

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.

	CAD	USD	Tariff 100 - Rules and Regulations
ADDRESS CORRECTION	\$11.00	\$8.94	per package for Quebec and Ontario
	\$27.50	\$22.34	per package for Western Canada and the Maritimes
	\$19.57	\$15.90	per shipment in USA An additional charge will be applied per piece where the Receiver's address is incorrect, incomplete or illegible.
ADMINISTRATION CHARGE		5% of invoice amount This charge is applicable when the payment method is anything other than cheque or direct deposit.	
ADULT SIGNATURE REQUIRED	\$7.25	\$5.75	per shipment (Intra-USA Only) Applicable when our driver is required to verify the age of the person signing for the package being delivered. Available within the US only.
CHAIN OF SIGNATURE	\$11.00	\$8.94	per package for Quebec and Ontario
	\$27.50	\$22.34	per package for Western Canada and the Maritimes Chain of Signature service may be used to effect the transportation of certain controlled drugs within Canada. As COS Shipments travel through Dicom Express's distribution and sorting system, authorized Dicom Express employees sign the COS Bill of Lading at each point through the system. Only pre-authorized Customers may send COS Shipments. In addition, Shippers must identify COS Shipments to Dicom Express before they are tendered to Dicom Express. A COS Bill of Lading displaying a full description of the contents of the Shipment and a COS Service Identifier must be applied to the Shipment by the Shipper. The COS service is not available with Saturday Service or to delivery points that are deemed by Dicom Express to be remote, where such points are not serviced directly by Dicom Express.
CIRCUMSTANCES BEYOND DICOM EXPRESS' CONTROL			Dicom Express is not liable if a shipment is lost, damaged, delayed, or misdelivered or failure to deliver because of circumstances beyond Dicom Express' 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 Express 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 Canadian funds. In the event that billing is required in U.S. 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
DANGEROUS GOODS	\$30.60	\$24.86	per shipment for Quebec and Ontario
	\$51.40	\$41.76	per shipment for Western Canada and the Maritimes (offered only for ground service) Dicom Express will accept certain dangerous goods (hazardous materials) for carriage provided that they are properly packaged to ensure safe carriage in accordance with all applicable laws including, without limitation, the Transportation of Dangerous Goods Act (Canada) and the regulations promulgated thereunder. Dicom Express reserves the right to refuse dangerous goods for carriage where they cannot be accepted in accordance with applicable laws. Dicom Express shall not accept Shipments of fully regulated dangerous goods, as described in regulations promulgated under the Transportation of Dangerous Goods Act (Canada) regulations, unless it is from an authorized client. The additional charge that is applied to each Shipment containing dangerous goods is non-refundable.
DANGEROUS GOODS, TENDERING OF			Prior to tendering any dangerous goods to Dicom Express for carriage, a Shipper must: (i) know the appropriate classification of the dangerous goods; (ii) ensure proper packaging in accordance with applicable laws; (iii) provide proper marking and labeling of each piece in accordance with applicable laws; (iv) provide the appropriate documentation and retain such documentation in accordance with applicable laws; (v) supply the appropriate placards (for external identification of dangerous goods on Dicom Express vehicles) as required by applicable laws; (vi) identify the appropriate dangerous goods option on the Bill of Lading and provide all statements required by applicable laws in the "description" field of the Bill of Lading; (vii) be trained, including hold a training certificate where applicable, to perform any activities relating to dangerous goods in accordance with applicable laws, including packaging and preparation for carriage. Dangerous goods may only be tendered to a Dicom Express Terminal or driver. Tendering a Shipment containing dangerous goods to Dicom Express does not mean it has been "accepted for carriage" by Dicom Express. A Shipment containing dangerous goods is only accepted once a Dicom Express Dangerous Goods Specialist has verified the Shipment at a Dicom Express facility. Dangerous goods will travel in accordance with the terms and conditions applicable to the selected service and once accepted by Dicom Express.

