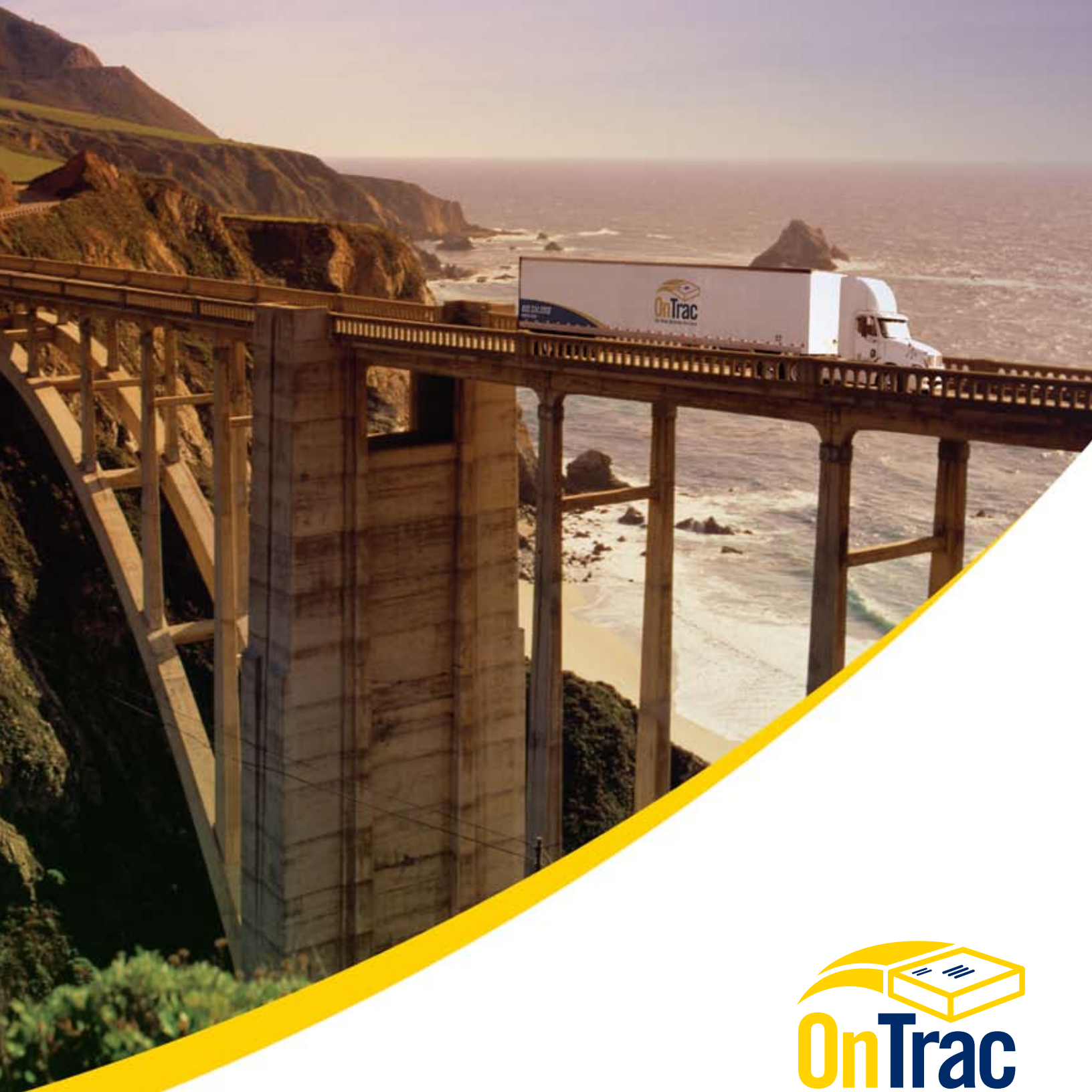


Service Guide

Service Guide



OnTrac is pleased to offer the highest quality of service at the most competitive rates available in California, Arizona, Nevada, Oregon, Washington, Utah and Colorado. Our customers operate in time-sensitive environments and you can be assured we understand the importance of every shipment we deliver for you. OnTrac has a reputation for delivering service excellence and our “can do” attitude is the hallmark of our success. We routinely go the extra mile to help get the job done for our customers. Flexibility and our money-back service guarantee assure you that we are committed to exceeding your expectations.



About Us

OnTrac is the leader in regional overnight package delivery service within California, Arizona, Nevada, Oregon, Washington, Utah and Colorado. Founded in 1991, OnTrac has the expertise to provide superior service in overnight delivery, distribution and logistics. In 2011, OnTrac proudly celebrated our 20th Anniversary of delivering excellent service. With decades of experience, OnTrac has the expertise to provide superior service and value in the overnight delivery market. OnTrac has quickly earned the trust of clients throughout the seven-state area, offering the highest level of service at the most competitive rates available in the region with a money-back service guarantee assuring you of our commitment to time-sensitive performance.

