

# ESTES® Guaranteed Select Account Agreement

## Select Account Information:

Shipping Address: \_\_\_\_\_

Company Name: \_\_\_\_\_ Shipping City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

\_\_\_\_\_ Billing Address: \_\_\_\_\_

Account Number: \_\_\_\_\_ Billing City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

\_\_\_\_\_ Guaranteed Billing Address: \_\_\_\_\_

\_\_\_\_\_ Guaranteed Billing City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## Primary Contact Information:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Person(s) Authorized to Ship Guaranteed:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Guaranteed Shipping Procedures

**For guaranteed service by 5 p.m.**, place the appropriate guaranteed sticker or write "Guaranteed Service Requested" on the Bill of Lading. Arrange for a pickup as usual.

**For delivery by 10 a.m., 12 p.m. or a customized time/date**, call **800-645-3952** to choose your delivery time and date. You will then receive a reference number to identify your shipment. Clearly write the number on the applicable sticker and apply it to the driver's copy of the Bill of Lading. (If the shipment is collect or third party, you also need to indicate the person that authorized the guaranteed shipment.)

## Guaranteed Pricing Information

**Guaranteed by 5 p.m.**  
Current Estes pricing + 10% of Gross surcharge. (\$29.25 surcharge minimum)

**Guaranteed by 12 p.m.**  
Current Estes pricing + 20% of Gross surcharge. (\$64.25 surcharge minimum)

**Guaranteed by 10 a.m.**  
Current Estes pricing + 30% of Gross surcharge. (\$100.00 surcharge minimum)

**Guaranteed by a customized time/date**  
Each shipment is rated on a case-by-case basis.

### Notes:

- The guaranteed reference number must appear on the Bill of Lading for guaranteed by 10 a.m., 12 p.m., or customized shipments. This number indicates Estes' ability to provide the service.
- Guaranteed Service pickups made after 6 p.m. will result in an additional day of standard transit.
- Cancellation of contracted guaranteed shipments should be documented by fax (352-567-4116) and sent to the guaranteed/time-critical department by 6 p.m. EST on date contracted.
- Collect guaranteed shipments must be approved by the payer. Indicate the name and phone number of the person authorizing the shipment on the Bill of Lading at the time of pickup. If the consignee does not authorize a collect guaranteed shipment, the shipper is liable for any outstanding charges. The signing of Section 7 on the BOL is not permitted under this program.
- All guaranteed shipments are subject to Tariff EXLA 105 Series (Rules and Regulations).
- To secure a refund for transportation charges, the customer must submit a claim in writing by mail to: Estes Express Lines, Attn: Guaranteed Dept., P.O. Box 25612, Richmond, VA 23260, or e-mail [timecritical@estes-express.com](mailto:timecritical@estes-express.com). All claims must be filed within 30 calendar days from date of delivery.

## Shipment Information:

Class codes used: \_\_\_\_\_

\_\_\_\_\_

Commodity description: \_\_\_\_\_

\_\_\_\_\_

The above remedies are exclusive remedies for any claims specifically noted as "Guaranteed" Money Back. In no event shall the carrier, Estes Express Lines, be liable for any consequential, incidental, special or economic loss or damages resulting from its failure to meet the scheduled delivery dates, including, but not limited to loss of income or profits regardless of whether or not the Carrier knew or should have known that such damages might have been incurred.

**I understand and agree to the guaranteed policy and pricing procedures as stated above. Please return via fax to 352-567-4116.**

\_\_\_\_\_  
Signature of Shipper

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Estes Account Manager

\_\_\_\_\_  
Terminal

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Estes Terminal Manager

\_\_\_\_\_  
Terminal

\_\_\_\_\_  
Date