

The Courier Guy Prepaid One Rate National

Services & Rates: Effective 7 November 2022

Contact details:

Share number: 0861 203 203
Gauteng phone: 010 222 2300

Address:

37 Malta Street
Cosmo Business Park
Malibongwe Drive, Kya Sands

Additional Notes & Client Checklist:

Cut-off times:

Client has been made aware of the following cut-off times:

| | | | |
|------------------------|---------|-------------------------|----------------|
| Local Sameday Economy | Mon-Fri | Notify by 10:00 | Ready by 10:30 |
| Local Overnight Parcel | Mon-Fri | Notify by 14:00 | Ready by 14:30 |
| National Overnight | Mon-Fri | Notify by 14:30 | Ready by 15:00 |
| National Road Freight | Mon-Fri | Notify by 14:00 | Ready by 14:30 |
| Internationals | Mon-Fri | Notify by 14:30 | Ready by 15:00 |
| Regional Areas | Mon-Fri | Please confirm by email | |

Cut off times are the latest time for placing collections **unless special arrangements have been made with our Operations staff.**

Collection window: The parcel must be available for collection at least one and a half hours in order to ensure the driver does not miss the collection due to traffic or other collections in the same period.

Please note that due to other collections, a driver cannot be delayed for longer than 10 minutes at any collection.

Training:

Client has been trained in the online collections procedure, online quote procedure, online track & trace procedure, and the online view waybill & charges procedure.

A manual to the online services is available from - <https://shiplogic.com/tcgclient/>

Training on TCG Products / Services not required.

It is the customer's responsibility to know which area is regional and which area is a main centre.

Each customer is liable to generate and capture their own waybill(s) using the online portal: <https://portal.thecourierguy.co.za/>

Should a customer not generate and capture their respective waybill(s), the customer will be charged an additional R25.00 surcharge per waybill not generated and captured.

Client Signature

Communication:

Client has been made aware that all queries and communications are to be submitted to: onlinejhb@thecourierguy.co.za

Client has been made aware that no telephonic placing of collections, quotes, track and trace, or account queries is allowed - and that the accompanying rates are only valid for prepaid clients who adhere to this agreement.

Route guide:

Client has been made aware of how to check place frequency, and that some areas may carry surcharges or require special arrangements.

Client has been made aware that surcharges may depend on the routes (not places) and they should do a quote to confirm regional surcharges.

Transit times:

Client has been made aware of transit times related to each service, and the additional transit time to regional areas.

Client has been made aware that Overnight deliveries, and business hours do not include Saturdays, Sundays, or public holidays (see Saturday / after hours / public holiday surcharge.)

Liability Cover:

Liability cover has been explained to the client - cover up to R1000 is included. Additional cover is available at 2% of declared value above R1000.

Additional cover must be ticked and a value declared on waybill to apply. **Minimum excesses:** Please view our T&Cs for all items not covered. Liability cover does not include glass items, second hand items, artwork, ceramic, porcelain, or cosmetics. If insufficient packaging, no cover will apply. A correct packaging and shipment list can be viewed online at <https://www.thecourierguy.co.za/packaging-dos-donts/>

Claims can be sent to claims@thecourierguy.co.za. Customer shall advise TCG in writing within 48 hours of the damage/lost goods being delivered or expected to receive. Images of the damage items will be required.

Account:

Client has been made aware that after the initial deposit of R1150 is paid to activate their account, subsequent deposits of R1150 must be made to ensure continuous trading. Accounts that should drop below R115 will automatically not be able to trade until a sufficient payment is made and reflects in the account. Client is aware they may not operate under different accounts at different rates or conditions of use.

Liability Cover:

TCG's assumption of liability for the declared value of any one parcel, shall not exceed R30,000.00 (THIRTY THOUSAND RAND). In the event that the declared value exceeds R30,000.00, special arrangements must be made with TCG. The declared value must be substantiated by a purchase invoice or an up-to-date valuation certificate from a professional valuator.

Date:

Client name:

Client signature:

Area Manager:

Area manager's signature:

Account Number:

All prices are VAT exclusive.



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Prices Exclude VAT

National Deliveries

| Type of service selected | Minimum Charge | Up to kg | Rate per kg thereafter | Service |
|---------------------------------|----------------|----------|------------------------|----------|
| Overnight Courier (OVN) | R 128.50 | 2 | R 40.00 | 11:00 |
| Economy Road (0 to 5kg) (ECO) | R 88.50 | 5 | - | 2-3 Days |
| Economy Road (6 to 15kg) (ECO) | R 143.50 | 15 | - | 2-3 Days |
| Economy Road (16 to 25kg) (ECO) | R 193.50 | 25 | R 7.00 | 2-3 Days |

PLEASE NOTE: 1-2 working days to be added on to transit times for regional areas. Prices Exclude VAT.

