



US SPECIAL DELIVERY CUSTOMERS

NOTIFICATION OF FREEZABLE POLICY

HEAT TRACK SERVICE

EFFECTIVE OCTOBER 1, 2018 TO APRIL 30, 2019

US Special Delivery will provide protective service on all Heat Track (freezable) shipments during the 2018-2019 winter seasons. Carrier will only be liable to protect against a freezing mark of 32 degrees Fahrenheit or zero degrees Celsius (centigrade) or lower. Carrier will have no liability for products that freeze or degrade above 32 degrees Fahrenheit.

When you, the shipper, turn over a shipment to US Special Delivery, which requires protection from freezing, please follow the procedure below for properly notifying us of the shipments freezable nature.

WHEN REQUESTING A PICKUP, BE SURE TO INFORM CUSTOMER SERVICE OR THE DISPATCHER THAT YOUR SHIPMENT CONTAINS FREEZABLE ITEM (S).

-AND-

CLEARLY STATES ON THE BILL OF LADING THAT THE SHIPMENT IS "FREEZABLE".

-AND-

PLEASE MAKE SURE EACH PIECE OF FREEZABLE MERCHANDISE IS CLEARLY MARKED AS "FREEZABLE" ON THE EXTERIOR OF THE CARTON.

If either labeling or notation on the bill of lading is missing, US Special Delivery will not be liable for freight being frozen or damaged from the elements. .

Heat Track (freezable) shipments will only be accepted MONDAY - THURSDAY.

Heat Track (freezable) shipments that are 2 day points will only be accepted Monday-Wednesday

NO PICKUPS OF HEAT TRACK (FREEZABLE) FREIGHT WILL BE MADE ON FRIDAYS OR ON THE DAY PRECEDING A HOLIDAY. If Heat Track (freezable) freight is inadvertently accepted, the carrier assumes no liability for the freight.

US Special Delivery reserves the right to suspend all pickups and deliveries of Heat Track (freezable) goods during extreme conditions. We will not be liable for freight being frozen or damaged from the elements during these circumstances, and freight claims related to these circumstances will not be honored. This will void any and all penalties and charges due to a service failure. Refer to Item 810 of the US Special Delivery Rules Tariff UPPN 125-B

US Special Delivery may pay Heat Track (freezable) claims up to \$5.00 per pound for the damaged portion of the shipment subject to a maximum claim of \$5,000.00 per shipment.

Tom Anderson
Freight Claim Manager