



# Terms and Conditions of Service

EFFECTIVE JANUARY 1, 2019

PLANETE COURRIER INC.

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## APPLICATION OF TERMS AND CONDITIONS

All services offered or subcontracted by Planete Courier Inc. are governed by these terms and conditions. Where a Customer has entered into a Services Pricing Agreement with Planete Courier Inc., the terms and conditions set out in such Services Pricing Agreement will govern in the event of any conflict or inconsistency between these Terms and Conditions and the terms and conditions set out in such Services Pricing Agreement

## DEFINITIONS

### PLANETE COURRIER:

Planete Courier Inc. **also** does business under the names Courier Rapide 2000, Rapide Courier Service, Rapide Forwarder Service, Service de Courier Rapide and Service de Courtier en Transport Rapide herein after named “**PLANETE COURRIER**”. **PLANETE COURRIER** provides carriage of documents and parcels for the account of its client herein after the **CLIENT** through an international network in which **PLANETE COURRIER** is a participant. The present contract governs the carriage.

### CLIENT:

“**CLIENT**” means a person, entity, partnership or organization that is party to a services pricing agreement or has otherwise set up an account with **PLANETE COURRIER** for billing purposes, including an account set up using an Automated Shipping System. “**CLIENT**” also means a person, entity, partnership, or organization that is not party to a services pricing agreement who uses **PLANETE COURRIER** to place a **SHIPMENT**.

### SHIPMENT :

“**SHIPMENT**” means one or more pieces sent at the same time, with the same **PLANETE COURRIER** service and other identical shipment characteristics, from one Shipper to one Receiver at one address under a Bill of Lading, and the charges of which will be billed to one **CLIENT**.

## TRANSPORT CONTRACT

- a) When remitting a **SHIPMENT** for carriage, the **CLIENT** acknowledges that he completed the present non-negotiable waybill by himself or in his name and at his own risk by **PLANETE COURRIER** acting only as an agent without any liability on the part of **PLANETE COURRIER**. The **CLIENT** accepts all terms and conditions stipulated at [www.planetecourrier.com](http://www.planetecourrier.com) and certifies that he has validated the information supplied.
- b) If the **CLIENT** choses an unavailable service or no service on a **PLANETE COURRIER** waybill, **PLANETE COURRIER** will send shipments within Canada and to the United States with an Air service level. If the service is in our local zones, a 1-hour service or direct service will be chosen depending on availability.
- c) The goods described in the present contract are accepted for carriage in apparent good condition unless specifically indicated on the air waybill by **PLANETE COURRIER**.

d) In order to speed up carriage, **PLANETE COURRIER** may substitute another carrier including a land carrier without affecting the nature and conditions of this contract.

e) **PLANETE COURRIER** does not accept the following articles for carriage as they are prohibited in the present contract, passports, tobacco, alcohol, traveler's checks, cash, animals, birds or insects, human remains, fish, seafood or meat, cannabis or products derived by cannabis which may contain cannabinoids, firearms or weapons of any kind (including parts thereof), drugs prohibited by law as well as dangerous goods who have not been priorly approved. **PLANETE COURRIER** will not transport any article that is prohibited by law from transporting, and is inadequately or improperly prepared for ordinary transport having regard to the nature of such article. **CLIENTS** are responsible to know and comply with all applicable laws related to the tender of its Shipment. **CLIENTS** shall not tender for **SHIPMENT** articles that are: (i) prohibited by law; or (ii) non-compliant with applicable laws. **CLIENTS** shall be liable and indemnify **PLANETE COURRIER** for: (i) any action taken; or fines or penalties assessed by any governmental agency against **PLANETE COURRIER** as a result of: (a) **PLANETE COURRIER**'s possession of prohibited or noncompliant articles; or (b) any claim by **PLANETE COURRIER** arising from the failure of **CLIENTS** to comply with law or requirements of any governmental agency or with notification of an issue to **CLIENTS** by such entity. **PLANETE COURRIER** shall be permitted to take all action necessary to be compliant with applicable law related to such articles, including, but not limited to refusing acceptance of such **SHIPMENT** tendered or requiring **CLIENTS** to take immediate possession of such articles.

f) The following articles are only accepted for carriage at the **CLIENTS** own risk. **PLANETE COURRIER** will not assume any liability for these articles and will not accept any claims for loss or damage in the **SHIPMENT** of these articles,

