

# 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.

**At this time, ERG is available for any pre-paid shipment going into Walmart, Amazon, or Target!**

*With prior approval, Estes can offer this service to other retail or food warehouse DCs who will accept Time Critical deliveries five days a week.*

**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**

## 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.**