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DECLARED VALUE			<p>3 % of declared value</p> <p>Customers may declare a value for the Shipment on the Bill of Lading.</p> <p>If a value is declared:</p> <p>A surcharge of 3.00% of the amount of the declared value will be applied to all Express shipments with a declared value exceeding C\$100; 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 Express 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 Express's limitation on liability. Shipments containing glass, liquids, ceramics, artworks, items requiring temperature control, privately packaged personal items or prohibited items accepted by Dicom Express will travel at the shipper's risk on a no-value basis. Dicom Express will not accept liability for any costs or penalties arising from late deliveries or missed appointments. Limitation of liability max. \$4.41/kg if a superior value has not been declared on the bill of lading. Maximum Liability \$5000. If a shipper declares the value of a shipment exceeding \$4.41/kg, then a pre-authorization must be obtained from Dicom Express Customer Service prior to shipping. A Special Agreement number will be issued and must be visible on the waybill shipping document, label or manifest.</p>
DENSITY			<p>Ground shipments will be subject to 12.4 lbs per cubic foot at the applicable rate. Air shipments (and ground to/from NL) will be subject to 15 lbs per cubic foot</p> <p>12.4 pcf = Length (in) x Width (in) x Height (in) ÷ 1728 x 12.4. If this amount is more than the actual weight of the piece then the cubed weight would apply.</p>
FUEL SURCHARGE			<p>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.</p>
FUTURE CHANGES			<p>Dicom Express 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.</p>
GREEN INITIATIVE/ BACK UP			<p>\$0.12/page, Minimum \$5.60</p> <p>Charges apply when customer requests that invoices be accompanied by paper copy of back up documents, including (but not limited to) bills of lading</p>
GREEN INITIATIVE/ COPIES OF DOCUMENTS			<p>\$0.12/page, Minimum \$5.60</p> <p>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.</p>
GREEN INITIATIVE/ PAPER INVOICE:	\$2.15	\$1.75	<p>per paper invoice mailed to the customer</p> <p>Charge applies to every paper invoice provided to a customer in lieu of, or in addition to, an online invoice</p>
HOLD FOR PICK UP			<p>A Shipper may request that the shipment be held at an authorized Dicom Express 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 Express 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 Express, the Shipment will be held at the closest Dicom Express 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 Express may return the Shipment to the Shipper at the Shipper's expense. The following conditions apply when picking up a "Hold For Pickup" Shipment:</p> <p>(i) If the Receiver is an individual, the Receiver must present a valid piece of government-issued photo identification.</p> <p>(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.</p> <p>(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 Express to release the Shipment to such party. Dicom Express 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 Express 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.</p> <p>When picking up a Hold For Pickup Shipment that was sent using Dicom Express'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 Express account.</p>
INTERLINE/SUBCONTRACT			<p>Dicom Express reserves the right to interline or subcontract shipments when required to meet service requirements.</p>
INVALID OR MISSING ACCOUNT NUMBER	\$12.00	\$9.75	<p>per shipment</p> <p>An additional charge will apply when the account number is missing or an incorrect account number is entered on the waybill by the shipper.</p>

