

Eagle Air Freight, Inc.

MC 99655 | USDOT 268906

FREIGHT RULES CIRCULAR

Naming

RULES, REGULATIONS, ACCESSORIAL SERVICE(S) AND CHARGES

Applying on

FREIGHT ALL KINDS

PRIOR OR SUBSEQUENT TO TRANSPORTATION

BY

INTERNATIONAL AIR CARRIER

FROM OR TO POINTS AND PLACES WITHIN THE CONTINENTAL

UNITED STATES

**This Service Circular is applicable to
interstate and intrastate
shipments**

ISSUED: January 1, 2020

By: D. O'Brien

Eagle Air Freight, Inc.
140 Eastern Avenue
Chelsea, MA 02150-3352
617-884-4436

Terms and Conditions (Continued)

APPLICABILITY OF EAGLE AIR FREIGHT'S TERMS AND CONDITIONS OF SERVICE

Where:

1. a through [origin to destination] air waybill has not been issued; or
2. the carriage by air is not subject to the Montreal Convention; or
3. When EAF transports shipments either to origin airport or from destination airport for either consignee or consignor, the following terms and conditions apply only between the following points:
 - (a) domestic origin point for surface transportation by motor vehicle to origin airport; or
 - (b) from destination airport to consignee's location in the forty-eight contiguous states of the United States.

EAF's CONDITIONS OF CARRIAGE

Where the "Conditions of Contract" printed on the reverse side of each original air waybill are in conflict with any the terms and conditions of the Conventions referenced herein, the terms and conditions of the below referenced Conventions prevail. To the extent they are not in conflict with the aforesaid Conventions, the terms and conditions of EAF's bill of lading and tariff apply.

DEFINITIONS

Agent	means the natural person or entity expressly or tacitly authorized to act on behalf of the international air carrier and/or the consignor with regard to the contract of carriage, unless otherwise provided for in the contract of carriage
Air Waybill	means the document completed by the consignor or on consignor's behalf; it constitutes proof that a contract for carriage – and other handling - of cargo exists between consignor and carrier
Cargo	means all property carried, or to be carried, in an aircraft insofar as the terms and conditions of carriage are applicable pursuant to valid international conventions.
Carriage	means the international transportation of cargo by air (or land) on the basis of a contract of carriage by air
Contracting Carrier [carrier of record]	means the International Air Carrier (IAC) issuing the Air Waybill and all carriers that carry or undertake to perform any services related to such air carriage without being a successive carrier
Consignee	the natural person or entity whose name or identity is entered in the space provided for in the air waybill and to whom the carrier has to tender the goods, subject, however, to other lawful instructions.
Consignor	the natural person or entity whose name or identity is entered as contracting party in the space provided on the air waybill, upon conclusion of the contract of carriage.
Contract of Carriage	means the contract, whether written or oral, between the consignor and carrier relating to the service(s) to be performed by the carrier, including cost(s) relating thereto

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Definitions (Continued)

- Convention means one or more of the following international agreements, insofar as pertaining to the contract of carriage:
- the Convention for the Unification of Certain Rules Relating to International Carriage by Air; signed at Warsaw, October 12, 1929 (Warsaw Convention);
 - Convention for the Unification of Certain Rules to International Carriage by Air, done at Montreal on May 28, 1999 (Montreal Convention)
 - Protocol to Amend the Convention for the Unification of Certain Rules to International Carriage by Air, signed at Warsaw on October 12, 1929, Done at the Hague on September 28, 1955 (The Hague Protocol of 1955)
- Delivery Service means the surface transport of inbound shipments from the airport of destination to the address of the consignee, or that of his designated agent, or, into the custody of appropriate government agency when required.
- International Shipment Not Subject to the Convention means any shipment moving between more than one country. As used herein, “country” also includes a state and all territory(s) subject to the state’s sovereignty, suzerainty, mandate, authority or trusteeship
- Successive Carrier means one or more airfreight carriers performing carriage on behalf of one or more other carriers, one of which is the original carrier [“carrier of record”]
- Tariffs a document containing rates, rules and regulations applicable to services provided by the Carrier which with the Air Waybill constitute the Contract of Carriage.

Air Waybill for International Carriage
Terms and Conditions

Sec. 1.