- Glass, china, crystal, pottery, ceramics and other similarly fragile articles.
- Collectors' items.
- Liquids.
- Precious metals.
- Articles requiring temperature-controlled services. (Specific temperature is maintained during carriage).
- Perishable items, and foods and beverages requiring refrigeration or other environmental control.
- Unpackaged articles
- Privately packaged articles (not in manufacturer's original packaging)
- Artwork.
- Antiques.
- Jewelry, other than costume or novelty jewelry.
- Seeds.
- Household goods and personal effects.
- Articles designated as "Prohibited" in these Terms and Conditions but which have been tendered to **PLANETE COURRIER** and accepted for carriage.
- Electronic and electrical devices (including those in manufacturer's original packaging) such as televisions and test equipment.

A «**CLIENT**» may submit a claim for loss of these items. However, claims for damages will not be accepted.

Any "At Shipper's Risk" **SHIPMENT** accepted by **PLANETE COURRIER** travel on a "no-value" basis for the purpose of claims for loss or damage (i.e., the Customer cannot increase **PLANETE COURRIER**'s liability by

declaring a value for such **SHIPMENT** on the face of the Bill of Lading or, in the case of **SHIPMENT** prepared using an Automated Shipping System, in the designated user entry field).

g) The **CLIENT** must provide all pertinent information on the contents and value of the **SHIPMENT**, which will be necessary for any customs authority or other authorities and will be responsible for any damage resulting from false, erroneous or contradictory statements.

h) All duties and taxes relating to **SHIPMENT** will be charged to the consignee, unless prior notice is given to **PLANETE COURRIER**.

i) **PLANETE COURRIER**, upon its judgment or at the request of governmental authorities, may open and inspect any **SHIPMENT** under its control.

j) **PLANETE COURRIER** may, at its sole discretion, round up the weight of any **SHIPMENT** at the **SHIPMENT**, Piece, or pallet level, up to the nearest whole number for billing purposes. **PLANETE COURRIER** may reweigh and/or cube any **SHIPMENT** at the **SHIPMENT**, Piece, or pallet level, and recalculate the **SHIPMENT** charges in its sole discretion, notwithstanding that a weight has been declared on the Bill of Lading. **PLANETE COURRIER** reserves the right to apply a dimensional weight to a **SHIPMENT**, notwithstanding that a weight has been declared on the Bill of Lading.

k) **PLANETE COURRIER** reserves the right to unilaterally cap, or set a maximum amount for, the total volume of Shipments for which it will provide delivery services for a **CLIENT** or **CLIENTS** during designated time periods, including peak volume periods. If the **CLIENT** exceeds the cap amount set by **PLANETE COURRIER** and still provides **SHIPMENTS** to **PLANETE COURRIER** over and above the cap for delivery during the period in which the cap is in place, **PLANETE COURRIER** may in its sole discretion: (i) Refuse the Shipments from the **CLIENT**; (ii) Accept the **SHIPMENT** but apply an additional charge for the delivery of these **SHIPMENTS** ; and/or (iii) Suspend all service guarantees that would apply to these **SHIPMENTS**. **PLANETE COURRIER** reserves the right to refuse any **SHIPMENT**, in its sole discretion, including any **SHIPMENT** that may soil, taint, or otherwise damage other merchandise or equipment, or which is economically or operationally impractical to transport, or which is improperly prepared, packed or wrapped for transport.

k) **PLANETE COURRIER** reserves the right to use agents and subcontractors in the performance of its services. Any exercise of this right will in no way affect **PLANETE COURRIER**'s maximum liability described in these Terms and Conditions. Where agents or subcontractors are used, more restrictive size and weight limitations and different accessorial charges can be applied than those set out herein depending on the sub-contractor. When **PLANETE COURRIER** sub contracts a shipment from **CLIENTS** to one of their sub-contractors, the terms and conditions of the agent will be applicable. Please refer to terms and conditions of our agents Purolator, UPS, FedEx, DHL, Dicom and Canada Post on their respective websites.

## SERVICE GUARENTEES

In case of a late delivery on a local service **SHIPMENT**, **PLANETE COURRIER** may reduce, depending on the circumstances, the **SHIPMENT** base charges to the actual service rendered for 1 hour, 2 hours and AM/PM services only.

