

## ADDITIONAL CHARGES ON STANDARD SERVICES

DESCRIPTION	DETAILS	Effective January 1, 2022	Invoice code	
PROOF OF DELIVERY	PROOF OF DELIVERY	A proof of delivery option must be selected for the shipment.		
	SIGNATURE NOT REQUIRED (SNR)	The signature not required option authorizes deliveries without a signature from the receiver. If the delivery person judges that the location is not safe for release, a delivery notice will be left with the recipient with instructions to collect the package.	Free, "SNR" must be specified	n/a
	RESIDENTIAL SIGNATURE REQUIRED	When a signed proof of delivery is required and the destination address is in a residential area. When this surcharge is applied, residential area surcharge is 0.00 \$.	5.75 \$ per shipment	15 SIGNATURE RES REQUISE / RES SIGNATURE REQUIRED
	ADULT SIGNATURE REQUIRED	When a proof of age from a recipient at the address a package is delivered to is required, along with a signature. Recipients must present valid government-issued photo ID with proof of age at the time of delivery.	8.50 \$ per shipment, must be specified in delivery instructions	27 SIGN ADULTE / ADULT SIGN
SPECIAL HANDLING	SPECIAL HANDLING	As conveyor systems at our processing facilities are not suitable for certain shipments, we manually handle these items using specialized equipment. In cases in which multiple Special Handling surcharges would apply to a particular piece, only the Special Handling surcharge with the highest value, among all the applicable Special Handling surcharges, will be applied to the piece. Planète Courrier may introduce, increase and/or amend Special Handling surcharges during designated time periods, including peak season volume periods, to prepare our network for our busiest season and to align with market conditions.		
	FLAT PACKAGE	Packages with the longest side measuring over 18" (approx. 45 cm) and the shortest side measuring 2" (approx. 5 cm) or less.	2.50 \$ per package	09 COLIS PLAT / FLAT PARCEL
	ADDITIONAL HANDLING	Packages that: a) are encased in outer packaging made of wood or metal or are bundled together with metal strapping; b) contain high-risk items; c) are non-packaged (unboxed) articles; or d) are not fully encased in a suitable shipping container (e.g., tires, pails and duffle bags) any cylindrical shaped item, such as a barrel or a pail that is not fully inserted into a corrugated shipping container; f) Any other package requiring special handling, as determined by Planète Courrier, at its sole discretion	21.50 \$ per package	10 MANUTENTION / HANDLING
	WEIGHT (50-150 LB)	Packages that weigh more than 50 lb. (approx. 32 kg) but less than or equal to 150 lb. (approx. 68 kg)	30.00 \$ per package	11 GRANDE TAILLE / OVERSIZED
	LENGTH (48"-95.9")	Packages whose longest side measures more than 48" (approx. 122 cm) and less than or equal to 108" (approx. 274 cm).	30.00 \$ per package	11 GRANDE TAILLE / OVERSIZED
	LENGTH (96" AND UP)	A package is considered a large package for domestic shipments if its length exceeds 96 inches/244 centimetres. A minimum billable weight of 90 lb is applicable.	155.00 \$ per package	13 GROS COLIS / LARGE PACKAGE
	WIDTH (30" AND UP)	Any package with its second-longest side exceeding 30 inches/76 centimetres	30.00 \$ per package	11 GRANDE TAILLE / OVERSIZED
	RESIDENTIAL HEAVYWEIGHT	Packages that are considered heavyweight items for standard residential area delivery because they weigh more than 70 lb. (approx. 32 kg) and less than or equal to 150 lb. (approx. 68 kg).	65.00 \$ per package	12 TRES LOURD RES / RES HEAVYWEIGHT
	LARGE PACKAGE	Packages whose total overall piece size measures between 130" (approx. 330 cm) and 165" (approx. 419 cm). Total overall piece size = length + (2 x width) + (2 x height) in inches. A minimum billable weight of 90 lb is applicable.	155.00 \$ per package	13 GROS COLIS / LARGE PACKAGE
	OVER MAXIMUM WEIGHT (150 LB)	Packages weighing more than 150 lbs (approximately 68 kg)	1,050.00 \$ per package	23 TAILLE SUPERIEURE / OVERSIZE
	OVER MAXIMUM LENGTH (108")	Package with longest side greater than 108" (approximately 274 cm).	1,050.00 \$ per package	23 TAILLE SUPERIEURE / OVERSIZE
	OVER MAXIMUM SIZE	Package with length plus girth greater than 165" (approximately 419 cm) in circumference	1,050.00 \$ per package	23 TAILLE SUPERIEURE / OVERSIZE
	GUARANTEED SLA OPTIONS	GUARANTEED SLA OPTIONS	Guaranteed SLA options can be purchased. Options are available in certain regions only. Rates are based on the following SLA options:	
INTRA-CANADA 9:00 AM DELIVERY		Receive guaranteed delivery by 9:00 AM the business day following the pickup date.	35.00 \$ per package, air shipments only	Included in base price
INTRA-CANADA 10:30 AM DELIVERY		Receive guaranteed delivery by 10:30 AM the business day following the pickup date.	15.00 \$ per shipment, air shipments only	Included in base price
INTRA-CANADA SATURDAY DELIVERY		Receive guaranteed delivery by end of day Saturday (for shipments picked up on a Friday)	35.00 \$ per package, air shipments only	Included in base price
EXPORT TO USA 9:00 AM DELIVERY		Receive guaranteed delivery by 9:00 AM the business day following the pickup date.	175.00 \$ per package, air shipments only	Included in base price
EXPORT TO USA 10:30 AM DELIVERY		Receive guaranteed delivery by 10:30 AM the business day following the pickup date.	10.00 \$ per shipment, air shipments only	Included in base price
EXPORT TO USA SATURDAY DELIVERY		Receive guaranteed delivery by end of day Saturday (for shipments picked up on a Friday)	35.00 \$ per package, air shipments only	Included in base price
DANGEROUS GOODS	DANGEROUS GOODS	Dangerous Goods must be tendered for shipment in a manner that conforms to all applicable laws and regulations for air and/or ground transport. Regulations are accepted for transportation only from customers with a dangerous goods agreement (contract) in effect. Dangerous Goods (Hazardous Materials) rates are based on the following categories:		
	FULLY REGULATED	Shipments containing dangerous goods that are declared as fully regulated in compliance with Transport Canada's regulations and to which no exemptions apply	85.00 \$ per shipment	16 MATIERE DANGEREUSE / DANGEROUS GOODS
	UN3373	Shipments containing biological substances, Category B (relatively low-risk pathogens).	12.50 \$ per shipment	17 UN3373 / UN1845
	UN1845 (DRY ICE)	Shipments containing dry ice/solid carbon dioxide in a properly vented package.	12.50 \$ per shipment	17 UN3373 / UN1845
	LIMITED QUANTITY	Shipments containing dangerous goods (other than explosives) in one or more means of containment with a gross mass of less than or equal to 30 kg each. Eligible for exemption under Section 1.17 of Transport Canada's TDG Regulations.	85.00 \$ per shipment	16 MATIERE DANGEREUSE / DANGEROUS GOODS
IMPORT (CANADA)	IMPORT (CANADA AS DESTINATION)	Import service enables importers to initiate shipments from another country and have the shipment delivered to them or to an alternate location. Labels and commercial invoices can be forwarded to a supplier/exporter in another country by email, mail or they can be sent with a driver with a pickup dispatch.		
	PRINT LABEL	You generate the shipping label and distribute to your customer, who then applies the label to the package.	2.00 \$ per label	25 IMPRESSION DE BORDEREAU / REPRINT LABEL
	ELECTRONIC LABEL	Label is emailed upon your request to your customer, who then prints the label and applies it to the package	3.50 \$ per label	26 AUTRES / MISCELLANEOUS
	3 PICKUP ATTEMPTS	(UPS only) UPS delivers the shipping label to your customer and collects the item for return. If the package cannot be picked up on the first attempt, UPS will make two more pickup attempts over the next two business days.	22.00 \$ per label	00 PICKUP FEE
RETURN SERVICE	RETURN SERVICE	Available for intra-Canada shipments only.		
	PRINT RETURN LABEL	You generate the label and include it in an outbound shipment or distribute separately to your customer, who then applies the label to the package.	2.00 \$ per label	25 IMPRESSION DE BORDEREAU / REPRINT LABEL
	ELECTRONIC RETURN LABEL	We electronically provide a return label to your customer via e-mail.	3.50 \$ per label	26 AUTRES / MISCELLANEOUS
	3 PICKUP ATTEMPTS	(UPS only) UPS delivers the shipping label to your customer and collects the item for return. If the package cannot be picked up on the first attempt, UPS will make two more pickup attempts over the next two business days.	22.00 \$ per label	00 PICKUP FEE
OTHER SURCHARGES				

