



SERVICE GUIDE

This Service guide is accurate as of 10/13/2004. Terms and Conditions, service descriptions and availability are subject to change without notice. The most recent edition of our Service Guide is available at overniteexpress.com.

Delivery Area & Services

Overnite Express provides delivery to destinations within the state of California and to Las Vegas, Nevada. We provide a range of delivery services that provide a balance between urgency and value. The delivery services outlined below provide delivery by:

9:00 a.m. Monday through Friday
11:00 a.m. Monday through Friday
1:00 p.m. Monday through Friday
4:00 p.m. Monday through Friday and
3:00 pm on Saturday (Most areas by noon).

Not all services are available to all areas and different rates apply depending on the service selected, the total weight of the shipment and the origin and destination ZIP codes. Visit overniteexpress.com or contact Customer Care to verify service availability and rates.

Early Overnite – Guaranteed Delivery Between 7 a.m. and 9 a.m.

When your delivery has to get to work before you do, the solution is Early Overnite. This early morning service provides **delivery by 9 a.m.**

Not available to all areas.

Value may not be declared on this service.

Not available for Shipments over 100 lbs.

Visit overniteexpress.com or contact Customer Care to verify service availability and rates.

Due to the urgent nature of deliveries of this service, shipments may be delivered and released without obtaining a signature.

Please note that by requiring a signature your shipment may be delayed and may incur additional fees. Call Overnite Express for additional details. If Overnite Express is unable to deliver your shipment after the third attempt the shipment will be returned to the shipper.

Many large or secured institutions like hotels, hospitals, government offices, installations and campuses often take additional delivery time due to size, parking limitations and special delivery procedures to be followed. Because of these circumstances our delivery commitment time is 90 minutes later than the selected delivery deadline.

Morning Overnite – Guaranteed Delivery Between 8 a.m. and 11 a.m.

Our most popular service provides morning **delivery by 11 a.m.**, Monday through Friday.

Signatures are required for release, although, if access to a destination is available and the package may be left securely, the shipment may be released with the shipper's authorization. However, residential shipments may be delivered and released without obtaining a signature.

Please note that by requiring a signature your shipment may be delayed and may incur additional fees. Call Overnite Express for additional details. If Overnite Express is unable to deliver your shipment after the third attempt, the shipment will be returned to the shipper.

Not available to all areas.

Not available for shipments over 100 lbs.

Visit overniteexpress.com or contact Customer Care to verify service availability and rates.

One Overnight – Guaranteed Delivery Between 8 a.m. and 1 p.m.

One Overnight offers an affordable early afternoon delivery option for those important shipments that do not have to be guaranteed there in the morning hours. We guarantee **delivery by 1 p.m.**, Monday through Friday.

Not available to all areas.

Service is not available for shipments exceeding 100 lbs.

As an added convenience, a flat rate of \$13.95 applies for shipments up to 3 pounds. Visit overniteexpress.com or contact Customer Care to verify service availability and rates.

Signatures are required for release, although, if access to a destination is available and the package may be left securely, the shipment may be released with the shipper's authorization. However, residential shipments may be delivered and released without obtaining a signature.

Please note that by requiring a signature your shipment may be delayed and may incur additional fees. Call Overnight Express for additional details. If Overnight Express is unable to deliver your shipment after the third attempt, the shipment will be returned to the shipper.

NextDay Overnight – Guaranteed Delivery Between 8 a.m. and 4 p.m.

Our most cost effective delivery service provides **delivery by 4 p.m.**, Monday through Friday.

Signatures are required for release, although, if access to a destination is available and the package may be left securely, the shipment may be released with the shipper's authorization. However, residential shipments may be delivered and released without obtaining a signature.

Please note that by requiring a signature your shipment may be delayed and may incur additional fees. Call Overnight Express for additional details. If Overnight Express is unable to deliver your shipment after the third attempt, the shipment will be returned to the shipper.

Not available to all areas.

Visit overniteexpress.com or contact Customer Care to verify service availability and rates.

Saturday Overnight – Guaranteed Delivery Between 8 a.m. and 3 p.m.

Adds an additional workday to your week when the need arises. Saturday **deliveries are made by noon to most destinations with a 3 p.m. delivery guarantee**. A \$15.00 charge over our Morning Overnight rate applies for this service.