- (a) The carrier or party in possession of any of the property described in this bill of lading shall be liable as at common law for any loss thereof or damage thereto, except as hereinafter provided.
- (b) No carrier shall be liable for any loss or damage to a shipment or for any delay caused by:
- (1) an Act of God;
 - (2) the public enemy, consisting principally of but not limited to hostile or warlike action in time of peace or war, including action in hindering, combating or defending against an actual, impending or expected attack (i) by any governmental power, or by any authority maintaining or using military, naval or air forces, or (ii) by military, naval or air forces, or (iii) by an agent of any such government, power authority or forces, or (iv) any weapon of war employing atomic fission or radioactive force whether in time of peace or war, insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authority in hindering or defending against any such occurrence.

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Bill of Lading (Continued)

- (3) the authority of law, consisting principally of but not limited to seizure or destruction under quarantine or customs regulation, confiscation by order of any government or public authority, or risks of contraband or illegal transportation or trade.
 - (4) From any defect or inherent vice of the article, whether latent defect or any other condition of or within the article which causes it to destroy itself, including susceptibility to damage because of atmospheric conditions such as pressure, temperature, humidity or changes therein.
 - (5) From an act, omission or order of consignor, consignee or other party of interest.
- (c) Except in the case of negligence of the carrier or party in possession, the carrier or party in possession shall not be liable for loss, damage or delay which results:
- (1) when the property is stopped and held in transit upon request of the shipper, owner or party entitled to make such request;
 - (2) from faulty or impassable highway or by lack of capacity of a highway bridge or ferry;
 - (3) from a defect or vice in the property;
 - (4) from strikes, lockouts, labor disturbances, riots, civil commotion, or the acts of any person or persons taking part in any such occurrence(s) or disorder(s). The burden to prove freedom from negligence is on the carrier or party in possession.

Sec. 2.

Unless otherwise agreed upon, in writing, prior to shipment, carrier is not bound to transport a shipment by a particular schedule or in time for a particular market, but is responsible to transport with reasonable dispatch. In case of physical necessity, carrier may forward a shipment via another carrier or mode e.g. surface for air, etc.

Sec. 3.

CLAIMS:

NOTE: Receipt by IAC at origin airport [outbound shipment] without claim shall be prima facie evidence that the cargo has been transported in good condition. Receipt by EAF of inbound cargo at destination airport and subsequently delivered to party entitled to delivery of the cargo without claim shall be prima facie evidence that the cargo has been delivered in good condition.

In case of loss, damage or delay to cargo a written claim must be made to EAF by the person entitled to delivery. Such claim must be made:

- (a) In case of **damage** to the cargo, immediately following discovery of the damage and within 14 days from the date of receipt of the cargo.
- (b) In the case of **delay**, within 21 days from tender of delivery to the consignee or person entitled to delivery.
- (c) In case of **non-delivery** of the cargo, within 120 days from the date of issue of the air waybill or within 120 days from the date of receipt of the cargo for transportation by EAF.

Unless a written claim is made within the time limits specified above no action may be brought against EAF.

SUITS

Any rights to damages against EAF shall be extinguished unless an action is brought within two years from the date of arrival at destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

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Bill of Lading (Continued)

Sec. 4.

If the consignee refuses the shipment tendered for delivery by EAF or if EAF is unable to deliver the shipment because of fault or mistake of the IAC, consignor or consignee, EAF's liability shall then become that of a warehouseman. EAF shall promptly attempt to provide notice, by telephone or electronic communication and via U.S. Postal Service to the IAC, consignor and consignee as shown on the face of the air waybill that delivery could not be made. Storage charges based on EAF's Service Circular ['tariff'] shall start no sooner than the next business day following the notification attempt. Storage may be, at EAF's option, in any location that provides reasonable protection against loss or damage. EAF may place the shipment in public storage at the owner's expense and without liability to EAF.

Sec. 5.

- (a) The declared value of any shipment represents EAF's maximum liability for any loss, damage, injury or delay, including misdelivery or nondelivery.
- (b) For carriage which Montreal Protocol [1999] does not apply, EAF's liability limitation for cargo loss, damaged or destroyed shall be 19 SADR's per kilogram unless a greater limit per kilogram has been declared to EAF or the IAC, in which event such increased liability is extended to EAF.

Sec. 6

Every party, whether principal or agent, who ships explosives or dangerous goods, without previous full written disclosure to the carrier of their nature, shall be liable for and indemnify the IAC and EAF against all loss or damage caused by such goods. Such goods may be warehoused at owner's risk and expense or destroyed without compensation

Sec. 7.

- (a) The consignor or consignee shall be liable for the freight and other lawful charges accruing on the shipment, whether as billed or corrected.
- (b) Notwithstanding the provisions of subsection (a) above, the consignee's liability for payment of additional charges that may be found to be due after delivery shall be as specified in Title 49 United States Code, Section 13706.
- (c) Nothing contained herein shall limit the right of the carrier to require prepayment or guarantee of the charges at the time of shipment or prior to delivery. If the description of articles or other information on this bill of lading is found to be incorrect or incomplete, the freight charges must be paid based upon the articles actually shipped.

