



## Terms of Service & Accessorial Charges

### Terms of Service

1. **CCL reserves the right to decline service** for reasons that prevent CCL from maintaining acceptable profit margins (i/e/ poor credit, insufficient packaging, unprofessional behavior towards CCL drivers and staff, etc.)
2. **Freight bills:** CCL will send an invoice for every individual shipment. All rates, fees, and minimum charges are determined on a per bill of lading (BOL) basis. For every BOL there will be an invoice.
3. **Freight bill discrepancies:** All discrepancies must be addressed within three months of the invoice date. CCL reserves the right to deny any claim for overpayment that is more than three months old.
4. **Multiple Deliveries for one BOL:** CCL rates and quotes assume that each order will require one pick up and one delivery. If the freight listed on one bill of lading requires more than one pick up or more than one delivery, there will be additional charges for each additional pick up and/or delivery.
5. **Late Charges & Attorney's Fees:** For customers that continually carry a balance over 30 days, CCL reserves the right to either raise freight rates or terminate service without advanced notice. All invoices carried over 15 days late will be subject to a service charge equal to the lesser of two percent (2%) per month, or the maximum rate permitted by applicable law, may be imposed, at CCL's option, on all past due payments. In the event any payment due CCL is collected at law or through an attorney-at-law, or under advice there from, or through a collection agency, customer agrees to pay all reasonable costs of collection, including, but not limited to, all court costs and reasonable attorneys' fees and expenses incurred by CCL in attempting to collect past due amounts.
6. **Limit of Liability:** CCL's liability for lost or damaged carpet, area rugs, or other freight carried by CCL or any other carrier at its request, is limited to a maximum of \$20 per square yard or the equivalent value. By accepting the attached rates and/or shipping freight with CCL, the Payor understands that it shall have no recourse against CCL or any other carrier shipping such commodities at the request of CCL for claims arising for lost or damaged freight beyond the limit of \$20 per square yard. If Payor anticipates that commodities to be shipped with CCL are in excess of the \$20 per square yard value, Payor acknowledges that it is responsible for communicating this to CCL and either purchasing additional insurance from CCL or insuring commodities appropriately at its own expense.
7. **No Touch Freight:** CCL drivers do not unload freight from their trucks. CCL drivers are responsible for bringing the freight to the tail of the truck. It is the responsibility of the receiver to offload the material from the CCL delivery truck. If the receiver does not have the means to unload the truck, the driver will return the freight to the warehouse for a scheduled redelivery. Redelivery charges will apply. CCL will not accept damage claims on any freight that is not offloaded using a forklift or other generally accepted equipment for unloading flooring.
8. **Fuel Surcharge:** Each party recognizes the volatility of fuel prices, and the needs for the Carrier to recover actual operating cost and operate at an acceptable profit margin. Due to this volatility, CCL's fuel surcharge is based on the **Central Atlantic** on-highway diesel fuel price. The fuel surcharge can be found on our website and is updated weekly. <https://www.carpetlogistics.com/services/fuel-surcharge/>
9. **Tolls:** CCL charges tolls on orders consigned to high toll areas. Including areas of: VA, DE, MD, PA, NJ, NY, RI, MA

### Accessorial Charges and Additional Fees

10. **Lagrange Transfer Fee:** This fee only applies to shipments from Interface:  
Broadloom: .20/SY + FSC, Carpet Tile: .20/SY + FSC, Hard Surface: .04/SF + FSC, Minimum: \$25+ FSC

11. **Re-consignment before Shipping Fee:** \$15.00 in addition to any freight
12. **Misloaded Shipments:** \$50 fee billed to the shipper for orders stopped at CCL Dalton and returned to shipper.
13. **Redelivery Fee:** there will be an additional line item on the invoice for: 25/SY + FSC or a \$50.00 + FSC minimum redelivery charge. Whichever is higher.
14. **Cores & Tubes of Trim/Molding:** \$50 + FSC per bundle of cores; \$25 + FSC per tube of molding/trim
15. **Freight of All Kinds:** If the square yard quantity is not listed on the BOL the freight will ship at the sundries rate. Cove Base will also rate as a sundry.
16. **Display Racks:** Display racks will be billed based as sundries rate and are subject to an additional \$150 handling fee per display. This fee is determined on a case by case basis when special handling is required.
17. **Security Screening Fee:** \$150 charge for security screening stops
18. **Lift gate Service:** \$150 per order. Lift gate service is available by request. The request must be made at the time of shipping and noted on the bill of lading to ensure the order is routed on a truck with a lift gate. If the request is made at the time of delivery and the driver has a lift gate, the driver will use the lift gate for the delivery and CCL will charge a lift gate fee to the party responsible for paying the freight invoice.
19. **Job Site Delivery Fee:** \$150.00 per hour. A 1-hour minimum charge will be billed in addition to freight charges. This fee applies to deliveries consigned to locations other than floor covering retail stores and warehouses (i.e. schools, hotels, construction sites, etc.). If the job site does not have a forklift with a pole attachment to offload rolled materials properly, CCL will not accept liability for shipping damage claims. It is the responsibility of the shipper and/or receiver to ensure there is proper equipment for offloading at job sites.
20. **Residential Delivery & Inside Deliveries:** CCL does not make Residential deliveries or perform inside deliveries.
21. **Detention Fees:** In a "live-load" or "live-unload" situation, the consignee will have fifteen minutes to load or receive the merchandise with no additional charge. After fifteen minutes the party responsible for the freight charges will be charged \$150 per hour or portion there-of billed in ½ hour increments. (This applies for LTL shipments. For truckload shipments the consignee will have two hours before fees apply.)
22. **Storage:** CCL offers 14 days of free storage on all orders. Storage will be charged after 14 days. The storage fees will be charged to the same party who was billed for the freight whether the delay was at the shipper or consignee's request. \$7 per pallet per month, \$5 per roll per month, or \$25 per month – whichever is higher.
23. **Excessive Weight Pallet:** \$125 per pallet. This only applies on orders that not rated by the weight. Any single pallet shipped that weighs more than 2200 lbs will be billed an additional \$125 for excessive weight. This is a per pallet fee and will be billed for every pallet weighing in excess of 2200lbs.
24. **Oversized Rolls/Pallets:** \$150 per roll/pallet for rolled goods in excess of 15ft in width or pallets that exceed 48"X48"X48" dimensions.
25. **Crated Materials/Shipped on rollers:** \$150 per order for orders shipped in crates, on rollers, or on carts.
26. **Re-packaging or re-roll / wrap:** Handling charges may apply to shipments not packaged correctly for transport.
27. **Remnant Shipments:** \$100 handling fee will be added to orders of 5 or more remnants (less than 12' x 25').