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	FUEL SURCHARGE	Fees vary by service and provider. Please contact customer service for the current rate	Variable	Identified as "Fuel Surch." on the invoice
	EXTENDED AREA	Une surcharge sera appliquée lorsque le point d'origine ou de destination est considéré par Planète Courrier comme une zone éloignée.	Variable	Included in base price, or 14 ZONE ELOIGNEE / EXTENDED AREA
	RESIDENTIAL AREA	An additional charge will be applied when the destination point is deemed by Planete Courrier to be in an area that is primarily residential or is of a low business (commercial) density.	4.35 \$ per shipment	08 RESIDENTIEL / RESIDENTIAL
	ADDRESS CORRECTION	An additional charge will apply if shipment is non-deliverable due to an incorrect or incomplete address or is addressed to a P.O. Box. Planete Courrier will attempt to determine the correct address and complete the delivery. The original address will be replaced with the corrected address on the bill of lading.	16.50 \$ per package	Separate order with service "99 MAUVAISE ADRESSE / INCORRECT ADDRESS" (so = base price), or 24 MAUVAISE ADRESSE / INCORRECT ADDRESS
	ADDITIONAL INSURANCE	No additional insurance surcharge is applied to shipments with a declared value (for Planete Courrier liability purposes) of up to 100.00 \$ CAD. Customers must expressly declare a value and choose the additional insurance option for the shipment on the bill of lading in order to be entitled to submit a claim for the declared value of a shipment.	4.75 \$ per 100.00 \$ declared, billable minimum of 20.00\$	Identified as "insurance" on invoice
	THIRD PARTY	An additional charge will be applied when a third party is selected to pay the shipping charges.	6.50 \$ per shipment	20 TIERCE PARTIE / THIRD PARTY
	PRINT LABEL	Fees apply if a package does not have a shipping label.	2.00 \$ per package	25 IMPRESSION DE BORDEREAU / REPRINT LABEL
	REPACKAGING	If a shipment is deemed improperly packaged, Planete Courrier, at its sole discretion, will repack the shipment.	35.00 \$ per package	22 REMBALAGE / REPACKAGING
	DUTIES AND TAXES CHARGED TO THE SHIPPER (FRANCO DOMICILE)	Fees apply if Planete Courrier is to rebill the duties and taxes charges to the shipper. This option must be specified on your international shipment.	16.50 \$ per shipment	18 FRANCO DOMICILE / FREE DOMICILE

