



## 2026 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. Unloading Responsibility is solely the responsibility of the receiver.** Drivers are **not required to unload freight** at the delivery location. As part of our standard service, the driver will bring the freight to the **back of the truck**. From that point, it is the **receiver's responsibility** to offload the material. If the receiver does not have the appropriate equipment or resources to offload the freight, charges will be accessed for the additional service(s).
- 3. 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.
- 4. 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.
- 5. Multiple Pickups/Deliveries:** 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 an additional \$100 charge for each additional pick up and/or delivery.
- 6. 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 on all past due balances. In the event any payment due CCL is collected at law, through an attorney-at-law, 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.
- 7. Claims:** Freight claims can only be made for the **value of the damaged portion** of the materials. All undamaged portions of the material cannot be included in the claim amount. Claims should be made within 7 days of the delivery date. **Any claim made after 30 days of delivery will be automatically denied.** For damage claims, a CCL representative must inspect the damaged material before a claim can be processed. The CCL claims specialist will coordinate the inspection after the claim form is submitted. **Claims will automatically be denied if the materials are not available for inspection.** Until the claim is processed and the party responsible is determined; CCL will not be responsible for the cost to replace the damaged or lost materials. CCL will not be liable for any labor charges, service fees,

or other incidental costs incurred by the Consignee, Shipper, or any third party in connection with the inspection, handling, repackaging, or disposal of freight that is alleged to be damaged or otherwise subject to a cargo claim.

**8. 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. CCL will not reimburse labor costs, downtime, or administrative fees associated with the resolution of freight claims. 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.

**9. Misrouted shipments:** CCL will advise shipper of any shipments tendered to CCL outside of the CCL service area. Shipments will be subject to charges based on returning the freight, reconsigning the freight, or allowing the shipper to pick up the freight from carrier dock.

**10. Application of Rates:** Square yard rates will only apply to textile products where the square yardage is noted on the bill of lading. Any shipment where square yardage is not supplied will be rated to the applicable rate per hundredweight. Shipments rated by weight will have the rate determined by the applicable class of the product. Mixed pallets will be subject to the rate per hundredweight and will rate based on the class of the preponderance of the freight.

**11. Residential Delivery:** CCL does not provide residential delivery services

## **Accessorial Charges**

### **100 Fuel Surcharge**

Parties recognize the volatility of fuel prices, and the need for the Carrier to recover actual operating costs. CCL will assess a fuel surcharge based on the **Central Atlantic DOE** on-highway diesel fuel price average. The fuel surcharge is updated weekly the day following the DOE announced weekly average. The fuel surcharge chart is attached, and weekly amount can be found on our website <https://www.carpetlogistics.com/services/fuel-surcharge/>

### **105 Tolls**

CCL will charge for tolls on orders consigned to high toll areas.

### **110 Lagrange Transfer Fee**

Shipments originating from Interface in LaGrange, GA will be subject to an additional \$.32/SY or \$.08/LB depending on product shipped.

### **115 Excess Value Insurance**

For shipments that have a value greater than \$20/SY or \$2.5/lbs., CCL offer excess value coverage. The cost is 5% of excess value with a \$50.00 minimum. Terms and conditions apply, please contact [concierge@carpetlogistics.com](mailto:concierge@carpetlogistics.com) for additional information.

### **120 Driver-Assisted Unloading**

\$25.00 per unit assistance fee

If manual unloading assistance is requested and provided by the driver (at their discretion), a flat fee applies. Please note that it is our policy that the driver should not assist in the unloading of material for the following reasons.

- More than 3 items on the delivery
- If it requires them to climb over freight, lift, push or pull more than 50 lbs.
- any activity that risks personal injury.

***The driver has the right to refuse to assist with the unloading of material if they feel it risks their personal safety.***

### **125 Will Call**

Shipments made available for customer pick up at the CCL terminal will be subject to a \$40.00 will call fee.

### **130 Redelivery**

If the freight cannot be unloaded due to lack of equipment, personnel, or consignee location being closed during normal business hours; the shipment can be scheduled for redelivery. Shipments are subject to 2 redelivery attempts. If freight has not been delivered after 3 attempts; freight will be available at the CCL terminal for customer pick up. Storage charges may apply. Redelivery charges are calculated as follows: \$.35/SY or \$.15/lb. subject to a \$125.00 minimum charge.