Sec. 8

If this bill of lading is issued on the order of the shipper, or his agent, in exchange or in substitution for another bill of lading, the shipper's signature on the prior bill of lading or in connection with the prior bill of lading as to the statement of value or otherwise, or as to the election of common law or bill of lading liability shall be considered a part of this bill of lading as fully as if the same were written on or made in connection with this bill of lading.

Sec. 9

If all or any portion of the property is carried by water over any part of said route, such water carriage shall be performed subject to the terms, conditions and limitations of liability specified by the "Carriage of Goods by Sea Act" or other pertinent laws applicable to water carriers.

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Bill of Lading (continued)

FAA SHIPPER SECURITY NOTIFICATION

Property tendered for subsequent transportation by IAC is subject to aviation security controls by air carriers, and, when appropriate, other governmental regulations. Copies of all relevant shipping documents showing consignee, consignor, IAC, description of property tendered for transport and other relevant data will be retained on file until the property completes its air transportation or pursuant to federal record retention requirements.

RULE 5 APPLICATION of RULES and REGULATIONS

EAF's Service Circular contains all rules and regulations governing transportation and any specified ancillary services associated with the movement of personal property by air – whether prior or subsequent to EAF's service(s) between points and places in the United States of America.

RULE 6 APPLICATION of RATES and CHARGES

The appropriate rates and charges are those in effect on the date EAF receives the shipment. The rates and service quoted by our employees are based on information provided by the party contacting EAF. Final rates and service are based on the nature of the property actually tendered for shipment and the appropriate provisions of EAF's Service Circular in effect on the date shipment is actually tendered to EAF.

RULE 7 ARTICLES, INSPECTION OF

When EAF, or any of its agents or assigns, has reason to believe that the contents of any package may not be as described or indicated, we shall have the right to: (a) inspect; (b) cause inspection to be made; or (c) require production of evidence sufficient to determine the actual nature and character of the property prior or subsequent to acceptance.

**RULE 8 ARTICLES LIKELY to CAUSE DAMAGE to AIRCRAFT, VEHICLES
or OTHER LADING**

We do not accept explosives or goods classified as "dangerous" or "hazardous" for transport. Products falling into the aforementioned classifications include but are not limited to: flammable liquids; class A and B explosives; compressed gasses [flammable or non-flammable]; radioactive materials, etc. Property of this nature can be found in the International Air Transport Association's Dangerous Goods Regulations or Title 49 of the Code of Federal Regulations [see Rule 14 "Dangerous or Hazardous Materials or Goods"].

Every party, whether principal or agent, tendering such property to EAF will be liable for and indemnify EAF against all loss or damage caused by such goods. Such goods may be warehoused at owner's risk and expense or destroyed without compensation.

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RULE 9 ARTICLES OF EXTRAORDINARY VALUE

EAF reserves the right to refuse any shipment without prejudice. The following property will not be accepted for shipment under any circumstances:

- a. Personal property prohibited from import into the country (state) of destination
- b. Personal property prohibited from any country in route
- c. Accounts, banknotes, bills (including bills of exchange), bonds, certificates, coins, currency, drafts, deeds, evidences of debt, firearms or ammunition, liquor, objects D'art, negotiable instruments, revenue or postage stamps, stock certificates, shares, share coupons, travelers checks, valuable papers and records
- d. Archeological items;
- e. Firearms, ammunition or explosives of any kind or nature;
- f. Coins, coin collections, tokens, medals, decorations, awards and similar objects;
- g. Gems, precious or semiprecious, whether cut or uncut;
- h. Gold, silver, platinum or any metal valued in excess of \$2.00 per kilogram including any alloy, skimming, sludge or dross thereof;
- i. Shipments lacking required paperwork or which have not been properly packed or packaged. EAF will not be responsible for any loss, damage or delay, liability, responsibility or penalties arising out of or resulting from the transportation of such articles. None of EAF employees or agents has any authority to accept such articles for transportation or to modify or waive limitations applicable to them.

RULE 10 CERTIFIED CARGO SCREENING

It is a mandatory that any property tendered to EAF for transportation by aircraft be screened.

RULE 11 CHARGES, PAYMENT of

- a. All shipments must be prepaid unless credit arrangements have been made, in advance, with EAF prior to shipment.
- b. Consignor has ultimate responsibility for payment of EAF's charges and fees.

