



# Royal Guaranteed & Custom Solutions

When you need it there quickly, on-time and guaranteed,  
call **1-855-956-0911**  
[royalsolutions@kingswaytransport.com](mailto:royalsolutions@kingswaytransport.com)



**Time Critical Shipping,  
including to and from  
the United States**



**Delivery before 10:00 am:**

- 40% surcharge of regular rate, minimum \$100.00



**Delivery before 12:00 pm:**

- 30% surcharge of regular rate, minimum \$75.00



**Delivery before 5:00 pm:**

- 20% surcharge of regular rate, minimum \$40.00
- 20% surcharge of regular rate, minimum \$125.00 (international)



**All your custom, time specific needs,  
using all modes of transportation.**

**ON-TIME DELIVERY GUARANTEE!**



**CALL US AT 1-855-956-0911**  
**[kingswaytransport.com](http://kingswaytransport.com)**



## **TERMS AND CONDITIONS**

### **Delivery Guarantee:**

Kingsway Transport stands behind our commitment to service with our Royal Custom Solutions On-Time Delivery guarantee. If your shipment is not delivered on time according to the service times published for Guaranteed Service, 100% of the freight charges will be credited to your account subject to the following Terms and Conditions.

### **The Following Conditions would/could cause the cancellation or modification of a Guaranteed Service agreement:**

1. An "Act of God", any unforeseen events that restrict the parties involved from fulfilling obligations "Force Majeure"(Including but not limited to floods, fires, Power Outages...).
2. Strikes of labor disputes involving any interested parties, properties or transportation routes that prevent the carrier from performing the service.
3. Weather conditions that impede the carriers ability to operate (including but not limited to snow, ice, rain...).
4. Traffic/Transportation network conditions that impede the carriers ability to operate (Including but not limited to traffic accidents, road closures, construction, disruption of ferry service).
5. Acts, defaults or omissions by the shipper, consignee, customs broker, other interested third parties or public authorities preventing the carrier from performing the required service (Including but not limited to shipments not ready by the agreed time, consignee not able or unwilling to receive a shipment, credit issues with any involved party).
6. Civil disturbances or restrictions/initiatives imposed by Governments that disrupt transportation networks or prevent the carrier from performing the service (Including but not restricted to unlawful assemblies, a state of war).
7. Canadian and/or U.S. Customs delays beyond the control or responsibility of the carrier (Including but not limited to freight seizure or inspection, Customs Broker errors, border closures or extraordinary delays, insufficient or improper documentation).
8. Any special handling requirements, appointments or conditions of pick-up/delivery not communicated at the time of order confirmation.
9. Improper, insufficient or unsafe packaging, securing, labeling of any part of shipment.

### **The following rules shall apply to all Guaranteed shipments:**

10. The service guarantee applies only to the cancellation of applicable freight charges. The carrier shall not be liable for any consequential, incidental, punitive, or economic damages of any kind.
11. A shipment requiring "Inland" Customs clearance either by request or default of the Shipper, Consignee, interested 3rd party, Customs Broker shall be deemed to have met the service commitment once the freight or required Customs documentation reached the applicable customs facility.
12. In cases where the signs "Order Confirmation" does not agree with the bill of lading supplied or the actual shipment characteristics, Kingsway reserves the right to review and recalculate the rate and service commitment.
13. Delivery of any portion of a shipment in accordance with the service commitment will be deemed "On time" and any entitlement to a credit of freight charges will be at the discretion of the carrier.
14. In cases where the carrier has determined responsibility for a service failure lies solely with the carrier, the cancellation of freight charges will be completed by the carrier with no action required by the shipper or consignee.
15. When service failure is deemed to be beyond the carriers control (no fault of the carrier), interested parties may request a review of the determination by submitting a request to the guaranteed Service Department.