



AAA EXPRESS
1695 Drew Rd, Unit #3
MISSISSAUGA, ONTARIO L5S 1J5
Phone (905) 625-1745
www.aaaexpressonline.com

Terms and Conditions – COURIER (Cars, SUVs & Vans)

Pricing:

Quoted rates include 1 piece up to 50lbs.

Additional weight charged at \$0.05 per pound or \$1.00 per piece, whichever is greater.

Additional charge may apply for bulk or oversize freight.

Rates listed are for deliveries in a Car.

• Additional SUV charge:	\$10
• Additional Van charge:	\$20
• Additional Full-Size Van charge:	\$25
• Additional Sprinter Van charge:	\$35

Additional Charges:

Dead Run local	Whichever is greater: ½ value of the call, or Car \$8, SUV \$10, Van \$20, FSV \$25
Dead Run out of town	Full Price (Applies to Direct Out Of Town and any address within Zones 20 to 41)
Waiting/Hand bombing/ Loading/Unloading time	\$40 per hour (first 15 minutes n/c, however any time over 15 minutes will be charged from arrival time. Hand bombing is considered labour and is charged from beginning at \$50/hr <i>(note: the ability for the driver to wait past 15 minutes is at the sole discretion of AAA Express due to commitments made to other AAA Express clients)</i>
Empty Full-Size Van	If an empty full-size van is required, there will be a \$25 surcharge in addition to vehicle charge
Fuel Surcharge	Ask for current rate when placing order for pickup.
Dangerous Goods	\$10 Surcharge
Proof of Delivery	Available anytime via your online account.

Out of Town Deliveries:

See price chart for cities surrounding GTA (Zones 20-41)

Deliveries to all other cities are available on a Direct Out Of Town service only:

- Price is based on \$1.35/km for orders up to 125kms, \$1.45/km for orders up to 200km and \$2.00/km for orders over 200kms, minimum base charge of \$55.

Services:

The time schedule below is a guideline for shipments within Toronto and GTA (Zones 1-19). For out of town shipments please call for an estimated time of arrival.

Direct Service	Delivered within 90 minutes. Exceptions: within 2.5 hours for group 1 and within 3 hours for group 2
Rush Service	Delivered within 2.5 hours after the call. Exceptions: 4 hours for groups 1 & 2
Express Service	Delivered within 4 hours after the call. Exceptions: 5 hours for groups 1 & 2.
Sameday Service	Must be ready/called in before 11am. Will be delivered same day by 5pm
Overnight Service	2 Business Day Service. Must be ready when called in before 3pm. Will be picked up and delivered either day by 5pm.

Exceptions Group 1- Downtown, Toronto NE & SE, Scarborough N&S, Markham, Richmond Hill, Concord, Ajax, Burlington, Pickering, Aurora, Cambridge, Hamilton, Maple, Newmarket, Norval & Stoney Creek.

Exceptions Group 2 - Ancaster, Dundas, Guelph, Kitchener, Oshawa, Waterdown, Waterloo & Whitby.

Note: any loads which require the majority of the vehicle space or weight capacity, as determined by AAA Express, Must be placed on a Direct service.

After-Hours/Weekend Deliveries:

Deliveries during the evening (6pm-7am) or weekend hours are charged at the DIRECT rate x 2, with a minimum base charge of **\$100**. Holidays are charged at DIRECT rate x 2, minimum base charge of **\$125**.

Invoices and Payment Terms:

Customers with an account are given 15 days to pay the invoices (Net 15). Overdue balances are subject to interest calculated at 2%/month, which will accrue and be payable on all outstanding balances. Returned items subject to \$25 charge.