If you ship in California, Arizona, Nevada, Oregon, Washington, Utah and Colorado you could be saving up to 40%. We offer highly competitive solutions tailored to fit your business needs. By focusing our efforts on providing great regional service, we operate more efficiently than national and international carriers. And, we pass the savings on to you! Initially, OnTrac helped law firms, title companies, engineers and architects. Our ability to combine value-added features such as late evening pickups and earlier delivery times with a pricing structure up to 40% less than the national carriers proved to be very beneficial to those industries. They remain some of our most loyal customers. Subsequently, OnTrac expanded across the entire spectrum of industries in California and the major metropolitan areas of Arizona, Nevada, Oregon, Washington, Utah and Colorado.

OnTrac is consistently striving to improve service to our customers. OnTrac offers a new ground service that often beats the transit times of national delivery companies. With fewer accessorial fees and faster transit times, OnTrac is committed to saving our customers time and money.

OnTrac continues its steady growth with more than \$200 million in annual revenues and offices throughout the seven-state region. Each year since 2002, the Arizona Business Journal has recognized OnTrac as one of the Top 25 Fastest Growing Companies in Arizona. To maintain our reputation as a premier regional carrier focused on growth and service, we continue to make investments in new facilities, equipment upgrades and wide-area communications technology. We have added more than 1,200 Drop Boxes throughout our service area and offer new online account setup, shipping and tracking services that make shipping easy and convenient.

Next time you need overnight delivery, go OnTrac and get on time delivery for less.



Get Ready to Ship

1. Prepare Your Package

Properly pack your letter or package for safe transport. Using your own packaging materials, make sure the package is sturdy enough to protect the contents and is sealed securely.

2. Label Your Package Using One of the Following Options:

A. Prepare the Waybill

Fill out the waybill with all needed information for proper delivery. You should have one waybill per package. Please remember to keep the yellow copy for your records.

B. WebOnTrac - Online Shipping

Do you want to save time and be able to ship from anywhere? Then sign up for WebOnTrac! To activate your FREE account today, go to ontrac.com and click on the link under "WebOnTrac Login".

- Prepare shipping labels at your desktop
- Slip labels into FREE shipping sleeves
- Build your own company address book
- Schedule pickups online
- Create return labels
- View detailed account activity reports
- Instant rate quotes
- Bill sender, recipient or third party
- Shipment and delivery email notification
- And much more!

C. OnTrac Software

The OnTrac Windows-based shipping software streamlines your entire shipping process.

Create barcode labels, store customer addresses, print daily manifest reports and much more!

This software and unlimited support is FREE to all OnTrac customers. Call or email the OnTrac Support Desk to get your free copy today; 877.225.6837 or ontracsoftware@ontrac.com.

D. Multi-Ship Software Integrators

See our website for more information at ontrac.com and click on "Online Shipping". Then, click on "Multi-Ship Software Integrators".

3. Schedule a Pickup

Call 800.334.5000 or log on to ontrac.com to schedule a pickup or find your nearest Drop Box location.

Services & Products

OnTrac is the leader in regional delivery and is dedicated to one goal: meeting your shipping needs. We have developed a variety of services to meet the needs of all of your time-sensitive materials. For any questions, please contact your Sales Representative or Customer Service at our toll free number 800.334.5000.

Services	
Sunrise	Next business day by 10:30 am* Saturday delivery by 2 pm*
Sunrise Gold	Next business day by 8 am* Saturday delivery by noon*
Super Sunrise Gold	Next business day by 7 am in many cities Prior arrangement required
OnTrac Ground	Next-day and 2-day ground service guaranteed by end of business day. Saturday delivery by prior arrangement.
Palletized Freight	Minimum 300 lbs. Next business day by 5 p.m.; Saturday delivery by prior arrangement.
Saturday Delivery	Available in most metropolitan areas

*Delivery times and transit days may vary. Please check our website for the ZIP Code Guide and Quick Rates for specific delivery information.

Pickup Options	
Scheduled Pickup Times	Select a daily pickup time
On-Call Pickup	Call us to pickup packages when needed
Drop Box Service	Check for the location nearest you at ontrac.com
Scheduling a Pickup	Log on to ontrac.com or call 800.334.5000
Late Evening Pickups	Pickup service as late as 8 pm

Shipment Preparation	
WebOnTrac	Ship from your desktop using our web-based shipping system
OnTrac Software	Automate your shipment preparation Call 877.225.6837 for the most recent version
Multi-Ship Software Integrators	See our website at ontrac.com for our current list of software integrators

Hours of Operation	
Customer Service	M - F / 6:30 am - 9 pm PST, Saturday / 8 am - 6 pm PST
Operations	M - F / 8 am - 7 pm PST, Saturday / Closed except by prior arrangement

For shipping information and instructions, call 800.334.5000

Service Area

The OnTrac delivery area includes every address in California and the major metropolitan areas of Arizona, Nevada, Oregon, Washington, Utah and Colorado.