Due to weekend access, restrictions at many business locations deliveries may be left without obtaining a delivery signature. Please note that by requiring a signature your shipment may be delayed and may incur additional fees. Call Overnight Express for additional details. If Overnight Express is unable to deliver your shipment after the third attempt the shipment will be returned to the shipper.

Not available to all areas.

Service is available for shipments over 100 lbs.

Visit overniteexpress.com or contact Customer Care to verify service availability and rates.

Two other service levels are provided by default to the most remote destinations in California and Nevada. These service levels cannot be selected for destinations in our primary delivery zone.

NextDay Remote

Some remote cities are provided with only our NextDay Remote service due to our late night pickup and their remote location. The NextDay Overnight rate applies for this service, although an additional charge of \$5.00 is also applied due to the extra costs involved in delivering to remote areas.

2nd Day Remote

Some remote cities are provided with our two-day service only due to our late night pick-up and their remote location (These locations account for less than 2% of the population). Some areas may require more than two days due to rural road conditions, access limitations or inclement weather conditions. The Next Day Overnight rate applies for this service, although an additional charge of \$5.00 is also applied due to the extra costs involved in delivering to remote areas.

Residential Deliveries

Shipments delivered to private residences will be subject to a residential surcharge of \$1.75 per shipment in addition to all other applicable charges. A private residence is defined as a home or place of dwelling and includes those businesses operating out of a home.

Shipments may be delivered and released without obtaining a signature when delivered to a residence.

Please note that by requiring a signature your shipment may be delayed and may incur additional fees. Call Overnight Express for additional details. If Overnight Express is unable to deliver your shipment after the third attempt the shipment will be returned to the shipper.

Visit overniteexpress.com or contact Customer Care to verify service availability and rates.

Signature Required / Signature Release

Residential shipments may be delivered and released without obtaining a signature. In addition, due to the urgent nature of deliveries of this service, Early Overnight shipments may be delivered and released without obtaining a signature.

If you require a signature for these services, you must indicate so in the appropriate field when creating your OvernightShip label and ShipOvernight label. On our manual shipment forms you may indicate in the special instructions section your request for signature. An authorized signature can include a signature from any individual at the destination address or a neighboring business or residence. Please note that by requiring a signature your shipment may be delayed and may incur additional fees. Call Overnight Express for additional details. If Overnight Express is unable to deliver your shipment after the third attempt the shipment will be returned to the shipper.

Signatures are required for release, although, if access to a destination is available and the package may be left securely, the shipment may be released with the shipper's authorization.

If you require a signature for these services, you must indicate so in the appropriate field when creating your OvernightShip label and ShipOvernight label. On our manual shipment forms you may indicate in the special instructions section your request for signature.

If you authorize signature release for a shipment that normally requires a signature you must indicate so in the appropriate field when creating your OvernightShip label and ShipOvernite label or on our manual shipment forms.

Maximum liability for a shipment with a signature waiver is \$100.00.

By sending your shipment, you agree to our delivery policies and to indemnify and hold harmless Overnight Express from any resulting claims.

Energy Surcharge

The Overnight Express fuel surcharge program is based on the U.S. Gulf Coast (USGC) prices for kerosene-type jet fuel as reported on the U.S. Department of Energy's website for the month that is two months prior to the adjustment. For example, the reported USGC spot price for the month of February 2004 will determine the fuel surcharge that is applied for the month of April 2004.

The index-based surcharge is adjusted monthly. Changes to the surcharge are effective the first day of each month, and are posted approximately two weeks prior to the effective date.

Overnite Express reserves the right to assess fuel and other surcharges on shipments without notice. The amount and duration of any such surcharges will be determined at our sole discretion. By tendering your shipment to Overnight Express, you agree to pay the surcharges, as determined by Overnight Express.

Fuel Surcharge Table (Prices per gallon)

At Least	But Less Than	Surcharge
\$0.54	\$0.58	0.50%
\$0.58	\$0.62	1.00%
\$0.62	\$0.66	1.50%
\$0.66	\$0.70	2.00%
\$0.70	\$0.74	2.50%
\$0.74	\$0.78	3.00%
\$0.78	\$0.82	3.50%
\$0.82	\$0.86	4.00%
\$0.86	\$0.90	4.50%
\$0.90	\$0.94	5.00%
\$0.94	\$0.98	5.50%
\$0.98	\$1.02	6.00%
\$1.02	\$1.06	6.50%

Fuel surcharge percentages, thresholds and associated trigger points are subject to change without prior notice. This surcharge applies to all Overnight Express shipments. If the Fuel Surcharge rises above 6.50% or there are changes to the trigger points, the above table will be updated.

