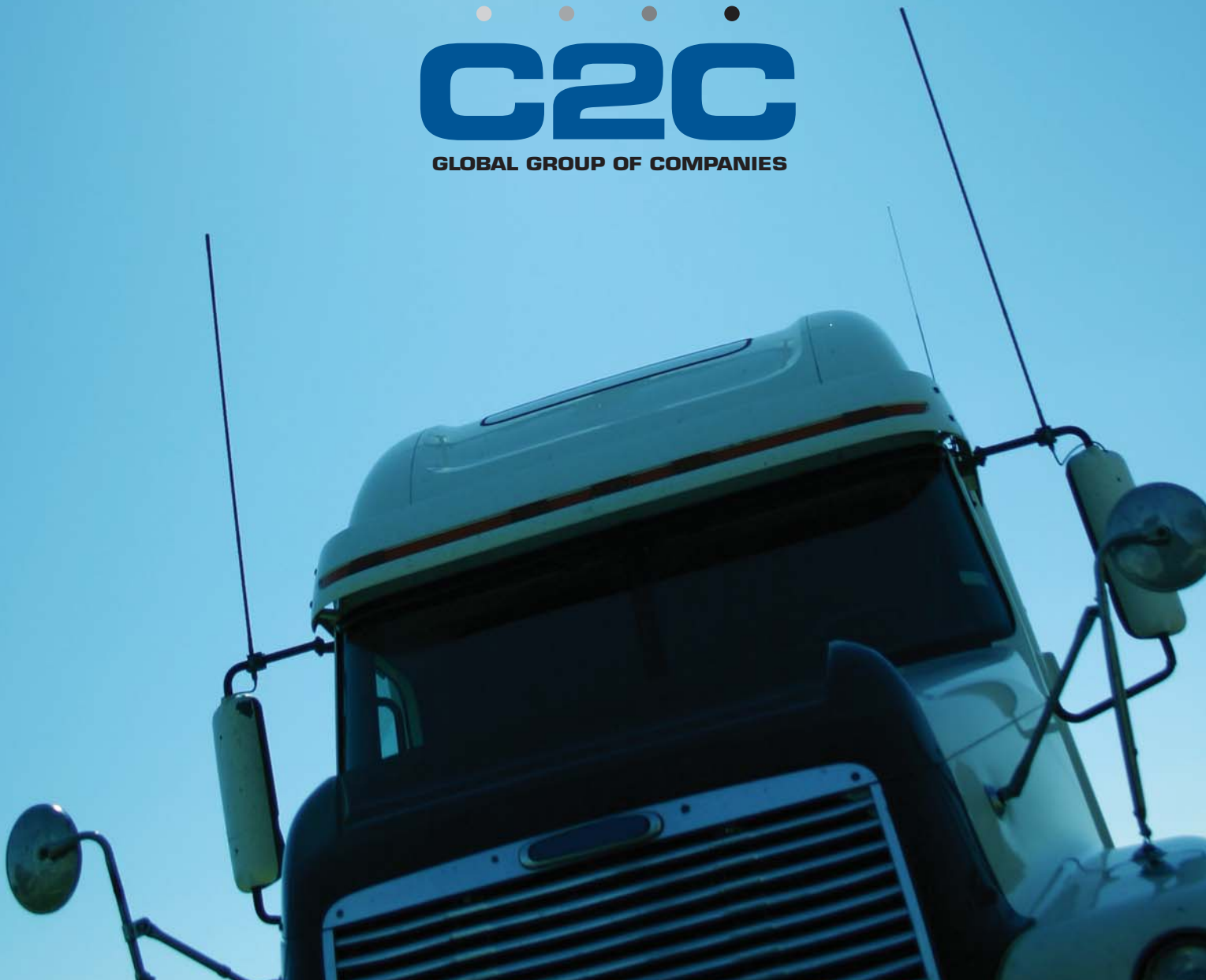




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**C2C**  
GLOBAL GROUP OF COMPANIES





## Welcome to C2C

### Your Partner In Customer Service Excellence

C2C is a group of inter-related companies created by logistics industry veterans to deliver a highly responsive and versatile North-America-wide freight transportation service. Based on the principles of communication, relationships and service, C2C is the classic example of how smaller can be better. Unlike larger companies, we adapt to our customers needs and business processes. You deal with a dedicated and experienced team overseen by the principle owners of the business.

There has never been a more important time in the history of our economy to ensure that your customers are serviced without fail. As we enter this period of economic down-turn, the cost of shipping can no longer include the potentially fatal costs associated with a negative customer service experience.

C2C can help protect and grow your customer base by providing rock-solid logistical support that features unparalleled ad-hoc service and proactive communication on the delivery status of all shipments. With C2C, there are no surprises. Any deviations in scheduled deliveries are communicated immediately so business efficiencies are maintained and business relationships protected.



