

ESTES RETAIL GUARANTEE™ (ERG)

Delivering Peace Of Mind



When you're shipping to big box retailers, meeting strict Must Arrive By Date (MABD) delivery windows can often be the most stressful part of the shipping process. That's why Estes is excited to introduce our new **Estes Retail Guarantee (ERG)**—a product that delivers exceptional peace of mind for our retail shippers by mitigating chargeback fees and other financial penalties.

With ERG, **Estes will cover up to two times your freight charges**, should our failure to meet a delivery appointment result in a chargeback fee. This means you can now experience all the benefits of our best-in-class Time Critical Guaranteed MABD services with the added assurance of an even stronger financial guarantee.

Estes' Time Critical Guarantee is the best in the LTL industry, and includes more standard benefits than you'll find with any other carrier:

- **Guaranteed pickups**
- **Guaranteed appointments**
- **Guaranteed delivery**
- **Guaranteed damage-free shipments**

At this time, ERG is available for any pre-paid shipment going into Walmart, Amazon, or Target!
Please Note: Estes Retail Guarantee accessorial rates apply.

Ready to get started with Estes Retail Guarantee?

1. Add the following information to the **Special Instructions** box on your BOL:

Special Instructions

Estes Retail Guarantee
No Sooner / No Later: MM/DD/YY
Appointment

2. Request a **Guaranteed Pickup** in one of the following ways:

- Contact your local [Estes terminal](#)
- Submit a [Guaranteed Pickup Request](#) through our Estes website
- Call our Time Critical Solution Center at 1-800-645-3952

At Estes, we go the extra mile to help you meet the shipping demands of today's retail industry.

MUST ARRIVE BY DATE (MABD)

For Retail Shipments, Timing Is Everything



If you're shipping to big box retailers, you need to be able to meet tight Must Arrive By Date (MABD) delivery windows to avoid retail chargebacks and other financial penalties. That's why Estes' best-in-class Time Critical Guaranteed delivery is the perfect solution for these MABD shipments—we guarantee all aspects of your shipment from pickup to damage-free delivery on the appointment date!

Estes' comprehensive Guaranteed MABD features also provide:

- » No Sooner No Later (NSNL) date specific delivery
- » On Time In Full (OTIF)
- » Multi-Day Delivery Window (MDDW)

When you choose Estes to handle your MABD freight, you're choosing a carrier with:

- » A 99.4% success rate in meeting all Time Critical guarantees for MABD shipments to retail distribution centers
- » Priority pickup, delivery, and movement throughout Estes' North American network
- » Preferred carrier status among most national retailers
- » Competitive rates
- » 24/7/365 freight monitoring and customer support
- » Proactive communication to identify issues before they arise
- » A financial guarantee of up to the total value of your freight charges

Ready to trust your MABD freight to a carrier that can deliver exceptional peace of mind while also helping you improve your vendor scorecard?

Simply add the following information to the **Special Instructions** box on your BOL:

Special Instructions

Time Critical, Must Deliver No Sooner / No Later MM/DD/YYYY
Appointment

At Estes, we go the extra mile to help you meet the shipping demands of today's retail industry.