



TERMS OF SERVICE

Effective December 28, 2018

These Terms of Service apply to the provision of all Canpar Express services when shipping between points in Canada, or between points in Canada and various international points. In the event of any conflict or inconsistency between these Terms of Service and any other written or oral statement (including any Canpar Express Bill of Lading or other transit documentation), these Terms of Service shall govern. These Terms of Service together with the applicable Bill of Lading constitute the entire agreement with respect to Canpar Express's services and set out all covenants, promises, warranties, representations, conditions, understandings and agreements with respect to Canpar Express's services, and supersede all previous Terms of Service and any other prior documentation concerning Canpar Express's services. Surcharges and factors are subject to the negotiated Customer Agreement. Canpar Express reserves the right from time to time to unilaterally modify, amend or change these Terms of Service without notice.

1. Services

Canpar Express agrees to provide, at Canpar Express's specified rates, courier services in accordance with the Terms of Service set out in these Terms of Service and those set out in the applicable Bill of Lading. In these Terms of Service, "Bill of Lading" includes any Canpar Express shipping document, label, waybill, manifest or similar document. Canpar Express shipping services available:

Within Canada

- Ground
- Select (SelectLetter, SelectPak, SelectParcel)*
- Express (ExpressLetter, ExpressPak, ExpressParcel) *
- Priority Services (10 AM, Noon, Saturday)*
- Returns Solutions (Collect/3rd Party, Pick-Up Tags)
- Cash On Delivery (COD)
- Pick-Up On Demand

From Canada to the United States

- U.S. Ground
- U.S. Select (U.S. SelectLetter, U.S. SelectPak, U.S. SelectParcel)

From Canada to International Destinations

- International

**Guaranteed service - Some restrictions apply. See "Service Guarantees".*



2. Service Guarantees

Canpar Express will, upon a customer's request, provide either a refund or credit of the customer's transportation charges, for an outbound Canadian Select, Express, or Priority (10 AM, Noon, Saturday) package/shipment that is delivered after the Canpar Express guaranteed delivery commitment time.

Service Guarantees are subject to the following conditions:

- (a) The Canpar Express package/shipment must qualify as a guarantee delivery point from the point of origin to destination for the applicable service selected
- (b) Credits for transportation charges will be applied to the payor's account only, and refunds will be made payable to the payor only
- (c) Each package within the shipment must be properly labelled, including from/to address detail with the Receiver's correct name, deliverable address, postal code or zip code and telephone number
- (d) The shipment must be accepted by Canpar Express and the Billing of Lading must be generated using an automated shipping system
- (e) Canpar Express must be notified of a service failure in writing within fifteen (15) calendar days from the date of the scheduled delivery and be advised of the Receiver's name and address, date of shipment, package/shipment weight and the waybill number

Within 30 calendar days after customer notifies Canpar Express, Canpar Express shall provide one of the following:

- i. Provide customer with the refund or credit;
 - ii. Provide customer with evidence of timely delivery; or
 - iii. Provide customer with information explaining the reason that the shipment is not eligible for the guarantee under the applicable limitations or exclusions
- (f) The guarantee applies only to shipments where:
- i. Each package weighs 75 pounds or less (actual or dimensional weight, whichever is greater); and
 - ii. For shipments transported using Canpar Express International services, specific weight and size restrictions apply. Contact customer service for country specific restrictions
- (g) The guarantee applies only to transportation charges paid by Canadian-based payors and is exclusive of all other items, including (without limitation) duties, taxes and other charges or amounts.

To obtain a quoted delivery commitment time, contact Canpar Express Customer Service and supply the following information: (i) the commodity being shipped; (ii) the date and the time that the package will be available for pick-up; (iii) the exact destination, including postal code; (iv) the number of pieces in the shipment; (v) the weight; and (vi) the package dimensions. Should any such information prove to be inaccurate and, specifically, if a package is tendered to Canpar Express substantially later than the time supplied to Canpar Express Customer Service, no guarantee shall apply. In instances where a transit time range is quoted, the delivery commitment time will be the longest transit time quoted. Any transit time quoted by Canpar Express Customer Service without the foregoing information is only an estimate and is not the delivery commitment time.

- (a) In the case of multiple package shipments, this guarantee will apply to every package in the shipment. If a late delivery occurs for any package within the shipment, the refund or credit will be given for the portion of the transportation charges applicable to that package.