A special handling fee of \$50.00 will be assessed for any check or electronic funds transfer that is dishonored because of insufficient funds or incorrect or insufficient signature of the drawer.

RULE 12 CLAIMS for LOSS or DAMAGE | LEGAL ACTION

A. CLAIMS for LOSS, DAMAGE or DELAY

Claims for loss, damage, or shortage, must be filed in writing within fourteen (14) days after delivery. Claims for delay must be filed within twenty-one (21) days from tender of delivery to consignee. Claims for non-delivery must be filed in writing within one hundred-twenty days (120) days from the date EAF accepted tender of shipment.

Damage discovered after delivery [concealed damage]

We must be notified in writing of any loss or damage which was not noted at time of delivery ("concealed damage") on the carrier's delivery receipt. All such claims must be reported immediately after discovery. Consideration of any claim reported after three (3) days following delivery requires the claimant to satisfactorily explain why the damage was not discovered and reported earlier. No claim for concealed damage will be considered unless the original shipping container, inner packing/packaging materials and contents are available for inspection.

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Claims for loss or damage (continued)

LEGAL ACTION

All suits, whether for loss, damage, shortage or non-delivery must be instituted against us within two (2) years after: (a) arrival at destination; (b) the day on which the aircraft should have arrived; or (c) the day on which the carriage was discontinued.

Where a claim is not filed or suit not instituted pursuant to the foregoing provisions, EAF shall have no liability and such claim will not be paid.

RULE 13 COMPLETE ARTICLE

Each: (a) shipping piece; or (b) package and contents constitutes one (1) article. Any item or piece which when joined or assembled constitutes a complete item is also an article.

RULE 14 CORRECTION OF WEIGHTS

We reserve the right to reweigh shipments at any time prior to delivery. If the stated weight is in error, we will correct the shipping document(s) to show the correct weight. A weight correction charge, in addition to carrier's corrected transportation charge(s), may apply.

RULE 15 DANGEROUS or HAZARDOUS MATERIALS or GOODS

Explosives, hazardous materials or dangerous goods or other ORM (Other Regulated Material) so classified by the Department of Transportation and published in the Code of Federal Regulations (49 CFR) Parts 171-177. Such property will not be accepted for shipment. Any person or persons whether principal or agent, shipping such goods shall be liable for and indemnify carrier against all loss or damage caused by such goods. Such goods may be warehoused at owner's risk or destroyed without compensation.

RULE 16 LIMITATION OF LIABILITY and DECLARATION(s) of VALUE

Unless a greater value is declared in writing in the space provided on the b.o.l., the shipper declares the released value of each article or package to be no greater than 19 Special Drawing Rights (SDR's), as defined by the International Monetary Fund (IMF), per kilogram times the weight of the property sustaining loss or damage as of the date of claim settlement [whether on a voluntary basis or resulting from court order].

In case of **damage**, EAF's liability is the smaller of: (a) the cost to repair the property; or (b) the weight of the damaged cargo – in kilograms – times 19 SDR's.

Shipper may declare value in excess of 19 SDR's per kilogram in which event EAF will charge the shipper \$3.00 (U.S.) per \$100 of value in excess of 19 SDR's so declared.

NOTE: This is NOT INSURANCE ... merely an increase in the level of economic responsibility.

RULE 17 DELIVERY or FAILURE to ACCEPT DELIVERY

If consignee refuses shipment upon tender of delivery by EAF, EAF's liability shall immediately change to that of a warehouseman. If carrier is unable to deliver the shipment because of fault, failure or mistake of consignor or consignee, EAF shall return the shipment to its terminal and promptly notify consignor and request disposition instructions. Upon return of undeliverable shipment to EAF's terminal, EAF's duty of care will be that of a warehouseman.

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RULE 18 EXECUTION of BILL of LADING or ALTERNATIVE SHIPPING DOCUMENT

a. Customer Preparation

The customer has the duty to prepare and present the shipping document to carrier. EAF does not accept negotiable bills of lading or air waybills.

b. Limitation of Agency

No employee, representative or agent of EAF is authorized or empowered to alter, modify or vary any of the terms and conditions of EAF's Service Circular or b.o.l. except as provided herein [see Rule 23 "Protection from Heat or Cold"].

c. Accuracy and Completeness

Customer is responsible for the correctness, accuracy and completeness of the particulars and statements which are inserted in the b.o.l. or which carrier inserts on customer's behalf.

