



Account Number: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Service Guide Terms and Conditions

This Agreement made and entered into between **SOUTH FLORIDA COURIER SYSTEMS, INC. (SFCS)** and  
\_\_\_\_\_ hereinafter referred to as **(CLIENT)**.

**1. Placing a pick up order** (Unless otherwise agreed to between SFCS and the CLIENT)

- a. To be picked up in the Morning the order has to be placed:
  - i. Via Internet: before 7:00 am same day
  - ii. Via Phone: Must be placed before 6:00 pm previous day
- b. To be picked up in the Afternoon the order has to be placed:
  - i. Via Internet, Phone: before 12:55 pm same day. Overnight areas don't apply.
- c. You can avoid Pick up charges by dropping off packages to one of our locations: (Monday – Friday)
  - i. Delray Beach: 7:00 am – 6:00 pm,  
601 N. Congress Ave. Suite 501, Delray Beach, FL 33445
  - ii. Miami: 6:00 am – 8:00 am, 11:30 am – 1:00 pm, 5:00 pm – 6:00 pm,  
1642 NE 205 Terrace, Miami, FL, 33139

**2. Delivery time** (Unless otherwise agreed to between SFCS and the CLIENT)

- a. Packages picked up in the morning (before 12:30pm) will be delivered same day afternoon between 1:00 pm and 5:30 pm.
- b. Packages picked up in the afternoon (before 5:30pm) will be delivered next business day morning between 8:00 am and 12:30 pm.
- c. Overnight areas will be serviced next business day.

**3. Important information about service**

- a. Territory limitations per county
  - i. Miami-Dade
    1. No pick-up / delivery south of SW 344<sup>th</sup> St. and west of 187 Ave (Redland Rd)
    2. Overnight Service South of SW 152<sup>nd</sup> St., included Homestead, Perrine and Florida City
  - ii. Broward
    1. No Pick Up / Delivery west of SW/NW 210<sup>th</sup> Avenue in Pembroke Pines (State Road 27)
    2. No Pick Up / Delivery west of city of Weston
  - iii. Palm Beach
    1. West Palm Beach and Palm Beach Gardens: No Pick up Delivery west of Seminole Pratt Whitney on Northlake Blvd. No west/north of PGA Blvd and Bee Line Hwy. No west/north of Bee line Hwy and Northlake Blvd West on Bee Line in Northlake overnight.
    2. Loxahatchee - Not covered.
    3. Jupiter Farms: Indiantown Rd. west of I95 strictly overnight. No west of Seminole Pratt Whitney.
  - iv. Martin
    1. Only overnight service. No Pick Up / Delivery more than 2 mile west of I-95.
  - v. St. Lucie
    1. Only overnight service. No Pick Up / Delivery more than 2 mile west of I-95.



**South Florida Courier Systems, Inc.**

601 N Congress Ave Suite 501, Delray Beach, FL 33445

Tel. (561) 279-2745 email: [customerservice@couriersfcs.com](mailto:customerservice@couriersfcs.com)

[www.gosfcs.com](http://www.gosfcs.com)

