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**At [www.quickbusiness.com](http://www.quickbusiness.com), you can...**

- **PLACE ORDERS ONLINE**
- **TRACK ORDERS ONLINE**
- **IT'S FAST, EASY AND CONVENIENT**

OR CALL US AT **613-234-4000** ***WE NEVER CLOSE***

**Quick Messenger Service** has been providing Courier and Transportation services in the Ottawa-Gatineau region for over 40 years to private industry, government, universities, school boards, and associations. We are the oldest and largest local courier company in the area. With a large team of cyclists, drivers and customer service staff, Quick Messenger Service gives its clients the security and comfort of knowing that we deliver on time, *time after time*. From on-demand delivery, to warehousing, distribution, and scheduled or routed deliveries at a moments notice, Quick Messenger Service is there!

### ***Benefits and Features***

- **On-line order system** – Our on-line order system allows you to place and track all of your deliveries on-line. Less than 10 seconds – or 5 clicks to place an order and only 2 clicks to track a delivery.
- **Detailed customized billing** – Your invoices can be detailed, referenced, grouped and sub-totaled according to your requirements. Signatures are recorded electronically by the courier, so you have proof of delivery online, in real time. You get the information you need – the way you need it.
- **Hub and Spoke Delivery System** – Quick is the only local courier company to use this highly efficient delivery system, which features a downtown distribution center.



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## USING OUR SERVICES

At Quick you can place or track your order on our website or by telephone.

*On-Line Order Entry and Tracking System –*

**To obtain a Web ID and password, contact us at 613-234-4000. Then simply log onto [www.quickbusiness.com](http://www.quickbusiness.com). Enter your Account number, Web ID, and Password.**

*Telephone Order –*

**To place your order or track it by phone call us at 613-234-4000. A Customer Service representative will be pleased to assist you. Upon completing your request, an order number will be provided for easy tracking.**

### **Features and Functionality:**

- Real-time access
- Orders are seamlessly transmitted to our dispatchers
- Real-time tracking
- Develop your customized address book
- 100% accurate pricing
- Easily administer your account yourself
- Defer orders up to one year or more- No paper – fully electronic

### **EMERGENCY**

- Downtown to downtown delivered within 30 minutes of the time the order is placed
- To or from downtown Gatineau to downtown Ottawa delivered within 45 minutes
- Outside of Downtown, picked up and delivered Immediately

### **PRIORITY**

- Delivered within 1 hour throughout most of the city \*

### **RUSH**

- Delivered within 2 hours throughout most of the city \*

### **REGULAR**

Delivered within 4-8 hours throughout most of the city \*



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### **SCHEDULED/ROUTED SERVICES**

- Delivery on a pre-arranged, scheduled basis. Inter-store. Daily/weekly customer deliveries. Mail pick-up. Payroll. Anything you require delivered on a regular timetable – daily, weekly or monthly

### **DEDICATED FLEET SERVICES**

- With our 40 years of expertise, we can source, staff, and manage your fleet for you, allowing you to focus on *your* business

### **CANADA/USA/WORLDWIDE OVERNIGHT**

- For most Canadian and US Destinations, orders placed before 4:00pm will be delivered by the end of the next business day
- Other Worldwide Destinations – Service times vary. Ask your Customer Service Representative

### **SAME-DAY SERVICE – DIRECT DRIVE**

- Same-day delivery by car or truck to destinations outside of the National Capital Region

### **ON-SITE MAILROOM MANAGEMENT**

We have extensive experience in managing mailrooms from hiring and scheduling staff, to consulting on best methods for making your mailroom run