Customer is liable for all damages suffered by carrier by reason of irregularity, incorrectness or incompleteness of said particulars or statements whether the b.o.l. was made out by or on behalf of customer or completed by carrier on behalf of customer. The contents of all shipments must be accurately described by customer on the b.o.l., including piece count.

d. Altered or Erased Bills of Lading

Except as set forth in Rule 23 ('Protective Services') EAF will not accept any b.o.l. which has been altered or erased.

RULE 19 EXTRA LABOR

When consignor or consignee requests extra labor be furnished for loading, unloading, blocking or bracing, and labor is available, the following charges shall apply (see note)

\$75.00 per person per hour or a fraction thereof, subject to a minimum charge of **\$150.00** per person per day.

The charges provided for in this item shall be in addition to all other freight charges and shall be assessed against the party requesting the service.

Time will be computed by carrier from the time the extra labor leaves the place of employment until return to that same place.

Note: The provisions of this item are not applicable on Saturdays, Sundays, Holidays or non-business hours (see Rule 22 Saturday, Sunday and Holidays).

RULE 20 EAGLE AIR FREIGHT LIEN

EAF has a lien on the shipment for all amounts due in connection with the shipment as long as the shipment remains in carrier's possession. Carrier's lien may be enforced by public or private sale of the shipment pursuant to Massachusetts General Laws, Chapter 106 [Uniform Commercial Code], Article 7, Subsections 307 and 308

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RULE 21 HOLIDAYS, SATURDAYS, SUNDAYS: PICKUP or DELIVERY

When consignor or consignee requests pickup or delivery service on a Saturday, Sunday or holiday (see below), overtime, or holiday rates will apply.

Contact carrier directly for rates and charges. Carrier reserves the right to refuse to pick up or deliver shipments on Saturdays, Sundays or holidays.

NOTE: The following will be considered holidays:

New Year's Day (January 1)

Memorial Day (Last Monday in May)

Independence Day (July 4)

Labor Day (1st Monday in September)

Thanksgiving Day (4th Thursday in November)

Christmas Day (December 25)

RULE 22 HYDRAULIC LIFT GATE

1. When mechanically powered lifting or lowering devices are required to load or unload tendered property, an additional charge of \$125.00 will be assessed in addition to all other applicable charges.
2. The party, for whom such service is performed, unless guaranteed by the shipper, will pay the charges for this service. EAF is not required to perform such service when suitable equipment or operators are unavailable. Service will only be rendered at locations deemed safe and accessible by the operator of the vehicle.

EAF may, solely at EAF option, upon customer request, agree to rent suitable equipment.

Customer will be charged the rates and charges assessed to EAF by the rental company and labor time necessary to secure such equipment.

Rule 23 INSPECTION OF ARTICLES

We reserve the right to open and examine any article, item or package tendered to us for transportation.

RULE 24 INSIDE PICKUP or DELIVERY

EAF provides inside pickup or delivery service on shipments tendered to carrier. Service is limited to floors above or below the level accessible to EAF's vehicle provided elevator or escalator service is available and labor, when necessary to operate same [e.g. freight elevator] is provided without cost to EAF. The charges for inside pickup or delivery service is \$ _____ per 100 pounds, subject to a minimum charge of \$ _____ per shipment.

RULE 25 INTERIM STORAGE

Freight held in carrier's possession resulting solely from an act or omission of shipper or receiver, will be immediately stored subject to the following provisions:

1. carrier's liability will be that of a warehouseman until carrier receives disposition instructions from shipper, receiver or customer.
2. storage charges on undelivered property begin at 7:00 A.M. of the first business day following tender of delivery or after notice of arrival has been given.

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Interim Storage (continued)

- Carrier's storage charges apply for each 24 hour period, or part thereof, subject to the following:

Minimum Charge: **\$ 50.00** per shipment for the **first 24 hour** period or part thereof;
For each subsequent 24-hour period, or part thereof: **\$ 100.**

Storage charges under this rule will end when carrier is able to terminate interim storage as a result of actions of consignor, consignee, owner, or agent or otherwise disposes of property pursuant to provisions of The General laws of Massachusetts [Uniform Commercial Code], Article 7, section 307 and 308 [M.G.L. c. 106: §§7-307, 7-308].

Storage charges under this rule will not apply on the day the carrier tenders property to a third party public warehouseman. When carrier places property in a third party public warehouse, a transportation charge will be assessed based on carrier's rates applicable from carrier's place of interim storage to the third party warehouse. Pursuant to M.G.L. c. 106 §§ 7-307, 308, carrier has a lien on the property.

RULE 26 COMMERCIAL INSURANCE COVERAGE

EAF has no insurance directly insuring customer's property. If insurance coverage is desired, please contact your insurance agent, broker or insurance company for coverage.

