



## Terms and Conditions

- All delivery times subject to weather and traffic conditions, human error and or acts of God
- All services guaranteed for the cost of the delivery only
- All shipments insured for \$2.00 per pound to a maximum liability of \$50.00
- Any additional insurance may be purchased @ \$3.00 per every \$100.00 of declared value. Any insurance purchased over \$500.00 must be forwarded in writing for authorization by Flash Courier management
- Any claims must be forwarded to Flash Courier Services Inc. in writing within 10 days from date of delivery
- Customer notification of any billing errors must be made within 30 days of the Statement/Remittance date. After 30 days, the Statement/Remittance will be considered accurate
- Visa customers please be informed that all balances due will be processed within 5 working days from Statement/Remittance date
- Dangerous Goods are charged by packing group \$5.00-\$20.00
- Extra floor/wrong floor \$2.00
- No goods charge is the lesser amount of \$5.00 or the cost of the delivery
- Redirect / 2nd attempt is calculated by the distance between the zone location of the courier and the zone in which the delivery is to be made
- Waiting time is calculated @ 68 cents per minute after 10 minutes
- Cubing may be charged for bulky shipments @ 15 lbs. Per cubic ft.
- Extra man required minimum 15 minutes @ 68 cents per minute
- All tenders must be stated as such and must be authorized at time of entry by Flash Courier management
- Rates and Services subject to change without notice
- No liability shall be recognized by the carrier due to improper packaging or improper labelling of shipments
- All C.O.D. shipments must be authorized by Flash management
- Only cash, company cheque, VISA or MC will be accepted for non-account holders
- Customs declaration required for all international shipments
- Shipments labelled fragile add 1.5x of delivery charge
- POD required after 7 days is subject to service charges