Shipment Acceptance and Liability Terms

By giving your delivery to AAA Express you agree to all the terms stated on website at www.aaaexpressonline.com DAMAGE OR LOSS: Any damages must be reported by calling 905-625-1745 or via email to customerservice@aaaexpressonline.com at the time of delivery. Otherwise, consignee signature will constitute a clear receipt. Any notice of concealed damage must be given to the carrier within 24 hours after delivery. The carrier will not be liable for such damage unless written notice is given within 10 days after the shipment was received by it for carriage. LIMITATIONS OF VALUE: Unless specifically agreed to in writing, the carrier will not: 1) Be liable for any special, consequential or other damage caused by delay in the delivery of the shipment, regardless of the cause of such delay. 2) Be liable for any loss, damage or injury to shipment exceeding the lesser of \$2.00 per pound or \$50.00.

Acceptance of these terms electronically constitutes your consent to paperless waybills and electronic signatures.



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Terms and Conditions - TRUCKS

Pricing:

Quoted rates include 1,000 lbs and 1 standard skid spot*
Additional weight charged at \$0.01 per lb or \$11/skid space, whichever is greater
Additional charge may apply for bulk or oversize freight.

*Standard skid spot is defined as 40"x48"

*Standard chemical drum skid spot is defined as 48"x48"

Additional Charges:

Flatbed	\$20 added to truck base on Direct, Rush or Sameday Rate, + \$100 vehicle surcharge (includes 1 hour of combined loading/unloading); additional time charged at \$60/hour
Tailgate	\$50, \$25 additional surcharge for Super Tailgate (capacity up to 3,500 lbs)
Dead Run local	Whichever is greater: ½ value of the call, or \$35.00
Dead Run out of town	Full Price (Applies to Direct Out Of Town and any address within Zones 20 to 41)
Waiting/Hand bombing/ Loading/Unloading time	\$50 per hour (first 15 minutes n/c, however any time over 15 minutes will be charged from arrival time. Hand bombing is considered labour and is charged from beginning at \$60/hr. (note: the ability for the driver to wait past 15 minutes is at the sole discretion of AAA Express due to commitments made to other AAA Express clients)
Fuel Surcharge	Ask for current rate when placing order for pickup.
Dangerous Goods	\$20 Surcharge
Proof of Delivery	Available anytime via your online account.

Out of Town Deliveries:

See price chart for cities surrounding GTA (Zones 20 – 41)

Deliveries to all other cities are available on a Direct Out Of Town service only:

- Price is based on \$2.70/km for orders up to 125kms, \$3.00/km for orders up to 200km and \$3.25/km for orders over 200kms, minimum base charge of \$90.

Services:

The time schedule below is a guideline for shipments within Toronto and GTA (Zones 1-19). For out of town shipments call for an estimated time of arrival.

Direct Service	Delivered within approx. 2 hours after the call. Exceptions: within 3 hours for group 1 below and within 4 hours for group 2 below.
Rush Service	Delivered within 4 hours after the call. Exceptions: Within 5 hours for groups 1&2.
Sameday Service	Must be ready/called in before 11am. Will be delivered same day by 5pm
Overnight Service	2 Business Day Service. Must be ready when called in before 3pm. Will be picked up and delivered either day by 5pm.

Exceptions Group 1- Downtown, Toronto NE & SE, Scarborough N&S, Markham, Richmond Hill, Concord, Ajax, Burlington, Pickering, Aurora, Cambridge, Hamilton, Maple, Newmarket, Norval & Stoney Creek.

Exceptions Group 2 - Ancaster, Dundas, Guelph, Kitchener, Oshawa, Waterdown, Waterloo & Whitby.

Note: any loads which require the majority of the vehicle space or weight capacity, as determined by AAA Express, must be placed on a Direct service.

After-Hours/Weekend Deliveries:

Deliveries during the evening (6pm-7am) or weekend hours are charged the DIRECT rate x 2, with a minimum base charge of **\$150**. Holidays are charged at DIRECT rate x 2, minimum base charge of **\$175**.

Invoices and Payment Terms:

Customers with an account are given 15 days to pay the invoices (Net 15). Overdue balances are subject to interest calculated at 2%/month, which will accrue and be payable on all outstanding balances. Returned items subject to \$25 charge.

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