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- b. Package limitations: Our drivers are not allowed to handle Money-Cash or Hazardous Materials
  - c. Packaging limitations
    - i. All items that are going to be picked up by SFCS MUST have SFCS Label on it.
    - ii. All items must be properly packed. It is the responsibility of CLIENT, it must be good enough to protect the content.
    - iii. Weight limitations: Maximum of 50 lbs. per package.
    - iv. Size limitations: Oversized packages that exceed 1.5 x 1.5 x 1.5 feet have to be approved by office.
4. **Waiting time:** The CLIENT agrees to have all packages ready for pick-up before the courier arrives. Charges will be assessed per any additional minutes after the first three minutes of waiting.
5. **Rates, surcharges and fees:** \* Special Volume Discounts available
- a. Items weighing less than 7 lbs and size not greater than 1.5 x 1.5 x 1.5 feet
    - i. Pick Up Rate: \$7.95 per event, including round trip pickups, regardless of quantity of packages being picked up.
    - ii. Delivery Rate: \$7.95 per item delivered.
    - iii. All attempts (pickup or delivery) will be charged as regular rate
    - iv. Additional weight charge applies for packages of 7 lbs or more
  - b. SS-Scheduled Stops: \$7.95 per stop/ event. Include intra-mail or pickups only, deliveries to SS will be charged at regular delivery rate. SS is basically a pick up order pre-scheduled and can be changed with a week in advance.
  - c. Fragile Items additional charge: Medium Baskets \$4 ea., Large Baskets \$5 ea., Single Bottles \$4 ea.
  - d. Waiting Time: \$1/minute. Items have to be ready for pick up when driver arrives, otherwise waiting time will be assessed after the first 3 minutes of waiting. Processing documents that requires waiting will be charged (ex: Courts)
  - e. Rush Service: Pick up – Delivery within 3 hours or less on demand service: call office for quote.
  - f. Returned Checks: \$30.00 fee
6. **Payments**
- a. CLIENT MUST provide an e-mail address to receive the link of the invoice electronically as soon it is generated. Updates to this agreement will be sent the same way.  
E-mail \_\_\_\_\_
  - b. Payment option 1: Check payments
    - i. CLIENT will receive invoice by mail or e-mail. CLIENT MUST pay the current charges weekly.
    - ii. If CLIENT wants to dispute any charge, the item will be on hold until cleared but the rest of invoice will be deducted from available balance.
    - iii. Unpaid balance of four weeks will automatically result in CLIENT's account suspension.
  - c. Payment option 2: Charges to a Credit Card
    - i. CLIENT authorizes SFCS to charge credit card through the form – Authorization Credit Card Charge.
    - ii. Receipt will be emailed upon CLIENT's request.
    - iii. If CLIENT wants to dispute any charge, the item will be on hold until cleared, but the rest of invoice will be deducted from available balance.
    - iv. Unpaid balance of four weeks will automatically result in CLIENT's account suspension.



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7. **Loss limitation for standard rate shipments:** In consideration of the standard rate charged (\$7.95 per package), the parties agree that the value of any one package, whether consisting of one or more packages, is not more than \$100.00; and the liability of SFCS for loss or damage, irrespective of the cause of such loss or damage shall be limited to \$100.00. SFCS shall not be liable for any loss or damage caused by delay, or improperly packed or labeled packages. Claims regarding damage of any kind must be made in writing within thirty (30) days of the delivery date.
  
  8. **Loss limitation for shipments over \$100 of declared value:** (a) Prior to the shipment, SFCS must be notified with the package value and airbill number (tracking number). (b) Signature of recipient on delivery is required. (c) SFCS shall not be liable for any loss or damage caused by delay, or improperly packed or labeled packages. (d) Claims regarding damage of any kind must be made in writing within thirty (30) days of the delivery date. (e) If loss of the package is caused by SFCS, the liability for loss shall be limited to the declared value of the package, and not exceed \$10,000.
  
  9. **Attorney's Fees:** Should any litigation arise between the parties regarding the conditions and provisions contained in this agreement, the prevailing party shall be entitled to recover attorney's fees and court costs incurred in such litigation, including the cost of appeal.



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How did you hear about us?

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**Main Address**

Address: \_\_\_\_\_ Suite# \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Contact: \_\_\_\_\_

**Billing Address (if different)**

Address: \_\_\_\_\_ Suite# \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Contact: \_\_\_\_\_

Notice shall be in writing, mailed certified mail, returned receipt requested, postage prepaid and shall be deemed delivered three business days after mailing or upon hand-delivery to the address indicated.

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**CLIENT:** \_\_\_\_\_

X \_\_\_\_\_

Print Name: \_\_\_\_\_

**South Florida Courier Systems, Inc.**

X \_\_\_\_\_

Print Name: \_\_\_\_\_