C.O.D Service

To use, check the box marked "COD Delivery" in ShipOvernite or on our shipment form and state the amount required for pickup. *Be sure to include the telephone number of the recipient.* For collection of the C.O.D. amount, we will accept money orders, cashier's checks, certified checks, company checks or personal checks. Checks are accepted at shipper's risk. Cash and other cash-negotiable items are not accepted. A handling charge of \$7.50 per shipment is applied for this service. If the recipient cannot be located or fails or refuses for any reason to pay the C.O.D. amount, the shipment will be returned to the shipper within two business days of the final delivery attempt. Amount will be collected at the shipper's sole risk, including but not limited to, risk of non-payment, fraud or forgery, and Overnite Express will not be liable for such occurrences. C.O.D. amount is guaranteed to be returned to the shipper within three business days of the final pickup attempt though most returns are made the day following delivery. The maximum C.O.D. amount is \$25,000.00 per shipment. **THE C.O.D. AMOUNT DOES NOT CONSTITUTE A DECLARED VALUE. VALUE MAY NOT BE DECLARED ON ANY C.O.D. SHIPMENT.** Generally, our delivery commitment times for goods shipped via C.O.D. service are the same as for our other services; however, our delivery commitment time is ninety minutes later than the selected delivery deadline. Driver will wait five minutes for payment before leaving destination.

We offer C.O.D. service consisting of carriage of goods to the recipient, collection of the payment instrument issued by or on behalf of the recipient and made payable to the shipper, and delivery of the payment instrument to the shipper. The shipper of goods via our C.O.D. service is responsible for specifying on the shipment form the amount of the check or money order to be collected (the "C.O.D. amount"). Performance of the C.O.D. service will not constitute us as the shipper's agent for any purpose, including but not limited to, completion of sale of the goods by the shipper to the recipient.

Pickup Services

Drop Box Pickup

Work late? So do we! We have over 1,000 convenient building and streetside drop boxes throughout California that allow you to drop your letters and packages off until 9:00 p.m. for delivery throughout California and Nevada.

To locate the drop box most convenient for you, check the Drop Box Locator section of our website or contact Customer Care. **(Sunday pickup for next day delivery is also available at select locations. Visit the Drop Box Locator at our site for more information.)**



The drop box slot measures 18 inches by 6 inches. Every streetside box and most indoor boxes include a second slot measuring 9 inches by 6.5 inches for tube-like shipments. All shipping supplies issued by Overnight Express will fit easily in our drop boxes.

For shipments too large to fit into our drop box, we offer a complimentary pick-up if your request is called in prior to 1:00 p.m. If called in after 1:00 p.m. the pickup of the package may be deferred until the following day, unless prior arrangements have been made. If you would like a pick up of a package that does fit into a drop box there will be a \$20.00 charge. Please call Customer Care for further details.

Select drop boxes are serviced at 8:00 p.m. and 7:00 p.m.

Daily Pickup

With Daily Pickup, our drivers will come by your location Monday through Friday at a regularly scheduled time. Daily pickup is provided free of charge to clients who ship on a daily basis. If you are working extra late and require a pickup after your designated pickup time, a \$50.00 charge will be applied. To see if you qualify for complimentary pickup, please contact your Account Executive.

Other Options and Services Provided by Overnight Express

Tracking Shipments

Your shipment is continuously tracked through scanning from the point of pickup throughout the sorting process. Each driver carries a wireless hand-held communicator and inputs the name of the person who signed for the package and at what time. Through instant communication technology, this information is available to you through the tracking section of our website, though you may also contact Customer Care. Users of OvernightShip (our shipping software) or ShipOvernite (our online shipping tool) users may request that an e-mail delivery confirmation be sent to them at the time of delivery.

Each of our drivers also carries instant digital communicators so we are able to tell you when a shipment is expected to arrive.

Even if you forget your shipment number we can track your shipment just as easily by destination street address -- or your own internal reference. Hard-copy proof-of-delivery in the form of a copy of the delivery signature is available within five business days after delivery for up to twelve months. Written confirmation of delivery is available any time after delivery.

Shipping Supplies

Overnite Express provides complimentary shipping supplies to account holders in the following sizes: (Please note that all Overnight Express issued supplies fit easily in our drop boxes-- even the Tubes and PlanPaks).