## LIABILITY

- a) If the carriage involves an ultimate destination or a stop in a country other than the country of departure, the liability of **PLANETE COURRIER** may be submitted to the Warsaw Convention which governs and in most cases limits the liability of the carrier for loss, damage or delay to the goods unless a declared value (insurance) has been written on the contract before departure, in which case an additional amount can be charged to the **CLIENT**. In no circumstances will the liability of **PLANETE COURRIER** exceed the liability of the actual carrier.
- b) The **LIABILITY OF PLANETE COURRIER IN CASE OF LOSS OR PHYSICAL DAMAGES TO A SHIPMENT**, will be limited to the maximum amount of one-hundred Canadian dollars (\$100.00) unless additional insurance has been purchased. This limit will be applicable even in the case of fault or negligence on the part of **PLANETE COURRIER**.
- c) In case of loss or physical damages to a shipment, **PLANETE COURRIER** will not be liable **FOR LOSS OF INCOME OR PROFIT(S) WHETHER OR NOT PLANETE COURRIER HAD KNOWLEDGE THAT SUCH DAMAGES MIGHT BE INCURRED**. **PLANETE COURRIER** will not be liable for the **CLIENT'S** acts or omissions, including but not limited to incorrect declaration of cargo, improper or insufficient packing, securing, marking or addressing of the shipment, or for the acts or omissions of the recipient or anyone else with an interest to the shipment. Also, **PLANETE COURRIER** will not be liable if the shipper or the recipient violates any of the terms of this agreement.
- d) **PLANETE COURRIER** will not be liable for any damage, loss, delay, shortage, missed-delivery, non-delivery, misinformation, or failure to provide information in connection to this shipment caused by events **PLANETE COURRIER** cannot control, including but not limited to acts of God, riots, perils of the air, weather conditions, mechanical delays, acts of public enemies, war, strikes, civil commotions, or acts or omissions of public authorities (including customs and health officials) with actual or apparent authority.
- e) **PLANETE COURRIER** will be exonerated from any liability in case of delay resulting from customs procedures or any other cause beyond the control of **PLANETE COURRIER**.

## LOSS AND DAMAGE

- a) In case of damage, partial loss, delay, non-delivery or other claim, the **CLIENT** must advise **PLANETE COURRIER** of damages within twenty four (24) hours of delivery. In addition, the **CLIENT** must send a **WRITTEN CLAIM** to **PLANETE COURRIER** within ten (10) days of the pick-up date by **PLANETE COURRIER**.
- b) Certain types of products are not insurable and cannot be claimed for losses or damages, for example but not limited to; glass products and all liquids. Other types of products may also be declined, such as shipments not sufficiently packaged. In case of a claim, if the packaging is deemed as insufficiently protective according to the norms established by the International Safe Transit Association, **PLANETE COURRIER** will not be liable for any damaged sustained.
- c) Any litigation between the Parties will be submitted to the law of the Province of Quebec and the Parties of this contract acknowledge the exclusive jurisdiction of the Courts of the City and District of Montreal, Province of Quebec.



## PLANETE COURRIER INC DELIVERY SERVICES

### LOCAL SERVICES - MONTREAL, LAVAL AND THE SOUTH SHORE

A map and a list of delivery postal codes for **PLANETE COURRIER COURRIER'S** same day services can be found below:

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#### MAP

Please refer to [this map](#) for local zones serviced by **PLANETE COURRIER**.

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#### ZONES

Please refer to [this chart](#) for the list of postal codes serviced by **PLANETE COURRIER**.

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#### LOCAL DIRECT

The Local Direct service is available in Montreal, Laval and the South Shore (Please see map and Zones above) from 24 hours a day and 7 days a week. From the moment we receive the order, a driver is dispatched immediately and the order is delivered without stopping.

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#### 1 HOUR SERVICE

The 1 Hour service is available in Montreal, Laval and the South Shore (please see map and zones above) from 8:00 am to 5:00 pm Monday to Friday. The service is not available on statutory holidays. The **SHIPMENT** must be placed before 4:00pm for a same day delivery. **PLANETE COURRIER** has 1 hour to pick up and deliver the parcel from the moment the **SHIPMENT** is placed.

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#### 2 HOUR SERVICE

The 2 Hour service is available in Montreal, Laval and the South Shore (please see map and zones above) from 8:00 am to 5:00 pm Monday to Friday. The service is not available on statutory holidays. The **SHIPMENT** must be placed before 3:00pm for a same day delivery. **PLANETE COURRIER** has 1 hour to pick up and deliver the parcel from the moment the **SHIPMENT** is placed.