- (b) Should the customer or its recipient specify a customs broker other than Canpar Express, delivery by Canpar Express shall be deemed to have occurred at the time Canpar Express notifies the customs broker that the shipment is available for customs clearance.
- (c) Canpar Express is not obligated to act on any claim until all transportation charges have been paid
- (d) This guarantee does not apply in the presence of any of the following circumstances:
 - i. To any shipments tendered to Canpar Express with a manual waybill.
 - ii. To transportation charges resulting from returned or undeliverable packages or shipments.
 - iii. If the shipping date on the electronic waybill, shipping document, label or manifest generated does not match the pickup date by Canpar Express.
 - iv. To shipments/packages exceeding Canpar Express's size limitations, including packages or shipments subject to an Extra Care charge.
 - v. To packages which are undeliverable for any reason, including improper or incomplete delivery instructions or information (which may include Post Office Box for recipient address, missing or incomplete recipient address, missing or inaccurate recipient telephone number), or unavailability or refusal of the recipient to accept delivery.
 - vi. Late delivery due to causes beyond Canpar Express's control, including without limitation, to delays caused by the consignee; acts of God; public authorities acting with actual or apparent authority of law; acts, requirements or omissions of postal, customs or other government officials; riots, strikes or other labour disputes; civil commotion and disruption in air or ground transportation caused by weather and natural causes.
 - vii. Any shipment exceeding \$5,000 in value, or which is subject to lengthened transit times due to country-specific value limitations.
 - viii. Drop shipments.
 - ix. Any package picked up or scheduled to be delivered between December 14 and January 8.
 - x. Dangerous goods or hazardous materials.

All other provisions of Canpar Express's Terms of Service of Carriage or Terms of Service of Service apply. This money-back guarantee can be suspended, modified or revoked at the sole discretion of Canpar Express without prior notice with respect to all customers or any particular customer.

3. Ancillary Services

An additional charge will be applied as per the Canpar Express Customer Agreement in effect at the time of shipping in the following instances:

Address Correction

In the event that Canpar Express is unable to deliver a shipment because the address provided by the Shipper is incorrect, incomplete or illegible, Canpar Express will make every attempt to find the correct address for delivery, but assumes no liability or responsibility for its inability to complete the delivery. Canpar Express will not be liable for failing to meet its scheduled delivery time for any package with an



incomplete or incorrect address. The applicable fuel surcharge in effect at the time of shipping will also apply.

Chain of Signature

An additional fee will apply for customers who opt for a Chain of Signature service whereby a signature is required throughout each stop the shipment makes inside the network, from pick-up to delivery.

Dangerous Goods

Canpar Express can carry acceptable quantities of dangerous goods or hazardous materials. Packages containing Dangerous Goods require manual handling and will be assessed and charged accordingly. See “Dangerous Goods” section for more details.

Extended Area Delivery

Canpar Express will assess an additional fee when the origin or destination point is considered to be a remote or extended area or when the location is serviced by an authorized agent.

Fuel Surcharge

Canpar Express reserves the right to apply a fuel surcharge on all shipments regardless of destination and service selected. The duration and amount of any surcharge will be determined at our sole discretion. By tendering your shipments to Canpar Express, you agree to pay all applicable surcharges as deemed by Canpar Express. Information on the fuel surcharge rates are posted on the Canpar Express website.

Manual Waybill

Canpar Express reserves the right to assess a fee when using a manual waybill or preprinted waybill applicable to the shipment in effect at the time of shipping.

Missing or Invalid Account

An additional charge will apply when the account number is missing or an incorrect account number is entered by the Shipper on the waybill.

Extra Care

There are four categories of pieces that require Extra Care: 1) Irregular, 2) Over-Length, 3) Oversize, and 4) Overweight.

Any piece that falls within any of these categories will incur one charge – the highest of Irregular, Over-Length, Oversize or Overweight.

Irregular

An “Irregular” Extra Care charge may apply to any articles that, due to their nature (e.g., shape, packaging, contents), are deemed by Canpar Express, in its sole discretion, to be unsuitable for our sorting facilities (e.g. liquids, wooden or metal crates and non-conveyable items). This includes any package, article, pail or container not fully encased in an appropriate shipping container or any package or article that requires repackaging due to inappropriate or insufficient original packaging.

Over-Length

An “Over-Length” Extra Care charge may apply to any piece that exceeds the longest single dimension criteria. (Please refer to “Ancillary & Miscellaneous Rates” section for “Over-Length” criteria.)