Overnite Letter: Letter size cardboard envelope with plastic pouch. Holds up to 30 unfolded, 8.5 x 11-inch sheets.

Overnite Legal Size Letter: Legal size cardboard envelope with plastic pouch. Holds up to 3 pounds of 8.5 x 14-inch sheets.

Overnite Pak: Durable plastic envelope for larger, heavier documents. Measures 12.5 x 16.5 inches.

Overnite Tube: Rectangular package for posters, blueprints, photos, charts, fabric samples and more. Measures 38 x 5 x 5 inches.

Overnite PlanPak: For larger plans and blueprints. Measures 37 x 7 inches.

Overnite Medium Box: For binders and large documents. Measures 11 x 13 x 2.5 inches on the inside.

Overnite Large Box: For side-by-side paper stacks, computer printouts, small parts, etc. Measures 17 x 12 x 3 inches.

To order supplies, visit the Supplies section of our website or contact Customer Care and indicate the number of items you require. Actual number of supplies sent may not reflect the requested amount. Supplies are fulfilled based on your average monthly shipping volume, and will not exceed more than a one-month supply. If you would like to request more than your monthly average, please contact Customer Care.

Orders for supplies received before 5:00 p.m. will be delivered to you the next business day.

Shipment Forms and Software

OverniteShip, our shipment preparation software for Windows and Macintosh computers is the fastest and most reliable way to prepare and label your shipments. OverniteShip saves you time by saving your destination addresses, verifying the destination is in our service area and then producing a professional label. To receive a free copy of OverniteShip, visit the Supplies section of our website. ShipOvernite, our online shipping tool is also available at our website.

Frequently asked technical support questions can be answered at the Tech Support section of our website.

Paper forms are also available free of charge and we will even provide pre-printed forms for your most common destinations. Please note that a \$1.50 charge is applied to all shipments that require manual input (any shipment that is prepared with an Overnite Express manual shipment form, and not prepared with an OverniteShip label or ShipOvernite label).

Shipments received without an Overnite Express manual shipment form, ShipOvernite or OverniteShip label are subject to a \$10.00 handling charge.

Shipments with inadequate or inaccurate sender or delivery information on their Overnite Express shipment form, OverniteShip label or ShipOvernite label will be charged a \$10.00 handling charge.

Overnite Express, and other non-postal carriers, cannot deliver to Post Office boxes. Overnite Express can deliver to any commercial mailbox location (such as Kinko's or Mailboxes Etc...).

Shipment Weight

The rate charged for delivering your shipment is based on three conditions:

- The origin and destination ZIP codes
- The delivery service selected, and other service options
- The weight of your shipment

Overnite Express determines the weight of your shipment at the time it is accepted at one of our sort facilities. The total shipment weight includes all packaging and labels along with the contents of the shipment.

As is industry standard, shipment weight is rounded to the next pound rate level. For example, if a shipment weighed 1 pound, 1 ounce it would be billed at the 2-pound rate.

Our lowest weight level is 8 ounces. Any shipment that exceeds 8 ounces is billed at the 1-pound rate.

Our weighing instrumentation and scales are certified by the manufacturer to be accurate to 1/10,000th of a pound and is tested regularly using calibration weights whose standards are certified by the National Institute of Standards and Technology.

Oversized Shipments

Shipments that are in excess of 24 inches in any two dimensions or over 48 inches in length require special handling by our pick up drivers, sorters, processors and delivery drivers to ensure safe and on-time delivery. To cover the costs of special handling a \$10.00 charge applies.

Packaging Shipments

With our sorting system your packages are assured to be treated with the greatest care possible. All shipments must be prepared and packaged by the sender for safe transportation with ordinary care in handling. Overnight Express provides free packaging in the most popular sizes, (visit the Supplies section of our website for more information) but also accepts any kind of packaging that is appropriate for the shipment.

Unpackaged shipments are not accepted and we reserve the right to refuse or reject a shipment when, in our opinion, the shipment would be likely to cause damage or delay to other shipments, equipment or personnel. All boxes must be sealed with the contents fully enclosed. Overnight Express is not liable for any package that does not comply with these guidelines. If a shipment is received with inappropriate packaging that results in providing special handling a \$10.00 handling charge will be applied.

Bottles, glass, or other fragile items of any kind, with or without fluid, must be packaged to withstand a 3-foot drop.