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LIABILITY			Dicom Express 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 Express' (or Dicom Express 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 timesensitive 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 Express does not assume such liabilities. Dicom Express does not provide and will not arrange for such insurance.
MANUAL SHIPPING	\$1.75	\$1.42	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 Express
ONTARIO SURCHARGE			0.5% of invoice amount for all shipments going to or leaving from Ontario. 1% of invoice amount for all shipments staying within Ontario. This surcharge is in place to support the higher operational costs within the province.
OVER MAX LIMITS	\$132.35	\$500.00	per piece The following size limitations apply to all Courier Shipments traveling within and to Canada: <ul style="list-style-type: none"> • Maximum size: 165" (approx. 419 cm) (See Special Handling/Large Shipments for details) • Maximum weight per Piece: 150 lbs (approx. 68 kg) • Maximum length per Piece: 120" (approx. 304 cm)
PAYMENT			Invoices are due upon reception. Unpaid balances are subject to a charge of 2.5% per month. Customer is permitted ninety (90) calendar days from the date of the invoice to dispute invoiced charges. If Dicom does not receive a written dispute within the allowable ninety (90) calendar days, the customer waives any right to dispute invoices.
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 Express will not transport any shipment that is prohibited by law from transporting and is inadequately or improperly prepared for ordinary transport. Dicom Express 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 Express for transport. Should these items be inadvertently carried by Dicom Express despite their prohibition, Dicom Express 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 Express will not accept for shipment within or to Canada 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 • Drugs prohibited by law • Firearms • Jewelry or original artwork • Seafood, meat, poultry or fish • Perishable items • Water Reactive substances (Class 4.3) Packing Group 1 • Cash, bonds, stocks or other negotiable instruments • Radioactive (Class 7), other than exempted items • 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 Express determines, in its sole discretion, that it cannot transport safely or legally
PROTECT FROM FREEZE			5% of the freight charge per shipment; Minimum \$2.50 per shipment An additional charge will be applied where a shipment needs the protect from freeze service. Subject to availability
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	\$2.75 \$4.43 \$11.60 \$3.00	\$2.23 \$3.60 \$9.43 \$2.44	per shipment for Quebec and Ontario per shipment in USA per shipment for Western Canada and the Maritimes additional cost per shipment if signature is required. 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 Express may reweigh or cube any shipments and assess additional transportation charges based on the IATA volumetric standard. Reweighing is done utilizing scales approved by Weights & Measures Canada. Dicom Express 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 Express will assume a default weight of 15 lbs and charges will apply accordingly.