RULE 27 LIABILITY for NON-OBSERVANCE of CONDITIONS RELATING to DANGEROUS or HAZARDOUS MATERIALS or GOODS

Shipper is responsible for and will indemnify carrier for all costs and fees of any type including, but not limited to, clean-up, transportation and legal disposal of any dangerous or hazardous materials or goods tendered to carrier (see Rule 15).

RULE 28 LIMITATION OF LIABILITY AND VALUE

In consideration of the transportation charges which are dependent on declared value, unless a higher value is stated on the shipping document at time of tender to carrier, each item, article or package will be deemed to have a declared value of 19 SDR's per kilogram. When the declared value of any shipment exceeds 19 SDR's per pound an additional declared value charge will apply (see Rule 16).

NOTE:

- Maximum declared value limited to **\$100,000** per shipment.
- A declaration of value and payment of EAF's declared value charge does not constitute insurance.
- When the shipper tenders more than one package, the total declared value for all packages must be written on the bill of lading. Our liability will be limited to the total declared value.
- The declared value for each package will be determined by dividing the total declared value by the number of packages shown on the bill of lading [pro-rating].

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The declared value of any shipment represents EAF maximum liability for loss, damage, injury or delay, including misdelivery or nondelivery. Carrier is not liable for any loss or damage, whether direct or indirect, incidental or consequential, general or special, in excess of the declared value of the shipment, including loss of profit or income. Notwithstanding shipper's declaration of value, EAF liability shall in no event exceed the actual value of the shipment at the time and place accepted by carrier for transportation.

RULE 29 LOADING/UNLOADING - PICKUP AND DELIVERY SERVICE

NOTE: All items and articles must be packed and packaged to withstand the ordinary hazards of transportation. Property should be packed recognizing it will be transported with other shipments.

Standard Service**A. Pickup**

Carrier will accept shipment at shipper's loading dock. Shipper has the obligation to bring shipment to a location immediately adjacent to rear [tail gate] of carrier's vehicle. Where there is no dock, shipper must place shipment on the ground immediately adjacent to carrier's vehicle for loading subject to Rule 22 "Hydraulic Lift Gate" service.

B. Delivery

Carrier will deliver shipment to shipper's loading dock. Consignee has the obligation to accept shipment(s) from carrier at a location immediately adjacent to rear [tail gate] of carrier's vehicle. Where there is no dock, carrier's tender of delivery will be to the rear of carrier's vehicle, subject to Rule 23 "Hydraulic Lift Gate" service. **Where shipments require tender other than as described, applicable Inside Delivery Charge(s) may apply.**

RULE 30 MARKING, PACKING and PACKAGING of ARTICLES

Shipments must be packed and packaged so as to ensure safe transportation with ordinary care in handling as well as to safeguard persons and other property.

- a. Each package must be legibly and durably marked with: (1) the consignor's full name and address (including ZIP code); (2) the consignee's full name, address and ZIP code.
It is recommended that an additional copy of the shipping manifest be enclosed within the package.
- b. Packages containing fragile items, glass, or liquids of any kind shall be boldly and legibly marked on each surface showing the nature of the contents.
- c. Any property susceptible to damage as a result of shock, vibration, pressure or temperature [e.g. heat, cold, freezing, etc.] must be adequately protected by means, methods or measures necessary to adequately protect property against the normal and anticipated hazards incident to travel by various modes of transport [including mechanized handling equipment].

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RULE 31 PRIVATE RESIDENCE/NON-COMMERCIAL SITES

- a. Before attempting pickup or delivery at private residence(s) or non-commercial sites mutually agreed upon arrangement for pickup or delivery must be made before pickup, or tender of delivery is initially attempted. The carrier must reach agreement with the consignor or consignee regarding the date and approximate time for either pickup or delivery. Documentation of such arrangement for pickup or delivery may be accomplished through a notation by the consignor on the bill of lading, phone call, e-mail or other arrangement(s) between the carrier and the consignee.
- b. In any case, when pick-up or delivery service is provided at private residences (including a home-based business), apartment, dormitory, non-military camp, estate, farm, ranch, or other location where the entire premises is not open to the general public during normal business hours, service will be provided on an individual basis subject to a **minimum charge of \$65.00.**
- c. Unless the bill of lading is specifically endorsed to show prepayment of these charges, they will be collected from the party responsible for payment of the freight charges.