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#### AM/PM

The AM/PM service is available in Montreal, Laval and the South Shore (please see map and zones above) from 8:00 am to 5:00 pm Monday to Friday. The service is not available on statutory holidays. The **SHIPMENT** must be placed before 12:00pm for a delivery before 5:00pm.

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#### PM/AM

The PM/AM service is available in Montreal, Laval and the South Shore (Please see map and Zones above) from 8:00 am to 5:00 pm Monday to Friday. Orders must be placed before 4:00pm to be delivered before 12:00 pm the next day. The service is not available on statutory holidays. All **SHIPMENTS** placed on Friday, or a weekday prior to a statutory holiday, will be delivered before 12:00pm the next business day.

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## DIRECT HORS ZONE

The Direct Hors Zone service is a direct drive service where the pickup **and/or** delivery zone(s) are not part of the zones enlisted in the map and chart above. The price is calculated by km measuring the distance the between the pickup and delivery addresses. This service is available 24 hours a day 7 days a week.

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## SERVICE WITHIN CANADA

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### CANADA GROUND SERVICE

Road vehicle delivery within Canada. Ground services are **not** money-back guaranteed.

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### CANADA AIR SERVICE

Airplane or road vehicle delivery within Canada delivered next day (where service is available). Air services are money-back guaranteed.

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### CANADA 9:00 AM SERVICE

The Canada 9:00 AM service is delivered within Canada the next business day before 9:00AM (Please verify with our customer service representatives for a confirmation that the service is available). 9:00 AM services are money-back guaranteed.

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### CANADA 10:30 SERVICE

The Canada 10:30 AM service is delivered within Canada the next business day before 10:30AM (Please verify with our customer service agents for a confirmation that the service is available). 10:30 AM services are money-back guaranteed.

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### CANADA SATURDAY SERVICE

The Canada Saturday service is delivered on Saturday within Canada (Please verify with our customer service agents for a confirmation that the service is available). Saturday services are money-back guaranteed.

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## UNITED STATES AND INTERNATIONAL SERVICES

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### UNITED STATES GROUND SERVICE

Our USA Ground service is a service where the pickup address is in Canada and the delivery address in the United States. Ground services are **not** money-back guaranteed. Custom clearance is **not** included. The **CLIENT** must use his own custom broker.

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### UNITED STATES AIR SERVICE

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Our USA Air service is a service where the pickup address is in Canada and the delivery address in the United States. Air services are money-back guaranteed. Custom Clearance is included in the price.

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#### UNITED STATES 9:00 AM SERVICE

Our USA 9:00 AM service is delivered from Canada to the USA next day before 9:00AM (Please verify with our customer agents for a confirmation that the service is available). 9:00 AM services are money-back guaranteed. Custom Clearance is included in the price.

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#### UNITED STATES 10:30 AM SERVICE

Our USA 10:30 AM service is delivered from Canada to the USA next day before 9:00AM (Please verify with our customer agents for a confirmation that the service is available). 10:30 AM services are money-back guaranteed. Custom Clearance is included in the price.

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#### UNITED STATES SATURDAY SERVICE

Our United States Saturday service is delivered on Saturday from Canada to the United States (Please verify with our customer agents for a confirmation that the service is available). Saturday services are money-back guaranteed. Custom Clearance is included in the price.

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#### INTERNATIONAL EXPRESS SERVICE

Our International Express service is delivered from Canada to all countries apart from Canada and USA. International express services are money-back guaranteed. Custom Clearance is included in the price.

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#### IMPORT INTERNATIONAL SERVICE

Our Import International service is delivered from all other countries apart from Canada and USA to Canada. Our Import International services have a money-back guarantee. Custom Clearance is included in the price.

### LTL TRANSPORT

LTL Transport is available to and from anywhere in Canada and the United States. Please contact our customer service to get a price for this service.

### CARGO

Cargo service is available to and from Canada and any country worldwide. Custom Clearance is **not** included in the price. Clients must contact customer service for a price.

