weight or dimensional weight, with the higher of the two determining the billing amount.

11. Dimensional Weight. Van City Courier Logistic Services Inc. charges 15 lbs. per cubic foot and this is determined by the following formula: dimensions (in inches) (Length x Width x Height)/1728 x 15 = pounds.

Example: A shipment weighs 20 lbs. It measures 16"x18"x18". Hence, the dimensional weight would be calculated as follows: $(16 \times 18 \times 18) / 1728 \times 15 = 45$ lbs.

12. Cancellation and Refund Policy: a. Cancellations must be made within a specified timeframe to qualify for a refund. b. Refund requests are subject to review and approval.

13. No-Go Charge: a. A No-Go charge is applicable when a shipment is canceled upon courier arrival, a shipment is sent by alternative means, a shipment is ordered in error, or the absence of a person with knowledge of the shipment at the time of pickup. or when an incorrect vehicle type is ordered, and the shipment cannot fit in the courier's vehicle b. A No-Go shipment incurs charges based on the selected service type and within the same pickup zone.

14. Van Charge: An additional fee of \$10.00 is applied to the base rate when a van is requested for a shipment.

15. Customer Responsibilities: a. Customers are responsible for providing accurate sender and recipient information. b. Customers must be available to receive the package or arrange for an authorized representative to do so.

16. Termination: We reserve the right to terminate or suspend your access to our courier service at our discretion, without notice, for any reason, including if we believe you have violated these Terms.

17. Changes to Terms: We may update these Terms at any time. It is your responsibility to review these Terms periodically for changes.

18. Contact Information: For questions or concerns regarding these Terms or our courier service, please contact us at sales@vancitycourier.com.

By using **Van City Courier Logistic Services Inc.** courier service, you acknowledge that you have read, understood, and agree to these Terms and Conditions.