Address Correction

Overnight Express provides the most pro-active address correction system available by correcting addresses prior to the first delivery attempt. In most cases, despite an incorrect or incomplete address, we are able to deliver your shipment by the requested deadline and in nearly all cases we can re-deliver the same day. Upon delivery of the shipment to the correct address, our Customer Care department will notify you so that you may update your records. A \$10.00 charge is applied for this service. Sameday correction may not always be possible due to the nature of the error. Messenger charges apply to all other alternate destinations.

An incorrect address is an address that is in any way dissimilar to the full and complete address of the recipient. This may include, but is not limited to, the following errors: Incorrect or incomplete street number; misspelled street name, omission of, incomplete or incorrect suite number or floor; incorrect or incomplete or omission of company or recipient name; omission of or incorrect destination city; omission of, incorrect or incomplete ZIP code, businesses or residents that have moved.

Undeliverable Shipments

In extreme cases, where a re-delivery is not possible, we will notify the shipper and arrange for the return of the shipment to the sender or preferred location. Shipments will be returned within three business days at no additional charge.

Delivery Without Obtaining a Delivery Signature

If you would like us to leave a shipment without obtaining a delivery signature when using ShipOvernight or OvernightShip programs, simply select the "I authorize release without a signature" option when preparing a shipment. If you are using an Overnight Express manual shipment form, please sign the signature release section (7) of the form.

We reserve the right to leave residential deliveries without authorization where appropriate. Due to the urgent nature of our Early Overnight service, we reserve the right to leave shipments without a signature when necessary. Maximum liability for a shipment with a signature waiver is \$100.00.

Please note that by requiring a signature your shipment may be delayed and may incur additional fees call Overnight Express for additional details. If Overnight Express is unable to deliver your shipment after the third attempt the shipment will be returned to the shipper.

If it is more important to obtain a delivery signature, regardless of service type, you must specifically request that a signature be obtained using OvernightShip or by requesting a signature in the special instructions area of the Overnight Express shipment form. Requiring a signature,

regardless of all other circumstances, may delay delivery and no on-time guarantee is extended to such shipments.

Who Can Sign For a Shipment?

All shipments are delivered to the recipient's address as indicated by the information you provide on your shipment form, though delivery cannot always be made to the named recipient personally. Many large or secured institutions like hotels; hospitals, government offices, installations and campuses utilize a mailroom or central receiving area and will often only accept delivery through these centers. Overnight Express will utilize such facilities whenever possible. Delivery to adjacent addresses when the recipient is not available may be made to ensure on-time delivery. Signatures will always be obtained in these cases and your recipient will receive a delivery notice indicating where the shipment was received.

When We Cannot Leave a Shipment

If you have completed our "Release of Shipment" section of our shipment form we will, in most cases, be able to deliver your shipment without a signature. In some cases; however, as in those on the non-exclusive list below, we will not be able to release your shipment:

- If the shipment has been damaged in any way.
- If the shipment contains dangerous, or potentially harmful materials.
- If the shipment contains drugs or substances that may be harmful if ingested.
- If you require payment for the contents by requesting our C.O.D. Service.
- If we are not comfortable that your shipment will be secure from theft.
- If we are not comfortable that your shipment will be safe from the elements.

Shipment of Unusual Items

Overnight Express does ship blood, urine and other liquid diagnostic specimens containing etiologic agents if packaged according to all applicable government and, where applicable, IATA regulations regarding infectious substances. The following items are prohibited and will not be shipped: cash, currency, lottery tickets, gambling devices, collectible stamps and coins; non-liquid biological matter of any kind, including but not limited to: dead or living animals, human body parts, non-dried vegetative matter; any substance that requires us to obtain a federal, state, or local license for the transportation; hazardous materials including Class C explosives (fireworks). We may, but are not obligated to, open and inspect any shipment. Shipments containing edible material or undeveloped film must be prominently marked by the shipper, identifying the contents. See section on packaging for acceptable packaging guidelines.

Declared Value

For your peace of mind you can declare the value of your shipment to indicate our maximum liability for any loss, damage, delay, mis-delivery, non-delivery or misinformation. Every shipment you ship with Overnight Express has an assumed value of \$100.00 or actual value, whichever is less. You may declare value of up to \$25,000.00 per shipment. A \$2.50 minimum charge will be assessed for all shipments exceeding \$100.00 in declared value. For shipments exceeding \$500.00 in declared value, an additional \$.50 will be charged for each \$100.00 (or fraction thereof) of declared value. Maximum liability for a shipment with a signature waiver is \$100.00.