### ADDITIONAL CHARGES ON SAME-DAY SERVICES

DESCRIPTION	DETAILS	En vigueur 1er janvier, 2021	Invoice code
SURCHARGES APPLICABLE TO SAME-DAY SHIPMENTS	Planete Courier offers same-day delivery services in specified regions. The following surcharges may apply on a same-day shipment:		
FUEL SURCHARGE	A fuel surcharge is applied to cover variations in fuel costs	Variable	Identifié comme "surch. de carburant" sur la facture
SHIPMENT REQUIRING A CARGO VAN	Applicable if a cargo van is requested by the shipper	35.00 \$ per shipment	04 GROS VEHICULE / LARGE VEHICLE
SHIPMENT REQUIRING A HELPER	Applicable when a helper is required to offload or load a vehicle.	55.00 \$ per hour, billable minimum 1 hour	07 MANUTENTIONAIRE / HELPER
DOWNTOWN VEHICLE	Fees apply when no cyclists are available for an intra-downtown shipment and Planete Courier needs to assign the shipment to a driver with a vehicle.	10.00 \$ per shipment	05 AUTO CV / DT VEHICLE
NO PICKUP	Applicable when the driver arrives at origin address and there are no packages to pickup	Local car = Fixed price 8.95\$ Local 5-tonne truck = Fixed price 50.00\$	01 PAS DE CUEILLETTE / NO PICKUP
SECOND DELIVERY ATTEMPT	An additional charge will apply to any shipment that must be redelivered because Planete Courier, 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.	Full price	02 2E LIVRAISON / REDELIVERY
ADDRESS CORRECTION	An additional charge will apply if shipment is non-deliverable due to an incorrect or incomplete address or is addressed to a P.O. Box. Planete Courier will attempt to determine the correct address and complete the delivery. The original address will be replaced with the corrected address on the bill of lading.	Initial shipment at full price + a second shipment billed as a 1 hour service to deliver at the correct address	Included in base price of the second shipment
WAITING TIME	Applicable when the driver arrives at origin or destination address and needs to wait before executing his or her task	0.65 \$ per minute, billable after 10 minutes of waiting	Identified as "waiting time" on the shipment

### ADMINISTRATIVE FEES

DESCRIPTION (FR)	DÉTAILS (FR)	En vigueur 1er janvier, 2021	Code de facturation
SURCHARGES APPLICABLES AUX EXPÉDITIONS MÊME-JOUR	Des frais administratifs peuvent s'appliquer		
DOCUMENT COPIES	Fees apply if Planete Courier must print commercial invoice copies for an international shipment.	5.00 \$ per shipment	21 COPIE DE DOCUMENT / DOCUMENT COPIES
DATA ENTRY	Fees apply if we must create the shipment for you.	2.00 \$ per shipment	06 ENTREE DONNEES / MAN DATA ENTRY
DUTIES AND TAXES	When shipping to the U.S. or other international destinations, most shipments are subject to the assessment of customs clearance charges (e.g., duties and taxes) imposed by the importing country's government. It is imperative to consider the effect of these customs clearance fees when determining your shipping costs. Our shipment rates and additional charges do not include applicable customs clearance fees, so you must pay any fees related to the shipment to our designated customs broker or your own customs broker.	Administration fee of 10.00 \$ per 100.00 \$ of billed duties and taxes	Separate order billed in a dedicated duties and taxes account with service "DROITS ET TAXES", or 19 DROITS ET TAXES / DUTIES AND TAXES
NSF CHECK	Fees apply if a check is NSF	30.00 \$ per transaction	A debit note is added to the account