## ADMINISTRATIVE CHARGES

**PLANETE COURRIER** reserves the right to discontinue, apply new, or modify existing, administrative charges at any time and from time to time. Unless otherwise indicated, any of the following **PLANETE COURRIER** administrative charges may be applied to any **PLANETE COURRIER SHIPMENT**. [Click here for the administrative charges rate table.](#)

### PAPER INVOICE

All our invoices are sent by email. If you wish to receive a paper copy an additional charge will be applied.

### PRO FORMA COPIES

If we need to make copies of your commercial invoice / pro forma, a fee will be applied. Please note that we need your original copy plus an additional 3 photocopies included with your shipment.

### REBILLING OF DUTIES AND TAXES

An administrative fee will be charged for each **SHIPMENT** for the rebilling of duties and taxes.

### PROOF OF DELIVERY

A digital proof of signature is available for a period of three months following the shipment date. For all requests dated prior to those three months where a signature needs to be sent out, a fee will be charged.

### MANUAL DATA ENTRY

Additional fees will be charged when a handwritten bill of lading is used, or if the bill of lading is to be processed manually by PLANÈTE COURRIER (eg for manifests)

### PRINT LABEL

An administrative fee will be charged if personnel from PLANETE COURRIER need to reprint the bill of lading to identify a package.

### THIRD PARTY

An additional charge will be applied when a third party is selected to pay the shipping charges.

### MAILING SERVICE

Additional fees will be charged when requested by the CLIENT to process postal items at a post office.

### NON-SUFFICIENT FUNDS (« NSF »)

A fee will be charged to the client if a provided check has non-sufficient funds.

## ACCESSORIAL CHARGES

**PLANETE COURRIER** reserves the right to discontinue, apply new, or modify existing, shipping charges at any time. Unless otherwise indicated, any of the following **PLANETE COURRIER** » shipping charges may be applied to any **PLANETE COURRIER SHIPMENT**. [Please click here for accessorial charges rate table.](#)

### DIMENSIONAL WEIGHT

The weight charged will be the greater between the (1) dimensional weight and (2) actual weight:

(1) the dimensional weight is calculated follows:  $L \times W \times H \text{ (in)} / 139 = \text{weight (lbs)}$  or  $L \times W \times H \text{ (cm)} / 5000 = \text{weight (kg)}$ .

\*\* Each dimension is rounded up to the nearest integer before multiplying. The final result is also rounded up to the nearest integer.

Example:  $15.1 \times 14.9 \times 5 / 139 = 16 \times 15 \times 5 / 139 = 8.63 \text{ lbs.} = 9 \text{ lbs}$

(2) The actual weight of the package, rounded up.

### EXTENDED AREA

An additional charge will be applied when the origin or destination point is deemed by **PLANETE COURRIER** or one of its agents to be remote.

### INSURANCE

Each **SHIPMENT** includes a \$100.00 value of insurance. Additional insurance may be purchased based on the declared value of the merchandise when the bill of lading was created.

### FUEL SURCHARGE

A fuel surcharge will be added to our prices. A review will be made each month. Please contact us at [sac@planetecourrier.com](mailto:sac@planetecourrier.com) for more information.

### REDELIVERY

An additional charge will be applied to any **SHIPMENT** that is required to be redelivered where **PLANETE COURRIER** or one of its agents, through no fault of its own, was unable to complete delivery on the first attempt. This charge will be applied for each subsequent delivery attempt by **PLANETE COURRIER**.

### NO PICKUP

A charge will be applied if there is nothing to pick up at the pickup address.

### WAITING TIME

A charge will be applied for each additional waiting minute over the first 10 minutes.

### RESIDENTIAL AREA

An additional charge may be applied when one of the **SHIPMENT** addresses is in a residential area.

### ADDITIONAL HANDLING

An additional charge will be applied on any item deemed to be non-conveyable items that need special handling because of their shape, size, casing or contents. Examples would include cylindrical item, such as a barrel, drum, pail or tire that is not fully encased in a corrugated shipping container, suitcases, shipments enclosed in a plastic casing, liquids, wooden boxes, metal boxes, oversized parcels.

### INCORRECT ADDRESS

For local services a 1 hour service charge will be added to deliver the parcel to its final destination from the incorrect address to the corrected address. For all other destinations a fee will be added to the cost of delivering the shipment.

### RESIDENTIAL SIGNATURE REQUIRED

A surcharge will be invoiced for all residential deliveries requiring a signature

### REPACKAGING

A fee will be charged to repack a parcel.

### LARGE VEHICLE REQUIRED

A fee will be charged for all local deliveries requiring a large vehicle or truck.