The following items cannot have a declared value exceeding \$100.00: artwork, including any work created or developed by the application of skill, taste or creative talent for sale, display or collection; antiques, and any commodity which exhibits the style or fashion of a past era and whose history, age or rarity contributes to its value; glassware, including, but not limited to, signs, mirrors, ceramics, porcelains, china, crystal, glass, or framed glass; ostrich and emu eggs; furs or fur lined material; stocks, bonds, cash letters or cash equivalents; precious metals (except as an integral part of electronic machinery); jewelry.

Any effort to declare a value in excess of the maximums allowed in this Service Guide is null and void and the acceptance for carriage of any shipment bearing a declared value in excess of the

allowed maximum does not constitute a waiver of any provision of this Service Guide as to the shipment. Value may not be declared for C.O.D. shipments and for shipments on our Early Overnight service.

Delivery Charge Quotations

For an estimate of a delivery charge you may call Customer Care or use the rate calculator at our website. Quotations are based on the information provided by you and final rates and service may vary based upon the shipment actually tendered. Rates are based on destination and total weight including packaging. Rates provided on-line are our published rates; your rate may be lower.

Liabilities Not Assumed

In any event, Overnight Express will not be liable for any damages, whether direct, incidental, special or consequential, in excess of the declared value of a shipment, whether or not we knew or should have known that such damages might be incurred, including, but not limited to loss of income or profits. We will not be liable for, nor shall any adjustment, refund or credit of any kind be made as a result of any loss, damage, delay, mis-delivery, non-delivery or misinformation, except such as may result from or sole negligence, including, but not limited to, any such loss, damage, delay, mis-delivery, non-delivery or misinformation caused by or resulting from: the act, default or omission of the sender, recipient or anyone else with an interest in the shipment; the nature of the shipment or any defect, characteristic or inherent vice of the shipment; your violation of any of the terms and conditions contained in this Service Guide as amended from time to time, or of a Shipment Form including, but not limited to: the improper or insufficient packaging, securing, marking or addressing of shipments; perils of public enemies, public authorities acting with actual or apparent authority on the premises; authority of law; local disputes, civil commutations, hazards incident to a state of war; weather conditions; national or local disruptions in ground transportation networks due to events beyond our control, such as weather phenomena, strikes or natural distress; acts or omissions of any person or entity other than Overnight Express, including our compliance with verbal or written delivery instructions from the sender or recipient; loss of or damage to articles packed and sealed in shipments by the sender, provided the seal is unbroken at the time of delivery and the shipment retains its basic integrity; our inability to provide a copy of the delivery record; our failure to honor shipment orientation graphics; damage in transition in handling of, or concealed or other damage to, fluorescent tubes, neon lighting, neon signs, X-ray tubes, glass, or other inherently fragile items.

Claims

Overnight Express has the highest on-time delivery record in the industry. We are so confident about our ability to deliver your shipment on time that we provide a money-back guarantee on all deliveries.

You may call our Customer Care department to report your claim of lateness or damage but we must also receive written notice of your claim within five days after delivery of the shipment. Regarding damaged shipments, to assess the cost of a damaged item, written notification should also include original purchase invoices, estimates on invoices for repair, expense statements, appraisals and copy of your shipment form. All documents must be verifiable.

Business Days / Holidays Observed

Overnite Express observes the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

We observe these holidays on the same date as government agencies. Deliveries normally scheduled to be made on a day of holiday observance will be rescheduled for delivery on the following business day.

These are the only holidays that Overnite Express observes. Delivery attempts to locations that are closed for holidays other than these will incur a \$10.00 attempted delivery charge.

If you know in advance that a destination will be closed for a holiday you can avoid these charges by indicating the preferred delivery date in the special instructions area of your shipment form or OverniteShip software.

Credit Terms

The invoice date begins the credit term cycle and payment is due within fifteen days from the invoice date. To avoid finance charges of 1.5%, payment of your new balance must be received within thirty days of the invoice date. Failure to keep your Overnite Express account current will result in your account being suspended or placed on a "credit card billing" status. Shipments received from an account that has been closed will be returned to the sender within five business days. This status will interrupt your ability to use our service and nullifies any discount program. In the event that suit is filed to collect unpaid charges, you will be liable for all reasonable costs which include, but are not limited to, attorney fees, interest and court costs.