There are no regional surcharges, however:

In the event of your parcel requiring a dedicated special trip to deliver the shipment, additional charges may be levied. There may also be towns with a special surcharge - these will display the surcharge amount next to them. Examples of special delivery areas include: mines, power stations, plots, farms, remote areas, military bases, game lodges, ports / harbours, consulates. In this instance you will be contacted prior to delivery.

Transit Times

| | | | | |
|--|----------------|--|---|--|
| Overnight Courier OVN | Major Centres | Place collection before 14:30 and have parcels ready by 15:00 (unless by other arrangement). | Delivery by 11:00 the next business day. If a Saturday or public holiday service is required the waybill must be clearly marked. | Cost effective for consignments not exceeding 2kg in actual or volumetric mass. |
| | Regional Areas | Collection times vary per route. Please confirm. | Within 24 to 48 hours unless special arrangements have been made. | Volume mass would be close to shoe box size. |
| Road Freight ECO | Major Centres | Place collection before 14:00 and have parcels ready by 14:30 (unless by other arrangement). | Delivery in 2 to 3 working days. Transit times vary by major centre. | Cheapest service for consignments exceeding 3kg. Applies to all consignments not time sensitive and too large to send overnight. |
| | Regional Areas | Collection times vary per route. Please confirm. | Delivery in 3 to 5 working days. Transit times vary by major centre. | |

VOLUMETRIC

Consignments are charged on the greater between actual or volumetric mass:

The formula for calculating volumetric mass is as follows:

$$\frac{\text{Length Cm} \times \text{Breadth Cm} \times \text{Height Cm}}{\text{ECO 4000} / \text{OVN 5000}}$$

Date:

Client name:

Client signature:

Area Manager:

Area manager's signature:

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Local Deliveries

| RATES WITHIN DURBAN / JOHANNESBURG / CAPE TOWN - LOCAL DELIVERIES | | | | |
|---|----------------|----------------|-------------------------|---|
| Service Name | Minimum Charge | Minimum Covers | Rate per Box Thereafter | Service |
| LLSX Late Local Same Day Express | R 553.50 | 1 Box | R 95.00 | Collection after 15:00 but before 17:00 with delivery being effected within 90 minutes from collection. |
| LSX Local Same Day Express | R 503.50 | 1 Box | R 95.00 | Collection today after 08:00 but before 15:00 and delivery effected within 90 minutes of collection. |
| LSE Local Same Day Economy | R 103.50 | 1 Box | R 95.00 | Book before 10:00 and ready for collection by 10:30, with delivery by 17:00 the same day. |
| LOX Local Overnight | R 103.50 | 1 Box | R 95.00 | Book before 14:00 and ready for collection by 14:30, with delivery by 11:00 the following business day. |
| LSF (limited to 5kg, R10 per kg thereafter) Local Same Day Flyer | R 78.50 | 1 Flyer | R 70.00 | Book before 10:00 and ready for collection by 10:30, with delivery by 17:00 the same day. |
| LOF (limited to 5kg, R10 per kg thereafter) Local Overnight Flyer | R78.50 | 1 Flyer | R 70.00 | Book before 14:00 and ready for collection by 14:30, with delivery by 11:00 the following business day. |

Prices Exclude VAT

Local parcels must not be larger than 50cm x 50cm x 50cm, or 30kg.

When exceeding 30 kg (volumetric or actual weight), the national economy rate will apply.

Surcharges

| SPECIAL SERVICES / SURCHARGE | SURCHARGE |
|--|-----------|
| Early Bird – major centres only | R 175.00 |
| Saturday Service - major centres only | R 450.00 |
| After Hours / Public Holidays - major centres only | R 620.00 |
| Sameday Express - major centres only | R 610.00 |
| Chain store, Embassy, Government Departments Collection / Delivery | R 450.00 |
| Remote plots, Farms, Power stations, etc | R 240.00 |
| CRC | R 150.00 |
| Tender Documents | R 100.00 |
| High Risk Areas | R 50.00 |

Prices Exclude VAT

Truck surcharges may apply for larger consignments that are out of spec or in large quantity.

Date:

Client name:

Client signature:

Area Manager:

Area manager's signature:

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Johannesburg local service areas:

The below map shows the two local zones Johannesburg services.

Same day services are only available within the orange zone.

Local overnight services are available from / to the blue zone.

Local services are not available to townships—they will use the adjacent rate.