### **HOURS OF OPERATION**

24 hours a day / 365 days a year ***WE NEVER CLOSE***

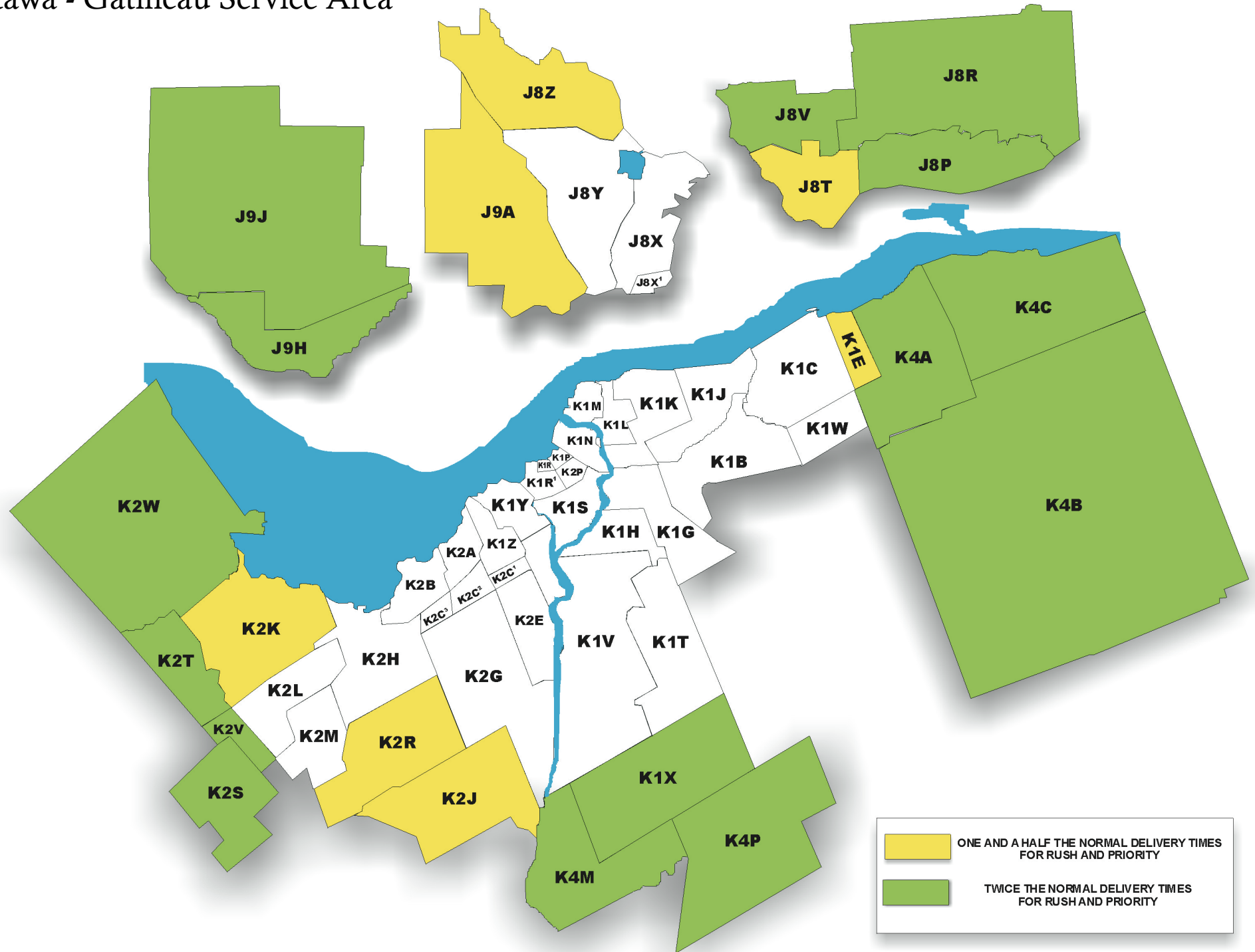
### **ADMINISTRATION HOURS: MONDAY THROUGH FRIDAY**

7:30am – 5:00pm

Orders for service outside Administration hours, must be placed by phone.

Simply call the same number: 613-234-4000

# Ottawa - Gatineau Service Area



## TERMS AND CONDITIONS

**DEFINITIONS:** On this document the terms "we" "our" and "us" refer to QUICK BUSINESS SERVICES INC., its subsidiaries servants, agents, employees and contractors, both dependent and independent. The terms "you" and "yours" refer to the sender, consignor and their agents, servants and employees.

**AGREEMENT TO TERMS:** Upon your providing to us your package for the purpose of delivery, you agree to and are deemed to agree to all of the terms and conditions of this document and agree that no other terms and conditions shall apply, either in contract or tort, in respect to the legal relationship between you and us. No one is authorized to alter or modify any of the terms and conditions of this document and any such alteration or modification shall be deemed to be null and void and of no force or effect.

**RESPONSIBILITY FOR PACKAGING:** You are solely responsible for providing adequate, safe and secure packaging for your shipment and for accurately completing the information required on this document and for providing such information to us.

