

CFL GUARANTEED SERVICE

1. **CFL Guaranteed** is a guaranteed LTL transportation service for shipments between direct, domestic service points located within the Central Freight Lines direct service area and served via single line service in lanes identified on Central Freight Lines website as being eligible for this service.
2. Eligible zip codes and transit times may be found under the Transit Time section of **www.centralfreight.com** on the day of shipment.
3. Shipments will be guaranteed to be on time in accordance with Central Freight Lines service standards, exclusive of Saturdays, Sundays, and all national, state and local holidays. In the event of a failure to perform a time specific delivery, customer must submit the on-line claim form located on the on-line claim form located on the Central Freight Lines web-site www.centralfreight.com under "Services" "CFL Guaranteed Claim Form" within 10 days of the delivery. Central Freight Lines will cancel the freight charges (including the fee assessed from this tariff) except any accessorial charges for value added services that have been provided. If the freight charges have already been paid, Central Freight Lines will refund the guaranteed service surcharge plus freight charges, excluding accessorial charges. Carrier will not be liable for any special, incidental, or consequential damages, commercial loss of any kind (including loss of business or profits) or loss, damage or expense directly or indirectly arising from this agreement whether or not carrier has been advised of the possibility of such damage or loss.
4. In order to activate CFL Guaranteed service, the shipper, consignee, or the third party payer must specifically state on the bill of lading at the time of shipment "**CFL Guaranteed**" along with the time requested which must be either "**Noon**" or "**5:00 pm**". If a time is not indicated on the bill of lading, Central Freight Lines will use 5 PM as the default. If a time other than Noon or 5 PM is indicated, Central Freight Lines will round up to either Noon or 5 PM. Examples: 10 AM would round up to Noon and 2 PM would round up to 5 PM.

A corrected bill of lading adding "CFL Guaranteed" service will not be accepted. To be eligible for this service the pickup must be called in or submitted on line no later than 3 PM and the freight must be available for pickup no later than 4.00 PM on the day the service is requested.

A driver may accept "CFL Guaranteed" freight that has not been called in but which is available when the driver is at the customer prior to 4.00 PM. The original bill of lading must have the notation "CFL Guaranteed" with the requested delivery time shown.

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5. Shipments moving under this tariff are subject to the customers previously agreed upon pricing and will be subject to CFL Guaranteed Service pricing as follows:
- (a) For guaranteed delivery by noon of the published standard delivery day: A **30% upcharge will be added with a minimum charge of \$50.00** will apply to net revenue for shipments requiring up to and including 8 feet of trailer space.
- (b) For guaranteed delivery by 5:00 PM of the published standard delivery day: **20% upcharge by 5:00 PM with a \$40.00 minimum** will apply to net revenue for shipments requiring up to and including 8 feet of trailer space. The following commodities are not eligible for this service:
- Any poison shipments including poison gas
 - Radioactive (Yellow III and types I and II)
 - Explosives (1.1, 1.2, 1.3)
 - Any shipment which contains pieces over 8 feet in length
 - Carbon Black
 - Any shipment that requires protection from freezing

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6. The following delivery locations are not eligible for **CFL Guaranteed Service**
- Convention or exposition centers
 - Carnivals, fairs, or traveling shows
 - Churches
 - Schools
 - Private residences, apartment complexes and dorms
 - Businesses at private residences including farms and ranches
 - Self-storage warehouses
 - Grocery warehouses
 - Mine sites
 - Prisons
 - Military Installations
 - Construction Sites
 - Grocery warehouses
7. The following delivery types are not eligible for **CFL Guaranteed Service**
- Deliveries requiring an appointment
 - C.O.D.s
 - Order notifies
 - Any service request declined by the carrier prior to departure from origin terminal
 - Spot quotes of 5 pallets or more
 - Force Majeure
 - Lift-gate Service

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8. Intentionally left blank.
9. Force Majeure
 - (a) If and to the extent either party may be precluded by acts of God, authority of laws, strikes, lockouts, casualties or other causes beyond its control from performance hereunder, such performance shall be excused to the extent that it is necessitated by such causes.
 - (b) Charges for **CFL Guaranteed** shipments delayed by force majeure will be billed at normal pricing published for the payer.
10. An attempted delivery shall constitute a service success. In the case of refusal, our driver will attempt to get the refusing party's signature, date, time, and reason for refusal or inability to deliver.
11. Attempted delivery to a wrong address due to incorrect consignee information provided by the shipper shall constitute a service success. The resulting required changes to the B/L will be assessed at the normal rate.
12. Deliveries requiring special services or equipment are excluded from the **CFL Guaranteed** offering unless specifically approved by origin carrier management prior to pick up and clearly written on the B/L.
13. Collect shipments will be accepted provided the shipper does not execute Section 7 of the B/L.

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