We have offices throughout the region to ensure fast, convenient and efficient handling of all your packages. We add ZIP codes frequently, so please visit ontrac.com for an updates list of all serviced ZIP Codes and guaranteed delivery times. For an updated list of all serviced ZIP Codes and guaranteed delivery times, log on to ontrac.com.

To view detailed maps of transit times from your area, visit ontrac.com and click on the "ZIPTools" link in the left-hand, yellow navigation bar.



Customer Service:

800.334.5000

OnTrac Support:

877.225.6837



Pickup Services

OnTrac picks up packages in the afternoon and early evening with deliveries as early as the next business morning; Monday through Friday. We offer Saturday pickups by special arrangement. We also offer a variety of pickup options listed below:

Scheduled Pickup Service

If you ship on a regular basis, we encourage you to call Customer Service at 800.334.5000 and set up a scheduled daily pickup time tailored to meet the needs of your business. There is no charge for daily scheduled pickup. Regularly scheduled pickup times are available for the delivery of shipments destined anywhere within our service area. For delivery within the same metropolitan area, regular pickup times are available as late as midnight.

On-Call Pickup Service

If you do not ship on a regular basis, call 800.334.5000 when you need to arrange a pickup. To ensure that your pickup is made at the time you requested, please allow two hours for pickup. Have your account number available when you call, and refer to the rate chart for the on-call pickup fee. You can also drop packages off in one of our Drop Boxes, or at the nearest OnTrac office. There is no on-call pickup fee for using a Drop Box.

Second Pickup

If you need an additional pickup after the driver has already made your regularly scheduled pickup, please call Customer Service as soon as possible. On-call service charges apply to second pickups. If the requested time for pickup exceeds our normal pickup hours, please request a customized service quote from Customer Service.

Second-Party Pickup

This is a request to have a package picked up from a location other than your own and returned to you. All conditions and rates that apply to our on-call service also apply to second-party pickups. C.O.D. service is not available for second-party pickups.

Third-Party Pickup

This is a request to have a package picked up from a location other than your own and delivered to a location other than your own. All conditions and rates that apply to our on-call service also apply to third-party pickups. C.O.D. service is not available for third-party pickups.

Weekly Invoice	Weekly Charge
\$0 - \$74.99	\$25
\$75 - \$99.99	\$15
More than \$100	No Charge

*OnTrac will prove you can
receive on time delivery for less.*

*Let us deliver your next
overnight shipment!*

Drop Boxes

OnTrac now has over 1,100 Drop Boxes throughout the seven-state area for your convenience. To find the Drop Box nearest you, log on to ontrac.com and click on "Drop Boxes" in the left-hand navigation bar. We offer maps and step-by-step instructions to each of our Drop Boxes.

If you're an on-call customer, you can save the pickup fee if you use one of our conveniently-located Drop Boxes. And now you can also email maps and instructions to the Drop Box. Simply click on "Email" at the bottom of the directions page.



Zip Code Guides

Zip Code Guides are available online! Just log on to ontrac.com and go to Shipping Info/Downloadable Brochures for a printable list of all delivery area Zip Codes.

OnTrac
On-Time Delivery For Less

Need Help? Call Customer Service. 800.334.5000

Services | Shipping Info | Online Shipping | Company Profile | FAQ | Contact Us

Package Tracking

Ship a Package
[View On-Trac Logo](#)

ZIP Code Lookup

Schedule a Pickup

ZIPTool®
[Track Del. Maps](#)

Open a FREE Account

Rates

Fuel Surcharge

Drop Boxes

Order Supplies

Messenger Service

Holiday Schedule

Downloadable Brochures

It's easy to view or print OnTrac collateral materials. Just click on a link below. All brochures can be viewed and printed with Adobe Acrobat.