“Your assistance in our new market opportunities in the Eastern United States provided us with a distinct advantage in getting our product to our customer in a timely manner.

Not only have you assisted us in this new market opportunity, but also being such a ‘hands on’ operations company, you leave us with a great deal of confidence that once our shipment leaves our door, we know it will arrive on time, every time.”

Don Rivoire, Director, Distribution Operations,  
Burnbrae Farms Limited



# Service Summary

## North-America-Wide Service

C2C serves North-America and beyond through separate Canadian and U.S. trucking divisions and a robust brokerage department. The C2C Group of companies and its strategic partners provide service for ad-hoc, scheduled domestic and transborder line-haul, direct-to-consignee (expedited critical), flatbed, HVHR (high-value, high-risk), speciality, over-dimensional, temperature controlled, and customs coordination and clearance. C2C also utilizes air, ocean and rail carriers to service both North America and a growing number of international destinations.

## Ad-Hoc and Rush Specialists

C2C has proven itself as a supplier with an unflinching ability to move freight regardless of lead time or circumstances. Next time you're in a pinch, give us a try. If your shipping demands are often last minute, C2C's TruckFinder tool is for you (available free of charge at [www.shipc2c.com](http://www.shipc2c.com)).

## High-Value, High-Risk Freight (HVHR)

C2C is one of a select few Canadian carriers to be an authorized high-value, high-risk (HVHR) carrier for one of the largest logistics companies in the world. C2C carries \$500,000 in cargo liability insurance and our team drivers are specially trained in all procedures involved in the movement of HVHR freight.

## Time Sensitive and Specialty Freight

When it comes to the time sensitive and specialty shipments, inexperience can create big problems and delays. Trust C2C's customer service professionals to cover the bases when it comes to the unique parameters that typically accompany time sensitive and specialty freight.

## TruckFinder Web-Based Tool

Whether it's peak season, last minute or a bona fide emergency, over the course of a year many factors affect your ability to find extra trucks on short notice leaving you scrambling when the need is greatest. The C2C Advance TruckFinder Registry™ is the first tool of its kind in the shipping industry to allow companies to pre-register higher-volume and problematic lane information so multiple trucking companies can be sourced and qualified in advance of the need. Once we understand your needs, C2C will begin locating and pre-qualify carriers matching your specific criteria. This way extra trucks will be available when you need them most and we'll know when the best time is to check in with you to ensure that all your lanes are covered.

## Tracking and Monitoring

C2C utilizes GPS tracking on all trailers and power units and all drivers are equipped with both cellular phones and two-way radios. Drivers are trained to report in at designated intervals and immediately report any delays so C2C dispatch can relay real-time information to our customers.

**Moving Information is as Important as Moving Your Freight.**



## General Terms and Conditions (Truck)

Rates	Rate quotations provided for requested lanes or shipments are valid for 30 (thirty) days or until date indicated.
Shipment Restrictions	Maximum tandem truckload weight is 45,000 pounds. An average of 1875 lbs. per skid (4' x 4' x 4') wrapped under "normal" conditions. All surplus will be subject to a surcharge.
Liability	If no value is declared on bill of lading, maximum carrier liability is \$2 per pound based on the actual weight of the shipment. Declarations are subject to additional charges. <b>C2C must be advised before shipping if there is a declared value in excess of \$2 per pound.</b>
Pallet Service	Rates do not include pallet return and/or exchange.
Payment Terms	Charges are payable in the agreed funds. <b>Invoices are payable within 30 days of delivery date</b> (2% compounded monthly charged on overdue accounts).
Taxes	All rates are subject to the Goods and Services Tax (GST) if movement is within Canada.
Claims	All claims must be surrendered within 30 days of the receipt of merchandise. C2C will not accept, under any circumstances, claims under \$100.
Waiting Time	FTL waiting time after 2 hours and LTL waiting time after 1 hour billed at \$50 per hour in 15 minute increments.
Fuel Surcharge	FSC is a floating rate (weekly) and will be adjusted on a per shipment basis. Weekly CDN and U.S. FSC rates are posted at <a href="http://www.shipc2c.com">www.shipc2c.com</a> .
Lumper Charges	Lumper charges are added to freight bill (with receipts).
Extra Drop Charge	\$100 per drop.
Load Condition	1/4 load (12'); 6 pallets; maximum weight 11,250 lbs. 1/2 load (24'); 12 pallets; maximum weight 22,500 lbs. 3/4 load (36'); 18 pallets; maximum weight 33,750 lbs. Truckload (48'); 24 pallets; maximum weight 45,000 lbs. Truckload (53'); 26 pallets; maximum weight 45,000 lbs.

