

SECTION 1
GUARANTEED SERVICE

ITEM NO. 100

GUARANTEED SERVICE

1. **Central Freight Lines' First Ground Guaranteed** is a guaranteed LTL transportation service for shipments between direct, domestic service points located within the Central Freight Lines 20-state service area.
2. Eligible zip codes and transit times may be found at www.centralfreight.com on the day of shipment.
3. Shipments will be guaranteed to be on time at Central Freight Lines standard speed service standards, exclusive of Saturdays, Sundays, and all national, state and local holidays. In case of a failure (non-delivery by 5:00 PM local time on the day promised), all shipment charges (not including value-added [accessorial] charges) will be refunded to the payor of the freight charges upon the filing of a bonafide written claim to the carrier no later than 30 days after such failure. Carrier's payment of such claim will be made within 30 days of the receipt of the written claim. Carrier will not be liable for any special, incidental, or consequential damages, commercial loss of any kind (including loss of business or profits) or loss, damage or expense directly or indirectly arising from this agreement whether or not carrier has been advised of the possibility of such damage or loss.
4. **In order to activate Central Freight Lines' First Ground Guaranteed**, the shipper, consignee, or the third party payer must specifically request a "**First Ground Guaranteed**" pickup via phone no later than 3:00 PM the day of pickup. The freight must be ready for pickup no later than 4:00 PM that business day, and the "original" bill of lading must have the notation "**First Ground Guaranteed**".
5. Weekend deliveries may be available for an additional charge (call for service availability and details).
6. Pricing **Central Freight Lines' First Ground Guaranteed** service will be a 20% premium on net linehaul charges, based on the current pricing for the paying customer, subject to a \$25 minimum upcharge. Any requested (and accepted) value-added (accessorial) services will be assessed at the normal rate. Any fuel surcharge will be assessed on the linehaul charges only.
7. The following commodities are not eligible for **First Ground Guaranteed** service:
 - Carbon black
 - Any poison shipments including poison gas
 - Radioactive (Yellow III and types I and II)
 - Explosives (1.1, 1.2, 1.3)
 - Any pieces over 15 feet in length
 - Any shipment that requires protection from freezing
8. The following delivery locations are not eligible for **First Ground Guaranteed** service:
 - Convention or exposition centers
 - Carnivals, fairs, or traveling shows
 - Private residences
 - Self-storage warehouses
 - Grocery warehouses
 - Mine sites
 - Prisons
 - Military Installations
 - Construction Sites

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EFFECTIVE: July 1, 2007

Issued by: Central Freight, Lines Inc. - Pricing Department
PO Box 2638 - Waco, TX 76702-2638

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GUARANTEED SERVICE (continued)

9. The following delivery types are not eligible for **First Ground Guaranteed** service:
- Deliveries requiring an appointment
 - C.O.D.s
 - Order notifies
 - Any service request declined by the carrier prior to departure from origin terminal
10. Force Majeure
- (a) If and to the extent either party may be precluded by acts of God, authority of laws, strikes, lockouts, casualties or other causes beyond its control from performance hereunder, such performance shall be excused to the extent that it is necessitated by such causes.
- (b) Charges for **First Ground Guaranteed** shipments delayed by force majeure will be billed at normal pricing published for the payer.
11. An attempted delivery shall constitute a service success. In the case of refusal, our driver will attempt to get the refusing party's signature, date, time, and reason for refusal or inability to deliver.
12. Attempted delivery to a wrong address due to incorrect consignee information provided by the shipper shall constitute a service success. The resulting required changes to the B/L will be assessed at the normal rate.
13. Deliveries requiring special services or equipment are excluded from the **First Ground Guaranteed** offering unless specifically approved by origin carrier management prior to pickup and clearly written on the B/L.
14. Collect shipments will be accepted provided the shipper does not execute Section 7 of the B/L.

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