

c) **Service Guarantee**

Golden State Overnight (GSO) guarantees delivery at the times specified in the attached City Serve List or the shipment will be charged at gratis. In the event that the GSO courier arrives at the consignee's location at or before the guaranteed delivery time and wait time is incurred outside the control of GSO, then the delivery will be considered on time. Requests for refund of shipping charges are processed through GSO's Customer Service center at 800-322-5555.

III. **Rates:**

- a) Priority Overnight (PDS) Rates – See Appendix “PO-1”
- b) Courier Pouch Service Rates – See Appendix “CP-1”
- c) Saturday Delivery (SDS) Surcharge - \$14.00 to metro areas.
- d) Early Priority Service (EPS) Surcharge - \$15.00

IV. **Liability:**

Liability is limited to \$100 per package unless a higher value is declared at time of shipment. Declared value above \$100 will be charged a rate of \$0.40 per \$100 value or fraction thereof. Maximum declared value per shipment is \$50,000. If a declared value exceeds \$10,000 shipper must notify the GSO Customer Service Center at 800-322-5555 prior to pickup to confirm our acceptance of the declared value.

V. **Shipping and Tracking Software:**

ShipGSO Shipping and Tracking Software will be provided, at no charge to customer to produce bar-coded shipping and tracking labels or airbills. ShipGSO web site ([www.shipgso.com](http://www.shipgso.com)) will enable shipper to obtain proof of delivery via the internet. For those locations without Windows based personal computers, airbills and special handling labels will be supplied to the customer at no charge.

VI. **State Transportation Management Fee**

A surcharge of (1.21% one and 21/100 percent of the total shipping invoice will be assessed to the customer. GSO will collect this amount for payment to Transportation Management for the use of this contract by state and local agencies in lieu of the usual administrative fees charged the users of this agreement by Transportation Management.

At the end of each contract quarter, GSO will issue a single check to Transportation Management representing the total surcharge amounts, within 30 days after the end of each contract quarter, and forward to the address designated in writing by Transportation Management.

Payment of the administrative fee shall be made to Transportation Management irrespective of reimbursement by each participating state and local agency, and must be paid as stated above.