

# **FREEZABLE PROTECTIVE SERVICE POLICY 2011-2012**

## **TO ALL TERMINALS & CUSTOMERS OF LAKEVILLE MOTOR EXPRESS, INC.**

The following freezable policy has been established to ensure proper protection and movement of our customer's freezable merchandise during the coming winter season.

### **SERVICE AVAILABLE – DIRECT LINE POINTS:**

- Freezable shipments to overnight points will only be handled Monday thru Thursday
- Freezable shipments to 2<sup>nd</sup> day points will only be handled Monday thru Wednesday
- EXTREME CONDITIONS – In the case of extreme conditions, be advised that outlying terminals will not make freezable pickups
- Freezables will not be handled to the Upper Peninsula of Michigan

### **NOTATIONS ON THE BILL OF LADING and FREIGHT:**

The body of the Bill of Lading and its corresponding freight must be clearly marked "FREEZABLE" or "PROTECT FROM FREEZING". Without this notation, Lakeville Motor Express Inc. cannot be held responsible for protection.

### **THANKSGIVING / CHRISTMAS / NEW YEARS HOLIDAYS:**

During the Holiday season, freezable shipments only will be picked up on:

Thanksgiving:

- 11/21/11 – accepting direct 2<sup>nd</sup> day and overnight points only
- 11/22/11 – accepting direct overnight points only

Christmas:

- 12/20/11 – accepting direct 2<sup>nd</sup> day and overnight points only
- 12/21/11 – accepting direct overnight points only

New Years:

- 12/27/11 – accepting direct 2<sup>nd</sup> day and overnight points only
- 12/28/11 – accepting direct overnight points only

### **SHIPPERS' RESPONSIBILITY FOR "PROTECT FROM FREEZING" MOVEMENTS:**

- Provide sufficient notice to the pickup terminal to ensure the proper equipment is available. Shipments may be picked up later in the day to shorten the length of time that the freight must be protected. Good communication between the customer and the pickup terminal is essential to limit the potential for a claim.
- Freezable freight should be palletized to allow good circulation of the warm air. Freight placed directly on the floor has a much greater chance to freeze vs the freight that is top loaded or palletized. This is especially true for freight packaged in drums.
- The Bill of Lading must be clearly marked with the specific requirements of the carrier to ensure proper handling.
- During major winter storms or when the temperatures are extremely cold, the pickup and handling of freezables may be temporarily suspended.

### **ADDITIONAL INFORMATION:**

- Please be advised, if there is a choice between delivering the shipment on time, but exposing it to freezing OR to protect the shipment with a delay in delivery, LAKEVILLE CHOOSES TO PROTECT AND DELAY.
- Shipments requiring a specified temperature (ie: maintain at 45 degrees or similar notations) will NOT be accepted
- Cost breakdown: Effective November 14, 2011, a 10% surcharge, applied to the net freight charges, with a \$25.00 minimum charge will apply in addition to all other rates and charges requiring protection from freezing on direct service shipments only
- What equipment is used: All terminals have "hot" rooms to protect shipments
- Coverage area: Lakeville Motor Express direct service area
- Season start and ending dates: This varies and is dependent on the temperature
- Hazmat Certified: Lakeville Motor Express is a certified hazmat provider

Should your company desire additional information on the availability of freezable service, please contact your LAKEVILLE MOTOR EXPRESS representative or the terminal serving your area.