RULE 32 PROTECTION FROM HEAT OR COLD (“PROTECTIVE SERVICE”)**Temperature-Controlled Transportation****A. Refrigerated or Frozen Product**

EAF will accept cargo requiring temperature maintenance by mechanical means ('reefer service'). EAF is not required to maintain product temperature lower than when tendered to carrier [reefers are not designed to “pull-down” load temperatures, they are designed to *maintain* temperature of property being transported].

EAF reserves the right to refuse tender of property requiring transport at temperature lower than when tendered to EAF.

NOTE: EAF may, at its sole option, accept cargo at temperature(s) higher than originally requested provided shipper amends the bill of lading to reflect the actual temperature of product as tendered to EAF.

1. Frozen Product

EAF will provide transportation equipment designed to maintain temperature requested by shipper which must be noted on bill of lading (b.o.l.) at time of tender. However, **Frozen Product Service (FPS)** service is only designed to maintain semi-trailer internal air temperature at or below 0° degrees Fahrenheit (0° F).

2. Refrigerated Product

EAF's **Refrigerated Product Service (RPS)** is limited to product requiring temperature maintenance above 0°F but less than 40°F.

3. Live Seafood

Live seafood must be tendered in containers as described in the applicable IATA regulations.

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See notes applicable to Rule 32 on following page

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Temperature-Controlled Transportation (continued)

NOTE:

1. Shipper is responsible for loading freight to assure maintenance of proper airflow during transport. EAF will not be liable for any loss or damage caused by or resulting from restricted airflow caused by improper loading by shipper.

(see following page for note 2)

2. EAF cannot determine internal ('pulp') temperature of product at origin. If pulp temperature of product established after delivery varies from EAF's temperature maintenance records, EAF will not be responsible for loss, damage or diminution of value of product allegedly occurring while in EAF's possession.

RULE 33 REFUSAL, NON-DELIVERY, or REJECTION by CONSIGNEE

If carrier cannot locate the consignee at the address shown in the b.o.l. or shipping document furnished to carrier, or if the consignee refuses or fails to take or accept delivery of a shipment, carrier will bring the shipment to its closest terminal and notify both consignor and consignee of carrier's inability to deliver the shipment and request disposition instructions.

NOTE: federal common law and federal regulations require a consignee to accept property unless it is "practically valueless" and also to take all reasonable steps to mitigate loss. Any unlawful refusal by a consignee to accept property on tender of delivery will, at the time and place of rejection, change carrier's duty of care to that of a warehouseman.

If carrier is unable to deliver the shipment to consignee or does not receive disposition instructions from the consignor, carrier has a lien on the shipment for all unpaid charges and fees. If consignor or consignee apparently abandons the shipment to the carrier, carrier has the right to sell it pursuant to Massachusetts General Laws (MGL), Chapter 106: §§ 70397, 398.

RULE 34 REDELIVERY

When a shipment is tendered for delivery and through no fault of carrier, such delivery cannot be accomplished, no further delivery attempts will be made except on request of consignor, subject to the following provisions: (see Note)

1. If one or more additional tenders of the shipment are made at consignee's place, carrier will assess, in addition to all other applicable charges, a minimum charge of \$75.00 per tender. If consignee elects to accept delivery of the shipment at carriers terminal, a minimum charge of \$75.00 plus any direct expenses incurred by carrier [room, meals and ancillary expenses, if any, etc], will be made.
2. All charges accruing under the provisions of this rule must be paid or guaranteed by the party or parties requesting redelivery before the shipment is redelivered.

Note: On shipments consigned to a private residence, apartment, camp (other than military), church, estate, farm or rectory, carrier will establish specific delivery arrangements with the consignee. Redelivery charges will not be assessed for these shipments unless the carrier and the consignee have first reached a satisfactory delivery date or time (approximate) and the carrier is unable to tender delivery as scheduled through the fault of the consignee.

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RULE 35 REHANDLING, RECONSIGNMENT and REDELIVERY

In all instances, except arising from the sole negligence of the carrier, where consignor or consignee requests carrier to:

- a. Redeliver freight to the destination shown in the b.o.l. following carrier's inability to deliver the shipment, including consignee's refusal of tender of delivery of all or any portion of the shipment; or
- b. Return the shipment – in whole or in part – to consignor; or
- c. Deliver to another location, the charges for such rehandling, redelivery or reconsignment will be as follows:
 1. the transportation charges applicable to the original shipment are fully earned;
 2. on redelivery to consignee:
 - (i) Same Location: the charge from carrier's nearest terminal to destination specified in the original b.o.l.;
 - (ii) Different Location: the charge from carrier's terminal where shipment was actually held to destination.
 3. return to consignor:
 - (i) carrier's transportation charge from point of rejection to carrier's closest terminal; plus
 - (ii) carrier's transportation charge from terminal where the rejected property was actually held to designated delivery destination.