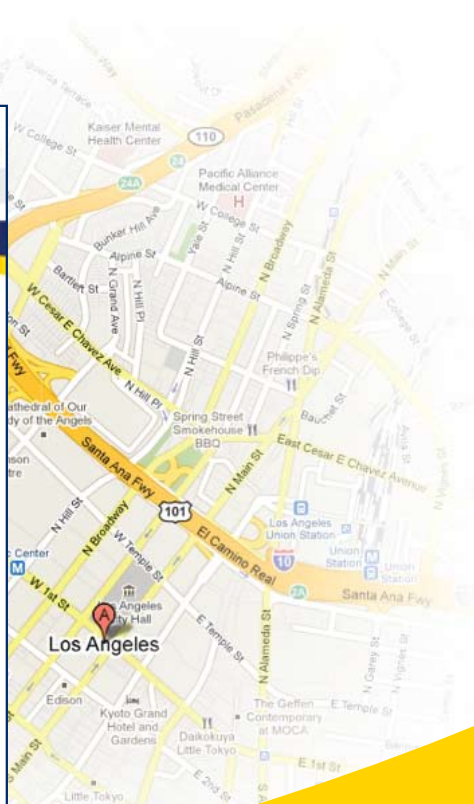
- Rate Sheet
- Rate Comparison Sheet
- Fee Comparison Sheet
- Fee Back Flyer
- ZIP Code Guide
- Terms & Conditions

- Downloadable Brochures

Home | Services | Shipping Info | Online Shipping | Company Profile | FAQ | Contact Us
Terms and Conditions | Privacy Policy

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©2008 OnTrac



Waybill Instructions

OnTrac
On Time Delivery For Less
800-334-5000
Call For A Pickup!

Account Number: 1 XXXXXXXXXXXX
Date: M M 2 D Y Y

FROM (Company)
Street Address: 3
City
State Zip Code (Required) Phone Number

PLEASE PRINT IN BLOCK LETTERS with Blue / Black Ink
TO (Company) WE CANNOT DELIVER TO A P.O. BOX

Street Address: 4
Suite # City
State Zip Code (Required) Phone Number

Recipient's Name
Shipper's Ref. #: 5

Service Options: 6
 SUNRISE - BY 10:30 AM*
 SUNRISE GOLD - BY 8:00 AM*
 HEAVYWEIGHT**
 Saturday Delivery - Extra Charge
 HOLD FOR PICKUP
This shipment requires a delivery signature
 Declared Value \$ (maximum \$25,000) .00
 C.O.D. Amount \$, Limit \$5,000 (affix C.O.D. tag to package) 11
 Secured Payment (Money Order or Certified Check)
 Unsecured Payment (Company Check or Personal Check)

Billing Information: 13
 Bill Shipper's Account
 Bill Other Acct #
 Dim weight charge if greater than actual weight
 L in. X W in. X H in. ÷225 =

Weight: 13
 8 oz. Letter or
 Weight lbs. (Subject to verification)

Driver's Initials Shipper's Name: 15
 F L A S T

1. Enter your account number.
2. Enter today's date (mm/dd/yy).
3. Complete shipper's name, address, ZIP Code and phone number.
4. Complete delivery information: address, ZIP Code and phone number. Always use the address of the actual destination. OnTrac cannot deliver to P.O. Boxes.
5. You may enter your internal reference number here (up to 15 characters appear on your invoice).
6. Select the service(s) desired.
7. Check this box for Saturday Delivery. An additional fee applies.
8. Check the "HOLD FOR PICKUP" box and the package will be held at our nearest office for recipient pickup.
9. Check this box if your shipment requires a delivery signature. Shipments with a declared value of over \$100 will automatically require a signature. For an additional fee, OnTrac will obtain a signature from an adult over 21 years and will check a government I.D.
10. Enter declared value here if coverage on your package over \$100 is warranted.
11. Select Secured Payment (Money Order or Certified Check) or Unsecured Payment (Company Check or Personal Check).
12. Enter recipient or third-party OnTrac account number. If account number is incorrect or the charges are not collectible, OnTrac will bill the shipper.
13. Enter weight of shipment here. All shipments are subject to being re-weighed by OnTrac.
14. To determine the dimensional weight of your package, multiply length x width x height (in inches) and divide by 170. If the dimensional weight exceeds the actual weight, shipping charges based on the dimensional weight will be assessed.
15. Sign your name in the Shipper's Signature box. Peel off the back layer and affix waybill to your package. The yellow copy is yours to keep.

Now you're shipping!

WebOnTrac



To activate your WebOnTrac account go to ontrac.com and click on the link under WebOnTrac Login where it says, "WebOnTrac Login".

Once you have completed the online form you will receive an email confirmation and may begin shipping immediately. FREE WebOnTrac label pouches will be sent to you overnight. WebOntrac makes shipping easy. And best of all, it's FREE to use.

Software Support:

877.225.6837

Monday - Friday:

8 am - 6:30 pm PST

Multi-Ship Software Integrators

OnTrac partners with several multi-ship software integrators. This allows you to easily integrate OnTrac into your existing shipping workflow.