Oversize



An "Oversize" Extra Care charge may apply to any piece that meets the combined length + girth criteria. (Please refer to "Ancillary & Miscellaneous Rates" section for "Oversize" criteria.)

- *Combined length and girth is calculated by measuring the length (longest side of the package) plus [(2 x width) + (2 x height)]*

Overweight

An "Overweight" Extra Care charge may apply to a single piece that meets the Overweight criteria. (Please refer to "Ancillary & Miscellaneous Rates" section for "Overweight" criteria.)

Maximum Piece Size & Weight

In the event that a package or shipment exceeds the "Maximum Piece Size & Weight" criteria, an additional charge may apply. (Please refer to "Ancillary & Miscellaneous Rates" section for "Maximum Piece Size & Weight" criteria.)

Maximum Shipment Size

In the event that a shipment exceeds the allotted Maximum Pieces Per Shipment or Maximum Weight Per Shipment criteria, the excess will be treated as a separate, subsequent shipment. (Please refer to "Ancillary & Miscellaneous Rates" section for "Maximum Shipment Size" criteria.)

Paper Invoice Fee

A fee will be applied on the customer's invoice when they request a paper invoice by mail.

Priority Services – 10 AM, Noon & Saturday Delivery

For certain Canpar Express services and select destinations, optional 10 AM, Noon and Saturday delivery options are available. These options must be selected and indicated in the designated area on the waybill at the origin pick-up location. The applicable fuel surcharge in effect at the time of the shipping will also apply.

Redirect

Canpar Express will apply a fee for shipments requested to be redirected. Requests out of zone/province will be rated as a new shipment.

Residential

An additional charge will apply to a residential pickup and/or delivery from/to a home, including a business operating out of a home. Residential locations are deemed by Canpar Express as primarily residential or low commercial density based on postal code.

Returns Solutions

For an additional fee (on top of the applicable service rate), Canpar Express's Return Solutions offer customers the choice of shipping Collect (or via a Third-Party), or using Pick-Up Tag (PUT) or electronic Pick-Up Tag services. Canpar Express will pick up and deliver shipments from your customer's location and return them to your warehouse, office or destination of your choice. Collect and Pick-Up Tags must be prepared using an automated shipping system in order to generate a label and schedule a pick-up. Certain items are prohibited from being shipped and are not accepted by Canpar Express for the eReturn service including hazardous materials and Dangerous Goods shipments. *Please refer to the "Dangerous Goods" section in this document for more details.*

Return to Shipper



If for any reason Canpar Express cannot deliver a parcel and returns it to the Shipper, a charge equal to the outbound delivery rate will apply.

Supplementary Delivery Attempt

If Canpar Express is unable to complete delivery of a shipment within company delivery procedures, the package will be held prior to being sent back to the shipper. In the event that a subsequent delivery attempt is requested by the Consignee, a fee may be charged. This charge will be applied to the Consignee. The applicable fuel surcharge in effect at the time of the shipping will also apply to this service.

Declared Value

Customers have the option of purchasing additional protection for their shipments against loss or damage during shipping. The shipment value must be declared on the Bill of Lading at the time of pick-up. Additional charges will apply.

4. Limitation of Liability

Canpar Express shall not be liable, for any special, direct indirect, incidental, consequential or punitive damages, including but not limited to, loss of income, profits, interests, utility or loss of market incurred by the Shipper, Receiver or Third Party (or any other person or company) as a result of Canpar Express's (or Canpar Express's agents or independent contractors) acts or omissions, including but not limited to gross negligence, negligence causing damage, failure to deliver, loss or theft of or damage to the shipment, or late or delayed shipment.

If a Shipper, Receiver or Third Party has an extremely time-sensitive package, the loss or delay of which may result in consequential damages, the Shipper must contact his own insurance agent or broker to insure against such risks, as Canpar Express does not assume such liabilities. Canpar Express does not provide and will not arrange for such insurance.

5. Terms of Payment

A valid Canpar Express account number is required for all shipments unless a cash, cheque or credit card payment is made at the time of shipment. All requests for issuance of account numbers are subject to credit investigation and verification by our Credit Department.