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REWEIGHING OF SHIPMENT			Shipments are subject to reweigh using Weight and Measure Canada approved scales.
RIGHT TO REFUSE SHIPMENTS			Dicom Express reserves the right to refuse to accept (in whole or in part) any shipment which Dicom Express 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 Express 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 Express 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 or kilogram. Package dimensions must be rounded off to the closest whole inch or centimeter.
SATURDAY DEL	\$21.95	\$17.83	flat-rate weekend surcharge for Bagotville, Baie-Comeau, Chambly, Chicoutimi, Drummondville, Kingston, Mont-Joli, Metropolitan Montreal, Ottawa, Quebec, Riviere-du-Loup, Rouyn-Noranda, Sherbrooke, Greater Toronto Area, Trois-Rivieres and Val-d'Or.
	\$21.95	\$17.83	flat-rate weekend surcharge plus \$1.42 per kilometre for all other destinations serviced directly by Dicom Express in the provinces of Quebec and Ontario For select Dicom Express services and select destinations this optional Saturday delivery service is available. The Saturday delivery option must be selected and indicated in the designated area on the waybill at the origin pickup location. The applicable fuel surcharge in effect at the time of the shipping will also apply to this service. The customer must contact customer service to make arrangements and a Saturday sticker must be affixed to the shipment.
SECOND DELIVERY	\$6.30	\$5.12	per additional return trips for Quebec and Ontario
	\$12.95	\$10.53	per additional return trips for Western Canada and the Maritimes Address error or absence of consignee requiring a second or more return trips to complete the delivery
SIGNATURE NOT REQUIRED (SNR)			Shippers and Receivers may request that Dicom Express obtain a signed proof of delivery for Shipments. <ul style="list-style-type: none"> Any Courier Shipment destined for delivery in a Canadian Residential Area travels as a Signature Not Required (SNR) Shipment unless otherwise requested. Charges may apply should a signature be requested Any Courier Shipment destined for delivery in Canada (other than in a Residential Area) travels as a Shipment requiring a signature at no additional charge. The SNR service will override a Shipper's request for a signature. Notwithstanding the foregoing, the following services will always travel as a Shipment requiring a signature and are not eligible for the SNR service: <ul style="list-style-type: none"> Dangerous Goods Shipments, including limited quantities/ consumer commodities; In circumstances where a Dicom Express driver is of the opinion that a Shipment will be at risk of loss or damage if left SNR, the driver may elect (in his/her own discretion) not to leave the Shipment without obtaining a signature notwithstanding that an SNR election has been made. In such cases, the Shipment will be treated as a Hold For Pickup Shipment
SPECIAL HANDLING/ LARGE PACKAGE (GIRTH)	\$11.65	\$9.47	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 Express size of 165 inches. Large Packages are subject to a minimum billable weight of 90 pounds in addition to the Large Package Surcharge. Height and width are considered being the 2 smallest dimensions.
SPECIAL HANDLING/ NON-CONVEYABLE	\$11.65	\$9.47	per piece Non-packaged (unboxed) articles (excluding dexpaks); Objects not fully encased in a suitable shipping container (e.g., tires, pails, articles wrapped in stretch wrap); Articles which, due to their nature (e.g., size, shape, packaging, contents), are deemed by Dicom Express, in its sole discretion, to be unsuitable for Dicom Express's distribution and sorting system (e.g., ball bearings, nuts, bolts and fasteners, liquids, wooden or metal crates)
SPECIAL HANDLING/ OVER 36 INCHES	\$11.65	\$9.47	per piece Pieces that have one dimension that exceeds 36 in (approx. 91 cm) but does not exceed 44 in
SPECIAL HANDLING/ OVER 44 INCHES	\$21.40	\$17.39	per piece Have one dimension that exceeds 44 in (approx. 111 cm);
SPECIAL HANDLING/ OVERWEIGHT	\$35.00	\$28.44	per shipment. Applicable for a total shipment weight exceeding 280 lbs.
	\$21.40	\$17.39	per piece. Applicable for a single piece weight exceeding 70 lbs If one piece exceeds 70 lbs, the overweight surcharge will be billed per piece and the surcharge per shipment will not be applicable
SPECIAL HANDLING/ SHIPMENT CONTAINING MORE THAN 4 PCS	\$0.95	\$0.77	per piece An additional charge will be applied where more than 4 pieces are sent on the same day and at the same time from one shipper to one receiver at one address under a single Bill of Lading, and the charges are billed to a single customer.
STORAGE:			\$1.10/piece/day; Minimum \$5.30; Maximum \$26.50 If after 5 days, we are unable to deliver or redeliver the package, storage charges will apply.
TAXES			All rates are subject to applicable taxes

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TRADE SHOW	\$79.45	\$64.55	per shipment delivered to a trade show An additional charge will be applied to any shipment originating from, or destined to, a trade show.
UNDELIVERABLE PACKAGE RETURN			Regular ground charges apply
WAITING TIME	\$9.30	\$7.10	An additional charge may be applied by Dicom Express, at its sole discretion, in the event that a driver is required to wait for the pick-up or delivery of a shipment.
WEEKLY MINIMUM INVOICE	\$20.60	\$16.74	per week When customer has preferred rates, a minimum amount of weekly shipments are expected. Should the customer not meet the minimum weekly volume, the weekly minimum invoice charge will be applied. This charge does not apply if there are no shipment activity during a given week. A week is defined as Monday through the following Sunday.
BEYOND LOCATION SURCHARGES	\$52.95 \$153.00	\$43.02 \$124.31	Surcharge applicable to shipments going to/from La Romaine Hydro Electric sites Surcharge applicable to shipments going to/from Nemiscau QC Dicom reserves the right to assess additional charges when the destination or origin of a shipment falls within a beyond location.