Package Tracking

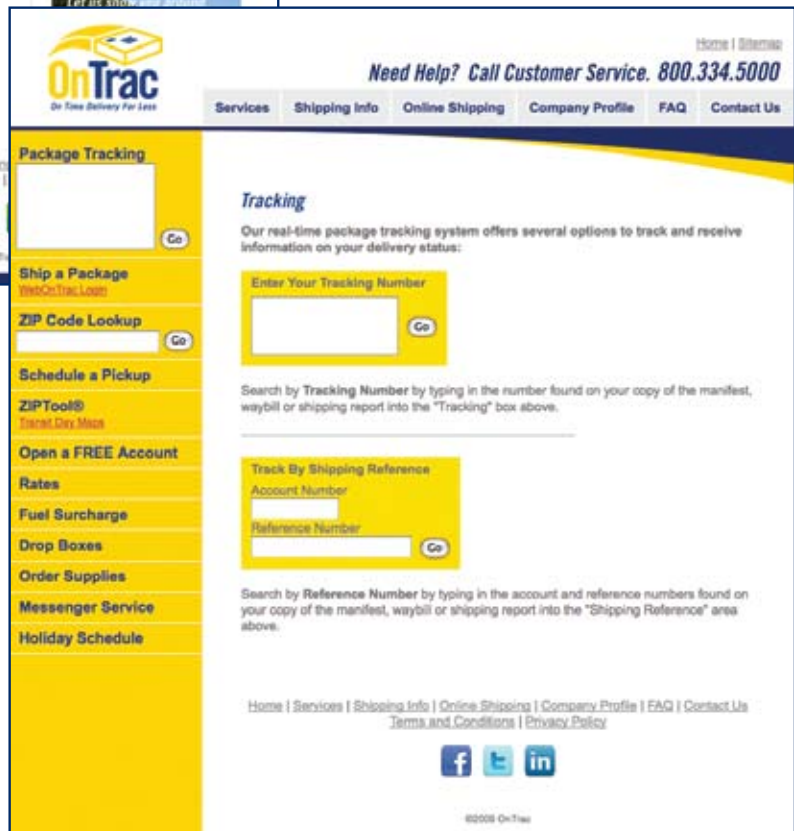
OnTrac offers up-to-the-minute package tracking on our website at ontrac.com. Our real-time package tracking system offers several options to track and receive information on your delivery status:



1. Search by Tracking Number by typing in the number found on your copy of the manifest, waybill or shipping report into the "Tracking" box on the left side of the web page. Track up to 15 shipments by pressing "Enter" after each tracking number or sign up to receive email notifications about the current status of your packages.

2. You can also track packages by shipping reference number by clicking on "Tracking" and typing in your account and reference numbers found on your copy of the manifest, waybill or shipping report.

3. If using WebOnTrac you can elect to have automated package shipment and delivery confirmation sent via email from OnTrac.



P.O.D.'s

Customers may request hard copy proofs of delivery (P.O.D.) on up to 10 packages per day. After that, there is a charge of \$1.00 per P.O.D.

Delivery Services

Non-Deliverable Packages

A package is considered non-deliverable when: 1) Three unsuccessful delivery attempts have been made or, 2) the package is refused or, 3) the consignee has moved or, 4) the C.O.D. is uncollectible.

OnTrac will attempt to contact the shipper for instructions whenever a package is deemed to be non-deliverable, and will make subsequent delivery attempts according to the shipper's instructions. An additional fee of the basic delivery rate will apply to the following: 1) Fourth and subsequent delivery attempts to the original address or, 2) re-delivery to a revised address or, 3) refusal of package by recipient and return to the shipper.

Address Correction

Whenever an address correction results in a package remaining on the same delivery route and the correction is noted the same morning as the scheduled delivery, the driver will make an additional delivery attempt on the same day. Packages with address changes received after the route is completed will be delivered the following business day. When an address change results in a change of delivery route, the shipment will be delivered the following business day unless a special delivery is arranged through Customer Service. The address correction fee is \$10 per shipment.

Collect on Delivery Services (C.O.D.)

Performance of Collect on Delivery Service (C.O.D.) will not constitute OnTrac as the shipper's agent for any purpose. Specified payment types can be selected; either Secured (cashier's check/money order) or Unsecured (company/personal check). Failure to select a payment type will result in either payment type being acceptable to collect. Cash, traveler's checks, credit cards and counter checks will not be accepted as payment for a C.O.D. shipment. Checks, including cashier's, certified, business and personal checks and money orders for the C.O.D. amount will be collected at the shipper's sole risk, including, but not limited to risk of non-payment, fraud or forgery. The maximum acceptable C.O.D. amount is \$10,000 per shipment. To ship higher C.O.D. amounts, you must obtain written pre-approval for your account.

Signature Required

OnTrac offers a signature required option by checking the box on the waybill.