Customers with approved accounts shall pay Canpar Express within seven (7) days from the invoice date, unless otherwise arranged. In the event the customer fails to pay an invoice in full when due, interest calculated at a rate of 2% per month shall accrue and be payable to Canpar Express on all outstanding amounts. We reserve the right to suspend service on past due accounts, credit cancel the account, suspend volume discounts and apply any credit owed against past due invoices. This is in addition to any other legal rights and remedies available to Canpar to collect unpaid balances.

Sales Tax

The customer will pay Canpar Express any and all applicable sales taxes as required by law.



Method of Payment

- *Pre-Authorized Payment* - Customers can set up a Pre-Authorized Payment (PAP) plan which allows Canpar Express to withdraw funds from the customer's account when the invoice is due.
- *Credit Card* – Customers can set up automatic credit card payments and Canpar Express will charge the credit card when the invoice is due. Canpar accepts Visa, MasterCard and American Express. A 2.1% administration fee will apply when using this option.
- *Electronic Funds Transfer (EFT)* – Customers can make an invoice payment by depositing funds to the Canpar Express bank account when the invoice is due. EFTs must be accompanied by an electronic remittance advice detailing invoice numbers being paid.
- *Cheque* – Payable to Canpar Express. The cheque must contain the Canpar Express account number and invoice number with the remittance slip.

Canpar Express will apply a Non-Sufficient Funds (NSF) processing fee for any declined credit cards or insufficient funds during withdrawals on PAPs, EFTs or issued cheques.

Billing and Invoice Adjustments

Invoices for courier services and applicable taxes are in Canadian dollars. Invoices are prepared weekly and customers may choose either a paper or electronic invoice. Billing discrepancies must be brought to the attention of Canpar Express within ninety (90) days from the invoice date. After such time, any billing dispute is waived and deemed accepted by the customer. Customers can call customer service to report discrepancies.

Shipper Payment Guarantee

The Shipper shall pay Canpar Express all shipping charges including all ancillaries, taxes and fuel charges. In the event that the Receiver (on a Collect or Third-Party shipment) refuses to pay Canpar Express, when a shipment is undeliverable (including when the Receiver is unable to accept delivery of the shipment for any reason), the Shipper shall pay all the charges incurred in the delivery and the return of the shipment to the Shipper (including all Taxes and Surcharges).

Scanned versus Billed Process

On a monthly basis, Canpar Express will produce a report which includes all individual barcodes with pickup and delivery scans, and will align this list with the previously billed barcodes. Barcodes that appear on the delivered list which have not been included in your billing will be identified and communicated by means of email to the established billing contact. After the details are communicated, we allocate one week from the date the e-mail is sent to allow for investigation and response, if required. Should this time lapse, Canpar Express will bill the customer the amounts calculated, which will be subject to normal payment terms.

6. Right to Refuse Shipments

Canpar Express reserves the right to refuse to accept (in whole or in part) any shipment which Canpar Express determines, in its sole discretion, may result in damage or delay to other shipments, equipment or personnel, or when the carriage of the shipment is prohibited by law. Canpar Express reserves the right to refuse service in its sole discretion any shipment that may soil, taint or otherwise damage other merchandise or equipment, or which is economically or operationally impractical to transport, or which is improperly prepared, packaged or wrapped for transport. Canpar Express reserves the right to refuse to provide service when the account of the person or entity responsible for payment is not in good standing.



7. Cash On Delivery (COD) Shipments and Third-Party Billing

Canpar Express accepts Cash On Delivery (COD) shipments. If the Shipper requests that Canpar Express collect payment from the Receiver or Third Party, the Shipper agrees that it will ultimately be liable and agrees to pay all charges relating to such shipment (including, without limitation, all taxes and duties) if the Receiver or Third Party does not pay.

8. Dimensional Weight Calculation

Unless otherwise specified in the Customer Agreement, Canpar Express's dimensional weight is based on the following minimums for each of the services offered:

- **Canadian Ground:** 12.4 pounds per cubic foot or 198.6 kilograms per cubic meter
- **Canadian Select and Express:** 15.0 pounds per cubic foot or 240.3 kilograms per cubic meter
- **U.S. Ground:** 12.4 pounds per cubic foot or 198.6 kilograms per cubic meter
- **U.S. Select:** 15.0 pounds per cubic foot or 240.3 kilograms per cubic meter
- **International:** 15.0 pounds per cubic foot or 240.3 kilograms per cubic meter

Packages will be billed based on the higher of Dimensional Weight versus Actual Weight. Please refer to the Dimensional Weight table for exact calculations on packages and shipments.