The charges as outlined and calculated above are in addition to all other applicable charges including detention and storage charges.

RULE 36 RESERVATION of SPACE

Carrier does not offer to reserve space. If such service is required, please contact carrier for specific rates and charges.

RULE 37 SHIPMENTS PROVISIONALLY ACCEPTED

If any shipment is found to be other than as described by consignor, such property will, if otherwise acceptable for carriage, be transported to destination at applicable rates and charges for like property. If, however, the property is unacceptable for tender to carrier, such goods may be warehoused at owner's risk and cost, or, may be destroyed without compensation (see Rule 15).

RULE 38 SHIPPER'S RIGHT to STOP DELIVERY

Carrier will recognize shipper-seller's right to stop delivery pursuant to and in accordance with M.G.L. C.106:§7-504. As set forth in §7-504(4), carrier is entitled to full indemnification by shipper-seller against any loss or expense incurred by carrier resulting from such request.

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RULE 39 SHIPPING CONTAINERS

For purposes of determining rates and charges, carrier assumes all shipping containers to be “Single Trip Containers” (“STC.”). In the event of loss or damage to a multi-trip shipping containers, carrier’s maximum liability will be that set forth in Rule 16, (“Declaration of Value”) for both contents [product] and container.

RULE 40 SORTING OR SEGREGATING FREIGHT

Loading or unloading service does not include assembling, packing, unpacking, dismantling, inspection, sorting or segregating freight.

RULE 41 SPECIAL SERVICES

Contact EAF for special services as required.

RULE 42 STOPOFFS

Portions of a shipment may be picked up at one or more places of origin or delivered to one or more places of destination, or places in route. Contact carrier for this service.

RULE 43 STORAGE – IN- TRANSIT

EAF will, upon request of: (1) consignor; (2) consignee; (3) beneficial owner of the property; or (4) at the direction or request of any state or federal government, state or federal agency, individual, multi-state, or federal authority having actual (or apparent) right, will store property covered by this Service Circular at or in facility(s) or warehouse(s) owned, operated or used by EAF for interim storage pending further transportation subject to the following provisions:

- (a) a shipment or portion thereof, may be placed in SIT for a total period of not more than 90 days. If not removed from SIT at midnight local time on the 90th day, the interstate character of the shipment – or any portion thereof – shall cease. EAF has the duty to mail notice of such change in status not less than ten (10) days prior to the 90th day. Where the actual or beneficial owner is unknown, notice will be sent to all parties of interest utilizing import, export or transport documents provided to EAF by any 3rd party(s) at time of bailment to EAF.
- (b) following the 90th day, all property remaining in EAF custody may be relocated to a third party public warehouse at owner’s expense and without further liability to EAF.
- (c) the following may be billed at the inception of SIT:
 - (1) transportation charges from point of shipment to SIT location;
 - (2) SIT charges due at time of billing and periodically thereafter pursuant to EAF’s billing procedures;
 - (3) any additional charges, advanced charges and other lawful charges or fees.
- (d) delivery of property from SIT will be made on or as close to the date requested as is possible. If carrier cannot deliver on the date requested, delivery will be made as soon as possible thereafter.

Notwithstanding the foregoing, if shipment is not delivered by the fifth (5th) work day (excluding Saturday, Sunday and holidays (see Rule 22)), storage charges shall cease. In all other cases, storage charges will cease to accrue after shipment is removed from storage. However, all other provisions contained herein remain in effect until final delivery.

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RULE 43 STORAGE – IN- TRANSIT (Continued)

- (e) applicable SIT charges include: (1) transportation charges from initial point of pickup by EAF to SIT location; (2) periodic [monthly or part thereof] SIT storage charges; (3) applicable transportation charges from SIT location to destination.
- (f) any claim for loss or damage whether prior or subsequent to SIT is subject to Rule 2, section 3.

RULE 44 TRADE SHOWS and EXHIBITIONS

Shipments consigned to or picked up from an exhibition or trade show will (if applicable) be assessed waiting time of \$75.00 per hour subject to a two (2) hour minimum.

RULE 45 WAITING TIME or DELAY at ORIGIN OR DESTINATION

Except as provided in Rule 39 (“Sorting or Segregating Freight”) or Rule 44 (“Trade Shows or Exhibitions”), carrier will charge \$75.00 per hour waiting time or when the vehicle is held for the convenience of consignor or consignee, through no fault of the carrier, subject to a minimum charge of \$75.00.

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