

Dependable Delivery Quote Disclaimer:

All quotes are an estimate only. Final charges may change based on the actual size, weight, and the amount of waiting time at Pick Up, Delivery, Recovery or Tender.

Chargeable airline wait time on recoveries begins 60 minutes after actual flight landing time, unless "Meet the Flight" is requested, or required due to freight house closing times. Chargeable time on tenders occurs after 15 minutes. In general, clients incur the least accessorial charges (waiting time and attempts) when using Southwest Airlines at BNA.

Drivers are not office based. If any physical paperwork is required to complete the shipment, there will be additional charges for the driver to come to the office before and/or after the delivery. Sending any needed documentation to the shipper electronically is recommended.

- Drivers will carry TSA tender forms for IACs that average at least one shipment a week with us. Low volume or new IACs will require an added stop at the office before tender. Airlines differ (sometimes depending on who is working) on whether these can be sent electronically to them, so assume an added stop is required if you only occasionally have an outbound air shipment.
- Drivers carry standard ID Verification forms for airline tender from the Change 9 TSA training materials. If for any reason you require a proprietary form for this, we must be notified in advance and added stops will be charged.
- It is our intention to operate as paperless and contactless as possible. We have delivered over 150,000 parcels since eliminating paper BOLs in 2020 without incident. Please see our policy on hard copy PODs here: <https://ddnashville.com/hard-copy-pod-policy/>

If the time of your shipment is not indicated, or changes after your quote, After Hours charges may apply that were not included in your quote.

Pick Up and Hold / Recover & Hold charges may apply above your quote amount if the service was not requested at the time of your quote or becomes necessary due to airline closing times. This charge varies by vehicle type.

Toll charges are based on charges shown on tollguru.com. TN does not have any tolled roads, but out of state runs may incur tolls that may not have been included in your quote.

Driver safety is very important. We do not want any driver falling asleep at the wheel. If the round trip of any run, including time to the pickup point and load time exceeds 14 hours, driver reimbursement for a hotel stay of \$105 will be added, unless 2 driver team is requested. In some cases, we may add this reimbursement charge on shorter runs in

the case of extremely early morning requested delivery times. Unlike many companies, we do not expect drivers to just sleep in their vehicle. Driver acceptance of offered long, out of state runs greatly increased when we added this policy several years ago. We generally include a hotel charge in our quotes when appropriate, but if waiting time, traffic or winter weather increases the travel time, that charge may be added when not originally included.

Our cargo insurance is \$100,000. Higher value shipment must be declared in advance and additionally insured by the shipper, consignee, or 3PL.

Verify the hours of pickup and delivery locations prior to submitting your order to avoid attempt charges. Whether a company is open or not on or near holidays or during a snow event varies greatly.

Having accurate number of pieces, weight, and dimensions of shipments (preferably in standard imperial measurements) in advance helps to improve service and reduce attempt charges. We will generally quote for the lowest cost vehicle available with adequate size to complete the delivery, but if shipment particulars are inaccurate and we must dispatch a second vehicle, charges will be higher than the quote.

We are a courier service, not a trucking company. We do not operate DOT regulated vehicles in excess of 10,000 GVW.

Fuel Surcharges (FSC) are adjusted monthly, based on rates shown on eia.gov. FSC is included in your quote, but may change slightly if quote is for a future date.

Not all dispatchers have access to final charges. Our dispatch software is somewhat outdated and requires most orders to be manually rated. Our audit process is to ensure accurate and consistent charges for all customers, but we know that an increasing minority of clients are not wanting to wait until the end of the week for their invoices. Customers requesting immediate or daily final charges, prior to the final two audits by an officer and our bookkeeper, are likely to see inconsistencies. After hours dispatchers focus on getting orders dispatched and delivered, not pricing.

Every effort is made to deliver all orders on time, but circumstances such as traffic, weather, flight delays, waiting times at other clients, and business volume that can vary as much as 400% from our slowest day to our busiest day are beyond our control, therefore pickup and delivery times are not guaranteed. Nashville traffic is continuously very heavy, and most TN interstates have not been widened since they were built in the 60's, even though the population has doubled. Unlike the grid layout of streets in the north, our roads were built around hilly and rocky terrain, and if a wreck occurs, there often is not an alternative route available. Please be patient, Nashville is ranked the 12th most congested city in the United States according to Inrix. **WE WILL NOT PRESSURE OUR DRIVERS TO SPEED TO SHAVE 10 MINUTES OFF YOUR DELIVERY TIME.**

Our transportation rates are set at a level that attempts to balance fair compensation for

our driver's time and vehicle expense, profitability to our company, and value for our customers.