9. Reweighing of Shipments

At any time during the transport and notwithstanding that a weight may be declared on the Bill of Lading, Canpar Express may reweigh or cube any shipments and assess additional transportation charges based on the IATA volumetric standard. Reweighing is done utilizing scales approved by Weights & Measures Canada. Canpar Express may in sole discretion increase or adjust charges based on the results of a reweigh or cube assessment. If the shipment weight is not declared on the Bill of Lading, Canpar Express will assume a default weight of 35 lbs and charges will apply accordingly.

10. Minimum Billable Weight (for Multiple Piece Shipments)

For shipments containing two (2) or more pieces (i.e., multiple piece shipments), Canpar Express employs a minimum billable weight per piece when the average weight per piece is less than the minimum criteria. The weight of each piece will be determined based on the greater of the declared, actual, or cubed weight. See "Ancillary & Miscellaneous Rates" page for the applicable minimum billable weight.

11. Weight and Size

Canpar Express has the right to accept or refuse packages based on size, shape, weight and dimensions in its sole discretion that it may deem to be unsuitable for Canpar Express's distribution and sorting facilities. The following size and weight maximums will apply:

- Length of one side exceeds 108 inches (274 centimetres)
- Actual weight exceeds 150 pounds (68 kilograms) per package
- Combined length and girth exceeds 165 inches (419 centimetres) per package
- Shipment weight exceeds 1000 pounds (454 kilograms)
- Number of packages in a shipment exceeds 50 pieces



For all origins and destinations, an Over Maximum fee may apply. See “Ancillary Services” section for more details.

12. Dangerous Goods

Canpar Express will accept for shipment certain classes of Dangerous Goods subject to compliance with all applicable legislation, including without limitation the International Air Transport Association (“IATA”) Regulations and the Transportation of Dangerous Goods Act.

Canpar Express will accept the following Dangerous Goods:

- Class 1.4C Explosives
- Class 1.4G Explosives
- Class 1.4S Explosives
- Class 2 Gases (excluding 2.3 Toxic Gas)
- Class 3 Flammable Liquids
- Class 4 Flammable Solids (excluding 4.3)
- Class 5 Oxidizers & Organic Peroxides
- Class 8 Corrosive Substances
- Class 9 Miscellaneous Products – Requires prior consent

Dangerous Goods may NOT be packaged in a Canpar Express branded envelope, flyer or box. Canpar Express will only accept dangerous goods for shipment that are properly packaged to ensure safe transportation in accordance with all applicable laws. Canpar Express does not accept any Dangerous Goods shipments to be sent “via air”. An additional charge will be applied to each Dangerous Goods shipment as per Canpar Express’s rates at the time of shipping. Canpar Express may change its policies in connection with Dangerous Goods without notice.

Certain exceptions and restrictions apply when shipping Dangerous Goods to International destinations.

Requirements for tendering Dangerous Goods shipments:

- Shipper must know the appropriate classification
- Proper packaging in accordance with applicable laws
- Proper marking and labeling of each piece in accordance with applicable laws
- Appropriate documentation/training where applicable to perform any activities related to dangerous goods in accordance with applicable laws

The tender and pickup of a Dangerous Goods shipment does not constitute acceptance of freight. All Dangerous Goods shipments will only be accepted once it has been verified and reviewed by a trained Canpar Express DG specialist.

13. Prohibited Items

Canpar Express will not transport any shipment that is prohibited by law from transporting and is inadequately or improperly prepared for ordinary transport. Canpar Express will refuse and return any shipment that is considered unsafe or unlawful to transport and reserves the right to open and inspect any package tendered for transportation. The following list summarizes restricted commodities not accepted by Canpar Express for transport. Should these items be inadvertently carried by Canpar Express despite their prohibition, Canpar Express shall have no liability whatsoever for their loss or damage. This list is not all-inclusive and is subject to change without notice.