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

Last Updated: January 29th, 2018

Effective date: January 1, 2018

Beyond Surcharges (\$CAD)



CANADA

Zone	Base Charge	Base Weight	Per add lbs
CAS001	\$17.25	Flat	
CAS002	\$22.40	Flat	
CAS003	\$63.85	Flat	
CAS031	\$58.20	5 Lbs	\$0.72
CAS032	\$41.35	5 Lbs	\$3.21
CAS033	\$71.30	5 Lbs	\$2.82
CAS034	\$39.50	5 Lbs	\$1.60
CAS035	\$52.35	5 Lbs	\$1.65
CAS036	\$78.30	5 Lbs	\$1.99
CAS051	\$7.65	Flat	
CAS052	\$9.10	Flat	
CAS053	\$9.75	Flat	
CAS054	\$26.40	Flat	
CAS055	\$31.75	Flat	
CAS081	\$54.20	5 Lbs	\$0.73
CAS082	\$82.50	5 Lbs	\$1.93
CAS091	\$158.30	5 Lbs	\$4.99
CAS101	\$3.20	1 Lbs	\$0.37
CAS102	\$5.80	1 Lbs	\$0.70
CAS103	\$8.35	1 Lbs	\$0.84
CAS104	\$11.55	1 Lbs	\$1.16
CAS105	\$12.85	1 Lbs	\$1.40
CAS106	\$21.00	1 Lbs	\$1.69
CAS107	\$29.15	1 Lbs	\$2.33
CAS108	\$58.25	1 Lbs	\$3.20
CAS109	\$69.90	1 Lbs	\$4.08
CAS110	\$99.00	1 Lbs	\$4.66
CAS201	\$6.35	5 Lbs	\$0.07
CAS202	\$142.95	5 Lbs	\$4.92
CAS203	\$206.50	5 Lbs	\$4.92

UNITED STATES

Zone	Based Charge	Base Weight	Per add lbs
DAS	\$3.51	Flat	
EXTENDED	\$5.42	Flat	

Rates are stated in Canadian dollars.

Beyond Surcharges (\$USD)



CANADA

Zone	Base Charge	Base Weight	Per add lbs
CAS001	\$14.02	Flat	
CAS002	\$18.20	Flat	
CAS003	\$51.88	Flat	
CAS031	\$47.29	5 Lbs	\$0.58
CAS032	\$33.60	5 Lbs	\$2.61
CAS033	\$57.93	5 Lbs	\$2.29
CAS034	\$32.09	5 Lbs	\$1.30
CAS035	\$42.53	5 Lbs	\$1.34
CAS036	\$63.62	5 Lbs	\$1.62
CAS051	\$6.22	Flat	
CAS052	\$7.39	Flat	
CAS053	\$7.92	Flat	
CAS054	\$21.45	Flat	
CAS055	\$25.80	Flat	
CAS081	\$44.04	5 Lbs	\$0.59
CAS082	\$67.03	5 Lbs	\$1.57
CAS091	\$128.62	5 Lbs	\$4.05
CAS101	\$2.60	1 Lbs	\$0.30
CAS102	\$4.71	1 Lbs	\$0.57
CAS103	\$6.78	1 Lbs	\$0.68
CAS104	\$9.38	1 Lbs	\$0.95
CAS105	\$10.44	1 Lbs	\$1.14
CAS106	\$17.06	1 Lbs	\$1.37
CAS107	\$23.68	1 Lbs	\$1.89
CAS108	\$47.33	1 Lbs	\$2.60
CAS109	\$56.79	1 Lbs	\$3.31
CAS110	\$80.44	1 Lbs	\$3.79
CAS201	\$5.16	5 Lbs	\$0.07
CAS202	\$116.15	5 Lbs	\$4.00
CAS203	\$167.78	5 Lbs	\$4.00

UNITED STATES

Zone	Based Charge	Base Weight	Per add lbs
DAS	\$2.85	Flat	
EXTENDED	\$4.40	Flat	

Rates are stated in US dollars.