No Release: For an additional fee, OnTrac will obtain a delivery signature from a consignee that must be at least 18 years of age, present a government issued I.D., and be present at the physical address.

Saturday Deliveries

OnTrac offers Saturday service in most metropolitan areas for an additional fee. To ensure Saturday delivery, the "Saturday Delivery" box must be marked on the manifest or waybill, and a "Saturday Delivery" sticker must be affixed to each package. If these conditions are not met, the extra charges are not invoiced, and the shipment will be delivered the following business day.

Second Delivery Attempt on the Same Day

If a recipient location is not open on the first delivery attempt and it is still within the guaranteed delivery time, the driver may attempt to deliver the package at the end of the delivery route at no additional charge. Shipping charges will not be waived if the first delivery attempt was made within the stated guidelines of the OnTrac Service Guarantee.

Second Delivery Attempt on the Following Business Day

Whenever a recipient location is not open upon our first delivery attempt and a second delivery attempt on the same day is not possible, OnTrac will attempt to deliver the package the following business day at no additional charge.

Indirect Delivery

Shipments are delivered to the address on the package. When the address on the package does not match the address on the waybill, the address on the waybill prevails. In some cases we may find cause to make an "indirect" delivery. An indirect delivery is made to an address other than the address on the package, such as to a neighbor.

Service Guarantee

At OnTrac, our commitment is to provide superior delivery service for our customers, every day, every shipment, every time. In the event of a service failure simply notify us in writing within 30 calendar days. The following conditions apply:

1. OnTrac must be notified in writing within 30 calendar days from due date of shipment. Your account number, tracking number and date of shipment are required in the notification. OnTrac reserves the right to waive any claim received after 30 calendar days.
2. Shipping charges will be waived or cancelled only for those shipments delivered later than 60 minutes after the guaranteed delivery time for the ZIP Code (120 minutes for residences and retail stores). Delay in delivery issues must be reported to the OnTrac Accounts Receivable Department within 15 days from your invoice date. For inquiries, please call the number shown on your invoice.
3. OnTrac will not accept liability for failing to meet our delivery guarantee due to an incorrect address, the unavailability of the consignee or refusal to accept the shipment.
4. Our guarantee does not apply to shipments delayed by conditions beyond our control including but not limited to: acts of God, perils of the air, land and sea; airline delays, weather conditions; acts of public enemies or terrorists; war, strikes, civil commotion or acts or omissions of public authorities including Department of Agriculture, TSA, DOT, PES and customs and health officials with actual or apparent authority. Additionally, plants and plant materials must be properly labeled and can be shipped only in accordance with applicable state and federal law. Packages containing these items may be inspected by appropriate agencies and may be delayed.
5. In the event that a shipment is not picked up by OnTrac and we are clearly at fault, we will pickup the shipment on the following business day at the regular pickup time and deliver it at no charge.



Please direct all claims to: OnTrac

4440 E. Elwood St. Suite 103

Phoenix, AZ 85034

Attn: Claims

Understanding Your Invoice

REMITTANCE ADVICE

PLEASE FORWARD YOUR PAYMENT TO **OnTrac Department # 1664 Los Angeles, CA 90084-1664**

ACCOUNT NUMBER: 100
 DATE: 1/8/08
 CURRENT BOOK/ISSUE: 9999999
 TOTAL: 39.00

DATE: 1/8/08
 INVOICE NO.: 9999999

TAX ID #98-0066674

FOR BILLING INQUIRIES PLEASE CALL: (510) 259-6350 (877) 227-5139

Visit us at our website: www.ontrac.com
 Track packages, schedule pickups and much more.

Date/SVC	DELIVERY COMPANY	ZIP	POD INFO	REFERENCE#	PKG	LBS	TOTAL CHARGES
Tracking #	DELIVERY ADDRESS	CITY	DEL TIME		LTR	SAT	
1/8/07 427484538	CRAMBOOK CORP 365 CRAMBOOK CT.	90803	J. SMITH 09:00 AM	54896167846	0	1	\$9.95
1/28/07 427484537	BIOTECH 1115 MARINE VIEW DRIVE	94010	R. WILLIAMS 08:32 AM	97247456564	1	1	\$13.35
1/11/07 427484534	KLH DIAGNOSTIC 837 COWAN RD.	95616	S. JONES 09:00 AM	28635478128	1	4	\$15.70
Total Charges							
Gross Bill							\$39.00
Less Discount							\$0.00
Net Bill							\$39.00

Account: 100 Invoice: 9999999

Aged Charges		Activity	
91+ Days	\$0.00	12	Balance Last Statement
61 - 90 Days	\$0.00		Other Inv. in Period
46 - 60 Days	\$0.00		Payments (Thank you)
31 - 45 Days	\$0.00		Adjustments
7 - 30 Days	\$0.00		Finance Charges
Current Charges	\$39.00		New Charges
Unapplied Credit	\$0.00		
Total Aged Amount	\$39.00		Total Amount Due
			\$39.00