- (a) Domestic Destinations: Items which Canpar Express will not accept for shipment within or to Canada include, without limitation, the following:



- Banderols / tax stickers
- Bullion (of any precious metal)
- Cash, bonds, stocks or other negotiable instruments
- Drugs prohibited by law
- Furs and ivory
- Human remains
- Illegal drugs (including medicinal marijuana)
- Illegal goods
- Insects, larvae, pupae, etc.
- Items restricted by IATA or ICAO (International Civil Aviation Organization)
- Items which Canpar Express determines, in its sole discretion, that it cannot transport safely or legally
- Jewelry and objects constructed of precious metals and/or stones
- Jewelry, gemstones
- Live animals, insects, plants or fish
- Loose precious stones
- Medical samples
- Negotiable instruments in bearer form
- Original artwork, antiques
- Perishable items
- Seafood, meat, poultry or fish

Conditional – Possible items for transport at the Shipper's own risk. Canpar Express will not be liable for the following items:

- Antiques, works of art, fine art
- Dangerous Goods
- Drugs (legal) and pharmaceutical products
- Perishable items
- Personal articles

(b) U.S. Destinations: In addition to those set out above under "Prohibited Items: Domestic Destinations", items which Canpar Express will not accept for shipping to, from or within the U.S. include, without limitation, the following:

- Cuban cigars
- Coins of any kind
- Furs and fur clothing
- Weapons and ammunition

(c) International Destinations (other than the U.S.): Restricted items vary by country.

Canpar Express may change its policies in connection with restricted and prohibited shipments without notice. Note: Any marine transport shipments must conform to International Marine Dangerous Goods Code (MDC) except for travel on roll on/off ferry. Refer to Special Provisions in Dangerous Goods Regulations.

14. Inspection of Shipments

Without notice, Canpar Express may, at its sole discretion, open and inspect any shipment and its contents at any time. Customs authorities, or other governmental authorities, may also open and inspect any shipment and its contents at any time.



15. Routing

Customer agrees to all routing and diversion, including the possibility that the shipment may be carried via intermediate stopping places which Canpar Express deems appropriate. Canpar Express reserves the right to substitute alternate methods of transport than those selected by the customer. Canpar Express also reserves the right to substitute non-courier carriers to complete shipment deliveries to remote or non-Canpar Express serviced destinations. Canpar Express's exercising of any of its rights under this paragraph shall in no way affect Canpar Express's maximum liability as provided in these Terms of Service (see "Maximum Liability").

16. Warsaw Convention

In these Terms of Service, references to the Convention mean the Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Warsaw, October 12, 1929, or that Convention as amended by the Hague Protocol 1955, the Montreal Protocol No. 4 and/or the Convention Supplementary to the Warsaw Convention for the Unification of Certain Rules Relating to International Carriage by Air Performed by a Person Other than the Contracting Carrier, or at that Convention as may otherwise be amended, as applicable. When a shipment involves a destination or stop in a country other than the country of departure, the Convention may apply and, in most cases, will limit Canpar Express's liability with respect to the loss of, damage to, or delay in carriage of such shipments.

17. Maximum Liability

Declared value for carriage is required by Canpar Express to determine transport liability limits, while "declared value for customs" is required by customs officials for possible assessment of duties and taxes. The declared value of a shipment should reflect the Shipper's cost of the goods, not the retail value. Canpar Express will at no time pay a claim for a declared value that exceeds the actual value of the lost or damaged shipment. In no event, however, will Canpar Express be liable for consequential, incidental, or indirect damages, including loss of profits or income, whether or not Canpar Express had knowledge that such damages might be incurred. Where the Convention applies to the shipment, Canpar Express's maximum liability will be subject to the rules of liability established by the Convention. The maximum liability for personal articles is limited to \$2.00/lb (\$4.40/kg) per shipment, with no additional valuation allowed.

Where the Convention does not apply to a shipment, the maximum amount of any loss or damage where Canpar Express may be liable, whether or not the loss or damage results from negligence, or a failure to perform the contract, shall not exceed \$100 or \$2.00/lb (\$4.41/kg) per shipment, whichever is greater. If a value (for Canpar Express's liability purposes) is declared in the appropriate section on the Bill of Lading or in the entry field via an automated shipping system and the applicable surcharge is paid, Canpar Express's maximum liability shall be the amount of the declared value. The maximum value that may be declared (for Canpar Express's liability purposes) in respect to any single package is \$5000 or \$20,000 per shipment. The portion of any declared value in excess of \$5000 per package or \$20,000 per shipment is void and of no effect.

18. Notice of Claim for Loss or Damage

In case of damage, Canpar Express must be given the opportunity to conduct an inspection within 60 days of the delivery date. The shipper/consignee must retain the original shipping carton and contents and contact Customer Service to arrange an inspection. All damage claims must be filed online or in writing within 60 days of the delivery date, and include the following information:



- Shipper Number
- Invoice or letter stating cost price for product
- Copy of original Pick-Up Record or manifest
- Copy of original invoice for goods (or copy of price list indicating costs)
- Inspection request number
- Repair cost (if claim is for repair).