**CARRIAGE BY OTHERS:** We do not accept responsibility for nor shall we be liable for any loss or damages sustained by you, directly or indirectly in any manner whatsoever, due to the loss of, damage to or delay in the delivery of your shipment if such is caused by any other carrier or carriers used to fulfill this contract. It is acknowledged that QUICK BUSINESS SERVICES INC. carries on business under the trade name "Quick Messenger Service"

**DECLARED VALUE LIMITS:** The highest declared value of any package provided by you to us for delivery may not exceed \$50.00 Canadian or \$1.50 per pound, whichever is less. In any case where the real value of the package exceeds the declared value, you agree that the real value shall be deemed to be equivalent to the declared value.

**FURTHER LIMITATIONS OF LIABILITY:** Except as otherwise provided in our tariff and conditions of carriage, our liability for any loss or damages sustained by you, directly or indirectly in any manner whatsoever, due to the loss of, damage-to, or delay in the delivery of your shipment (whether the same be due to our breach of any of the terms and conditions of this document or due to our negligence or gross negligence) is limited to and shall not exceed the lesser of the actual loss or \$50.00 Canadian, unless you inform us of a higher "declared value" and pay the additional charge. We do not provide cargo liability insurance. If you declare a higher value and pay the additional charge, our liability will be limited to and shall not exceed the lesser of your declared value or the real value of your package. Additional cargo insurance is available at a rate of 2% of the declared value for the first \$500.00 Canadian and 1.5% for any amount in excess of the first \$500.00. Our liability for loss or damages sustained by you as a result of the loss of, damage to or delay in the delivery of your shipment which is not due to or caused by our negligence or our breach of any of the terms and conditions of this document shall be limited to a refund of and shall not exceed your delivery charges.

In no event shall we be responsible or liable for any loss or damages sustained by you, directly or indirectly in any matter whatsoever, and whether the same be incidental, special or consequential loss or damages, in an amount in excess of the declared value of your package whether or not we had knowledge that such a loss or damages might be incurred including, but not limited to, loss of income or profits.

In no event shall we be liable for your acts or omissions, including but not limited to, improper or insufficient packaging, securing, marking or addressing of your shipment, or for the acts or omissions of the recipient or anyone else with an interest in the shipment. In addition, in no event shall we be liable if you or the recipients violate any of the terms and conditions of this document or the terms and conditions of any other agreement entered into between you and us.

In addition to the foregoing, in no event shall we be liable for any loss or damages sustained by you due to the loss of, damage to or delay in the delivery of your shipment caused by events which we cannot reasonably foresee or control, which events include, but are not limited to, acts of God, perils of the road, weather conditions, mechanical delays, acts of public enemies, war, strikes, civil commotion, or acts or omissions of public authorities (including customs and quarantine officials) with actual or apparent authority.

**FILING A CLAIM:** All claims must be made by you, in writing within ten (10) clear days after we transmit or deliver your package if such claim arises from a shortage of, damage to or delay in the delivery of your package. All claims must be made, by you, in writing, within thirty (30) days after we accept our package for delivery if your claim results from non-delivery of your package. Within thirty (30) days after you notify us of your claim, you must send to us all information and documentation relevant to your claim. We are not obligated to act on any claim until all transportation charges have been paid by you, in full. If the recipient accepts your shipment without noticing any damage on the delivery record, your package shall be deemed to have been delivered in good condition. In order for us to process your claim you must, to the extent possible, make the original shipping cartons and packaging available for our inspection, at your own expense. The terms "package" and "shipment" as used in this document are interchangeable. The term "package" shall be deemed to refer to and include "packages" where more than one package is provided to us for delivery pursuant to the terms and conditions of this document.

**RIGHT TO INSPECT:** We may, at our option, open and inspect your package prior to or after you give it to us for delivery.

NO C.O.D. SERVICES: We do not provide C.O.D. or collect services unless previously arranged and agreed to by us, in writing. Should a package accidentally be sent on this basis, it will be treated as, a "prepaid delivery". Should the recipient refuse payment on a "C.O.D." or "collect shipment" basis it will be treated as a prepaid delivery.

RESPONSIBILITY FOR PAYMENT: Regardless of any payment instructions to the contrary which may be given by you to us, you will always be primarily responsible for and agree to pay, on demand, all delivery costs, including all duties, customs charges and taxes. You will also be responsible and, pay on demand, any costs which we may incur, directly or indirectly, in either returning your shipment to you or warehousing the same pending its disposition.

U.S. CUSTOMS CLEARANCE: By providing this shipment to us, you hereby appoint us as your agent and attorney for the purpose of permitting us to perform customs clearance services for you in Canada and you hereby certify us as the consignee for the purpose of designating, on your behalf, a Customs House Broker to perform such customs clearance.