Accounts in good standing may pay your invoice by business check, Discover/NOVUS, VISA, MasterCard or American Express or any debit card with the MasterCard or Visa logo. Cash payment is not accepted for payment. At our sole discretion, a valid credit card may be required for billing if your account is shipping less than \$150.00 per quarter and for accounts 45 days past due.

Accounts sending shipments that total over \$125.00 a week are billed weekly. Accounts shipping less than that total amount are billed monthly. Credit card customers billed bi-weekly regardless of shipment volume.

Credit Card Billing Terms

Overnite Express accepts Discover/NOVUS, VISA, MasterCard or American Express or any debit card with the MasterCard or Visa logo as valid credit cards for payment. At our sole discretion, a valid credit card may be required for billing if your account is shipping less than \$150.00 per quarter and for accounts 45 days past due. Accounts being billed by credit card are invoiced on a bi-weekly basis regardless of shipping volume.

Account Qualification

In an effort to provide the highest possible service at the most economical price, Overnite Express keeps costs down by only opening accounts and providing shipping supplies to those who have a genuine need to ship packages on a regular basis. As such, we have implemented a pre-qualification system designed to identify prospects who are truly interested in taking advantage of our very unique service and to deter those who are merely interested in using

Overnite Express as an occasional backup. A \$100.00 shipping credit for shipments sent in the first two months will be given to each new account after a one-time \$50.00 activation fee has been paid. This promotional shipping credit is valid towards shipments sent within the first sixty days only and may not be applied toward the activation fee. For shippers who send at least three shipments per month, the result is a "net zero" activation cost. If you do not qualify for an account, you may choose to open a non-account holder shipping profile at overniteexpress.com.

Routing and Re-Routing

We reserve the right to determine the routing of all shipments. We may divert any shipment (including the use of other carriers) in order to facilitate on-time delivery.

Special Instructions

As an added convenience and for your piece of mind, Overnite Express offers clients the ability to add special instructions to their manual shipment forms, OverniteShip label and ShipOvernite label. Examples of special instructions include details on finding the front entrance, the front desk of the office, an entrance gate code, or a specific time frame. Overnite Express will make every effort to meet any request that is within our standard policies. By sending your shipment you understand that Overnite Express may not be able to conform to your request if it is outside of our existing policies.

Non-Account Holder Shipping

We accept shipments from Non-Account Holders via our online shipment tool, ShipOvernite. only. We only accept Discover/NOVUS, VISA, MasterCard or American Express or any debit card with the MasterCard or Visa logo for Non-Account Holder Shipments. Every Non-Account holder shipment is subject to a \$5.00 surcharge.

Usage Minimum

Accounts that show no activity over any three-month period are subject to closure without notice. Shipments received from an account that has been closed will be returned to the sender within five business days.

Non-Usage Fee / Closed Accounts

Overnite Express does not charge a non-usage fee. Your account will remain open unless unused for any three month period. Any shipments received after an account has been closed are returned to the sender within five business days. Closed Accounts wishing to re-establish their account require a credit card for billing and are subject to the activation fee.

Credit Terms

The invoice date begins the credit term cycle and payment is due within days from the invoice date. Failure to keep your Overnite Express account current will result in interest charges, account suspension or placed on a "cash only" status. This status may impair your ability to use our service and may have an effect on any discount program. In the event that suit is filed to collect unpaid charges, you agree to be liable for all reasonable costs which include, but are not limited to, attorney fees, interest and court costs. We do not provide consumer credit privileges. You may pay your invoice by business check, Discover/NOVUS, VISA, MasterCard or American Express

Credit cards are required for accounts shipping less than \$150.00 per quarter and for accounts sixty days past due. If, after ninety days, an account has shipped less than \$150.00, we reserve the right to require a credit card to keep an account open.

Accounts sending shipments that total over \$150.00 a week are billed weekly. Accounts shipping less than that total amount are billed monthly. Credit card customers billed bi-weekly regardless of shipment volume.

Overnite Express publishes the Overnite Express Service Guide periodically. Overnite Express maintains the right to modify or amend any portion of the Service Guide without prior notice. The current version of the Service Guide supersedes all previous Service Guides and other materials made available by Overnite Express. Any failure to enforce or apply any term or condition of the Service Guide shall not diminish Overnite Express' right to enforce such term or condition in the future.