In case of non-delivery or partial delivery, shipper/consignee must contact Customer Service to initiate a trace and Canpar Express will require the following information:

- Shipper Number
- Tracking number
- Date of Shipment
- Pick-Up Record Number
- Consignee name and address
- Shipment weight and number of packages
- Contents of parcel(s) to be traced
- Amount of C.O.D., and label number (if applicable)

A claim must be filed online or in writing within 180 days of the shipping date. Canpar Express will require the following information:

- Shipper Number
- Invoice or letter stating cost price for product
- Copy of original Pick-Up Record or manifest
- Copy of original invoice for goods (or copy of price list indicating costs)
- Trace file number assigned at time of search

19. Shipper's Risk

For a list of prohibited items, please refer to section 13. Shipment Value Protection does not apply to prohibited items.

20. No Liability

Canpar Express assumes no liability for any loss, damage or delay due to improper packing or marking of shipments.

21. Circumstances Beyond Canpar Express's Control

Canpar Express is not liable if a shipment is lost, damaged, delayed, mis-delivered or not delivered due to circumstances beyond Canpar Express's control, including and without limitation to any act, default or omission of the Shipper, Owner, Receiver or any party having an interest in the shipment; defects to do with the nature of the shipment; incorrect or inadequate packaging or markings or address even if known to us when we accept it; Act of God" (e.g., earthquake, cyclone, storm, flood); "Force majeure" (e.g., war, terrorism, plane crash or embargo); disruptions in national or local air or ground transportation; civil unrest; disruption or failure of communication and information systems; strikes or labour disruptions. Canpar Express is also not liable for electrical or magnetic damage to, or erasure of, electronic or photographic images or recordings.



22. Customer Warranty

Shippers warrant that each item in a shipment to be carried under these Terms of Service are properly described on the Bill of Lading and that such items are acceptable for transport by Canpar Express, and that the shipment is properly marked, addressed and packaged in accordance with these Terms of Service and all applicable laws (including, without limitation, Dangerous Goods legislation and IATA and ICAO regulations). The Shipper indemnifies Canpar Express for any and all claims arising out of the Shipper's breach of such warranty.

23. Privacy

By sending or receiving a shipment, or being identified as a third party for billing purposes, customers consent to the collection, use, or disclosure of their personal information by Canpar Express for the purposes of providing the carrier services. In particular, with respect to a shipment, customers consent to Canpar Express's disclosure of personal information to the Shipper, the Recipient and, if applicable, the Third Party identified for billing purposes. Canpar Express's Privacy Statement, as published on Canpar.com, governs all personal information that Canpar Express receives from a customer.

24. Governing Law

The Bill of Lading and these Terms of Service shall be governed by the laws of the jurisdiction where the shipment originates, and the customer irrevocably submits to the non-exclusive jurisdiction of the courts of such jurisdiction, unless contrary to applicable law.

25. Severability

If, in any jurisdiction, any provision of these Terms of Service or its application to any party or circumstance is restricted, prohibited or unenforceable, such provision shall, as to such jurisdiction, be ineffective only to the extent of such restriction, prohibition or unenforceability without invalidating the remaining provisions of these Terms of Service and without affecting the validity or enforceability of such provision in any other jurisdiction or without affecting its application to other parties or circumstances.

26. Customs Clearance

The Shipper authorizes Canpar Express (however, Canpar Express is under no obligation) to complete on the Shipper's behalf any documents required to comply with applicable laws and regulations, and to act as the Shipper's forwarding agent for customs and export control purposes. The Shipper agrees that Canpar Express may abandon and/or release any item which Canpar Express declares to be unacceptable or which the Shipper has undervalued for Customs purposes or mis-described, whether intentionally or otherwise, without incurring any liability whatsoever to the Shipper, Receiver or any other Third Party and the Shipper will reimburse Canpar Express upon demand all claims, damages, fines and expenses arising from and for costs incurred in returning the shipment to the Shipper or warehousing the shipment pending disposition.

27. Future Changes

Canpar Express reserves the right to unilaterally modify, amend or add new charges to any portion of the Canpar Express Rates or Terms of Service at any time without prior notice. In the event of a conflict between the Terms of Service and an effective customer agreement, these Terms of Service shall take precedence.