S=SUNRISE;G=SUNRISE GOLD (PRIORITY);H=HEAVYWEIGHT;W=SATURDAYDEL;M=MONTHLY CHRGS;C=CALTRAC

INVOICE AND STATEMENT PAYMENT DUE ON RECEIPT

1. This is your invoice number. You will need to reference this number if you have any questions about your invoice.
2. This is your exclusive OnTrac account number.
3. Please send payment to this address.
4. Date package was picked up, the type of service selected, and tracking number of package (see legend at bottom of invoice for sample of codes).
5. Delivery address information.
6. Proof of delivery information and delivery time.
7. Your optional internal reference number.
8. Package or Letter designation.
9. The weight of the package and Saturday delivery selected.
10. The total delivery charge of the shipment.
11. Account aging details.
12. Activity since your last bill and payments we have received (please allow 5 business days for postings).

Payment of Invoices

Shipping charges are due upon receipt of invoice. Should the shipper request that payment for the shipping charges be billed to either the recipient or to the third party, and payment is not received within 15 days of the original invoice date, the charges will revert to the shipper and the shipper will be liable for said charges.

Billing and Terms

OnTrac will bill your account weekly and payment is due upon receipt of the invoice. Each invoice is sorted by shipment date and provides delivery information. Invoices can also be sorted in various ways upon request. Any billing disputes must be reported to OnTrac within 15 days from the invoice date. Payment is expected in full. For billing inquires, please call our accounts receivable office at the number shown on your invoice.

Terms and Conditions

These are the terms and conditions for the company. If there is any conflict between these terms and conditions, the company's waybill, website or other shipping documents, the conditions on the company's website will prevail. The Terms & Conditions on the company's website supersede all other statements and documentation concerning rates and services.

Second and Third-Party Billing

Should the shipper request that payment for the shipping charges be billed to either the recipient or a third party and payment is not received within 15 days from the original invoice date, the charges will revert to the shipper and the shipper will be liable for the charges.

Declared Value

Unless a greater value has been declared on the shipping manifest, or when the consignee accepts liability of the shipment via signature on the delivery notice tag, the company's maximum liability will be limited to \$100 for loss or damage or the actual value of the package contents, whichever is less. We will not accept liability for service for which the shipper has authorized the company (either verbally or in writing) to deliver the shipment without obtaining a signature. When declaring the value of a shipment, the maximum allowable declared value is \$25,000 per shipment. Even if a higher value is declared, the company's liability for loss, damage or delay will not exceed the shipment's repair or replacement cost or its actual value, whichever is less, subject to the other limitations found in the Service Guide. The shipper will be responsible for providing proof of actual loss and complying with all claim-reporting conditions when filing a claim. If the shipper declares to the company that the value of the shipment exceeds \$100, the

company can furnish a rate which will increase our liability for loss or damage to the shipment at the higher value so declared by the shipper, subject to certain limitations. The maximum acceptable declared value is \$25,000 per shipment. For values in excess of \$100, an additional fee of \$0.70 per \$100 of value (or fraction thereof) will be charged. In any event, we will not be liable for any damages whether direct, incidental, special or consequential, including but not limited to loss of income or profits, whether or not we had knowledge that such damages might be incurred. The company will not be liable for your acts or omissions including, but not limited to, incorrect declaration of cargo, improper or insufficient packaging, securing, marking, or addressing of the shipment, or for the acts or omissions of the recipient. We will not accept liability for items which are not fully enclosed in a carton or proper packing material. The company assumes no liability for fragile articles including, without limit, electronics and electronic devices, scientific testing equipment, glass, crystal, porcelain and china.

*At OnTrac we deliver
on time, for less.*

Terms and Conditions

What Can Be Shipped

OnTrac can deliver letters, documents and packages up to 150 pounds per piece. There is no limit to the number of pieces that can be shipped. To ensure that adequate cargo space is available in the pickup vehicle, please notify us whenever you plan to ship significantly larger volumes than normal, or if your shipment requires special handling.

Weights and Corrections

OnTrac reserves the right to weigh all shipments. Package weight corrections will be captured in the OnTrac system and the package will be invoiced at the corrected weight charge. When weighing packages, OnTrac rounds to the higher pound.

Size Restriction

The maximum allowable size of a shipment limits any one dimension from exceeding 72", with the maximum allowable length and girth combined not exceeding 130". On a case by case basis, we may accept a shipment that exceeds our maximum allowable dimensions. Should we do so, an oversize charge will be assessed.