### **135 Cores, Tubes of Trim/Molding, Area Rugs**

Where tubes of trim/molding/cove base/individual rugs are tendered to carrier as separate handling units, a \$10/handling unit charge will apply in addition to the hundredweight rate.

### **140 Displays**

Display racks that are shipped fully assembled will be subject to an additional \$150 handling fee per display. This fee is determined on a case-by-case basis when special handling is required.

### **145 Security Screening Fee**

\$175.00 charge for security screening stops

### **150 Liftgate and Pallet Jack Service**

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.

\$100.00 per order

### **155 Cross Island Ferry Service:**

Any island delivery requiring ferry service will be charged based on the actual ferry cost. Charges are based on volume of the individual order(s), with a minimum fee of \$150.00.

### **160 Limited Access Pickup/Delivery**

Non-commercial locations with limited access (schools, churches, military bases, etc.) and/or locations that are not equipped to unload shipments properly will be assessed a \$100.00 charge plus any additional liftgate fee.

### **165 Job Site Delivery**

\$150 per hour, 1-hour minimum charge will be billed in addition to freight charges. 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.

### **170 Inside Delivery**

Where CCL is required to move freight inside for a customer, \$100/unit charge shall apply. Drivers may decline to provide service if safety is of concern.

### **175 Convention Center and Stadium Delivery**

\$150 charge. A one-hour grace period is provided for unloading/loading. Detention fees will apply after the first hour.

### **180 Unmanned Warehouse**

Locations that are not staffed where CCL is required to unload freight with customer equipment shall be charged a minimum charge of \$200 plus driver unload charges. Customer must have a waiver on file with CCL for damage to customer equipment.

### **190 Detention with Power**

All deliveries will be subject to the following free time based on weight.

<b>Weight</b>	<b>Free Time Minutes</b>
less than 1000 lbs.	15
1000 but less than 2500 lbs.	30
2500 but less than 5000 lbs.	60
5000 but less than 7500 lbs.	90
7500 but less than 10,000 lbs.	120
10,000-but less than 20,000 lbs.	150
20,000 lbs. or more	180

Charged at a rate of \$125/hour billed in 15 minutes.

**All detention charges are billed to the party responsible for freight charges.**

### **195 Storage**

Storage will be charged after 48-hour notice and will be charged to the payor of the freight charges. Storage charges will be assessed at \$10/handling unit per day subject to a minimum of \$30/day. If specific time period storage is required, please call for a warehousing quote.

**200 Excessive Weight Pallet**

Applicable to SY rated shipments only, a charge of \$75 per pallet will be assessed to pallets weighing more than 2200 lbs.

**205 Oversized Rolls/Pallets**

Pallets exceeding 60 inches in any direction will be charged \$75.00/pallet additional handling charge.

Rolled goods exceeding 15 feet in shipping length will be charged an additional \$100.00/roll.

**210 Crated Materials/Shipped on rollers.**

\$150 per order for orders shipped in crates, on rollers, or on carts.

**215 Repackaging or re-roll / wrap**

\$50 handling charges may apply to shipments not packaged correctly for transport.

**220 BOL Creation/Corrected BOL**

Where CCL creates the Bill of Lading for the shipper, a \$10 fee per bill of lading will apply.

Where CCL needs to correct a Bill of Lading provided by a shipper for incorrect information provided, a \$10 fee will apply.

**230 Notify**

When CCL is required to notify a receiver of delivery and/or set up a delivery appointment, a \$25 fee shall apply.

**235 Reconsignment**

When a shipment requires a different delivery address from the one designated on the Bill of Lading; a \$25.00 fee shall apply plus any and all applicable freight charges incurred based on rerouting of the shipment.

**240 Truck Ordered Not Used**

If CCL is requested to pick up an order and no order is tendered to the carrier, a fee of \$100 will be assessed to LTL shipments and \$250 on truckload shipments.

**245 Stop-Off**

Where CCL is required to make stops for multiple delivery locations, and \$100 stop fee will be added as well as any out-of-date charges.

By signing below, I acknowledge that I have read, understood, and agreed to the Terms of Service and Accessorial Charges outlined in this document.

**Company Name (Customer):** \_\_\_\_\_

**Authorized Representative Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Commercial Carpet Logistics**

**Chad Thompson**

**Vice President of Sales**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_