### HELPER REQUIRED

For all deliveries requiring a helper to unload or load a package, a fee will be charged.

### DANGEROUS GOODS

We do not accept all classes of dangerous goods please contact us for more information. A fee will be applied for accepted classes.

### DRY ICE

A fee will be charged if a **SHIPMENT** contains dry ice.

### RETURN TO SHIPPER

A fee will be charged if a **SHIPMENT** is requested to be returned to its shipper.

### GUARANTEED SERVICES

Fees will be charged to our regular service fees for deliveries with guaranteed delivery times.

### FREE DOMICILE

Fees will be charged to have duties and taxes re-invoiced to the shipper.

### TAILGATE

Additional fees will be applied to **SHIPMENTS** require a tailgate.

## PAYMENT INFORMATION

### CLIENTS WITHOUT ACCOUNTS

**CLIENTS** without accounts are required to pay by credit card for **PLANETE COURRIER** services at the time such services are requested. **CLIENTS** without accounts are not permitted to pay for **PLANETE COURRIER** services by cheque and this form of payment will be rejected. If the information received at the moment the **SHIPMENT** was placed is different than when the parcel is received extra charges will have to be applied to the credit card of the **CLIENT**.

### CLIENT WITH ACCOUNTS

**CLIENTS** with accounts are required to pay for **PLANETE COURRIER** services within 30 calendar days from the date of invoice or in accordance with their services pricing agreement. Invoices for duties and taxes are due within 10 calendar days. **PLANETE COURRIER**'s invoices are generated bi-monthly and may be sent a few days after the invoice date. Invoices are offered electronically in PDF or csv format, and can be sent via mail in paper format for an additional charge (see "Administrative Charges")

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### ACCEPTED PAYMENTS

We accept payments online, by credit card (VISA and Mastercard only) and by check.

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### EXCHANGE

An exchange fee can be charged on our import services.

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### LATE PAYMENT CHARGES

In the event the **CLIENT** fails to pay an invoice in full when due, **PLANETE COURRIER**, is entitled to charge, at its sole discretion interest at the rate of 5% per month (annual effective rate of 26.82%) on all outstanding amounts. This is in addition to any other legal rights and remedies available to **PLANETE COURRIER**. **CLIENTS** with accounts are fully responsible for all outstanding amounts on their **PLANETE COURRIER** accounts. In addition to the foregoing (and any other legal rights and remedies available to **PLANETE COURRIER**), **PLANETE COURRIER** reserves the right, in its sole discretion, to: (i) withhold requests for creditor refunds on service guarantees on past due accounts; (ii) suspend services going forward to any **CLIENT** with an account that is past due; (iii) apply to a **CLIENT'S** past due account any credit or refund owed to the **CLIENT**, if such account is 30 days past due.

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### INVOICE DISCREPANCIES AND DISPUTES

The **CLIENT** must notify **PLANETE COURRIER** of any billing errors or discrepancies by email at [credit@planetecourrier.com](mailto:credit@planetecourrier.com). All discrepancies and disputes must be brought to **PLANETE COURRIER'S** attention within 30 days of the date of the invoice, after which time such invoice will be deemed accepted by the **CLIENT**. **PLANETE COURRIER** reserves the right to charge **CLIENT** an administrative fee in cases where **PLANETE COURRIER** determines that disputed charges were correctly charged as originally invoiced.

## CONTACT INFORMATION

### HEAD OFFICE

Planete Courier Inc.  
5447 rue Francois-Cusson  
Lachine, QC  
H8T 3J4  
Canada

### TELEPHONE AND GENERAL INFORMATION

Tel: 514-631-9117  
Toll free: 1 866-817-9117  
Fax: 514-631-3117

### CONTACT INFORMATION

Sales	<a href="mailto:sales@planetecourrier.com">sales@planetecourrier.com</a>
Information	<a href="mailto:info@planetecourrier.com">info@planetecourrier.com</a>
Customer service	<a href="mailto:sac@planetecourrier.com">sac@planetecourrier.com</a>
Payment confirmation	<a href="mailto:payment@planetecourrier.com">payment@planetecourrier.com</a>
Invoicing	<a href="mailto:ar@planetecourrier.com">ar@planetecourrier.com</a>
Credits	<a href="mailto:credit@planetecourrier.com">credit@planetecourrier.com</a>