Terms and Conditions

Consent to Screen

All cargo is subject to screening as per Government Regulations.

Hazardous Materials

The company does not accept for carriage packages containing hazardous materials, hazardous substances or inhalation hazards, bio-hazards such as blood, urine, fluids or other infectious diagnostic specimens, handguns, weapons, firearms and ammunition, fireworks, pyrotechnics, packages leaking fluid, fuel of any kind or any shipment not safely packaged for transport. It is the responsibility of the shipper to ensure that a shipment tendered to the company does not violate any federal, state, provincial, local laws or regulations. No service shall be rendered by the company in the transportation of any shipment that is prohibited by law or regulation of any federal, state, provincial, or local government. If any shipment tendered to the company becomes subject to any federal or state taxes, fees, private express statute fees, excise taxes, consumption taxes or any similar tax, we reserve the right to add that amount to your shipping charges without notice. The company will not be liable for loss, damage or delay caused by events we cannot control, including but not limited to: acts of God, perils of the air, land, and sea, airline delays, weather conditions, acts of public enemies or terrorists, war, strikes, civil commotion or acts of omissions of public authorities including Department of Agriculture, TSA, DOT, PES and customs and health officials with actual or apparent authority. The company may at its option, but is not obligated to, open and inspect any shipment prior to or after it is tendered to the company for delivery. The company reserves the right to reject a shipment at any time, when such shipment would likely cause damage to or delay other shipments or personnel, or if the transportation of such shipments is prohibited by law.

What Cannot Be Shipped

We reserve the right to decline the shipment of certain items. Items we will not ship include, but are not limited to: illegal goods, cash, or cash equivalents, negotiable instruments, stamps, coins, jewelry, precious metals, original artwork, antiques, one-of-a-kind items, furs, live animals, fuel of any kind, or any type of perishable goods. We do not accept any type of hazardous goods or shipments containing bodily fluids (regulated goods falling within the Dangerous I Regulations C.F.N. 42 and C.F.N. 49). We will not accept fragile or perishable shipments. OnTrac assumes no liability for fragile articles including, without limit, electronic and electric devices, scientific testing equipment, glass, crystal, porcelain and china.

We Cannot Ship to P.O. Boxes

Terms and Conditions

Pickup and Delivery Service Conditions

If there is any conflict between the services and conditions printed here, the OnTrac waybill, website or other shipping documents, the conditions in the website will prevail. The OnTrac website's Terms & Conditions supercede all other statements and documentation concerning rates and services.

1. Shipments may be delivered without obtaining a signature if the sender has not marked the appropriate box on the shipping manifest indicating a signature is required, or has given verbal or written authorization to an OnTrac Representative.
2. At the discretion of OnTrac, certain shipments may not be released without a signature, even when authorization has been given. Such circumstances would include C.O.D. service, or if the driver deems the delivery location to be unsafe to leave shipments unattended. OnTrac will not accept liability for service or claims when the shipper has authorized us to leave a package without obtaining a delivery signature.
3. Shipments with a Declared Value will automatically require a signature.
4. Shipments are delivered to the address on the package. When the address on the package does not match the address on the waybill, the address on the waybill prevails. In some cases we may find cause to make an "indirect" delivery. An indirect delivery is made to an address other than the address on the package, such as to a neighbor.
5. Shipments to campuses, hotels, hospitals, government offices, installations or other facilities that utilize a central receiving area or mail room will be delivered accordingly.
6. In order to use our C.O.D. service, an OnTrac account number is required.

Claims

All claims regarding loss, damage, mis-delivery or non-delivery of any shipment, and any special or consequential damages must be submitted in writing to OnTrac within 30 days of delivery of the shipment. OnTrac reserves the right to waive any claim received after 30 days. OnTrac will not consider any claim until all transportation charges have been paid. The amount of the claim can not be deducted from those charges. Delay in delivery issues must be reported to the OnTrac Accounts Receivable Department within 15 days from your invoice date. For inquiries, please call the number shown on your invoice.

The recipient must make available all original shipping cartons, packing materials and package contents for inspection by OnTrac. Along with your written documentation, please include purchase invoices, estimates, or invoices for repair, appraisals, manifests and any other records that will aid in expediting the claim. All documents must be verifiable and will be considered confidential by OnTrac. The receipt of any shipment by the recipient without written documentation of damage on the delivery manifest is evidence that the shipment was delivered in good condition. OnTrac is not obligated to act on any claim until all transportation charges are paid. When settling claims, OnTrac reserves the right to credit the shipper's account for the settlement amount.

Claims must be submitted in writing to:

OnTrac
4440 E. Elwood St. Suite 103
Phoenix, AZ 85034
Attn: Claims



On Time Delivery For Less

800.334.5000
ontrac.com