XPO Logistics ("we" or "us" or "our"), arrangements intermodal transportation at spot rates under its standard accessorial charges, standard operating procedures for spot intermodal moves, and terms and conditions for intermodal shipments. Links to these documents are below. We have highlighted certain terms and conditions for your convenience in items 1-21 below, but the full accessorial charge matrix, standard operating conditions, and terms and conditions will apply to intermodal shipments moving under spot rates.

Contact Information: 
- Toll free number: 800-813-3615 Direct Group/800-837-7584 General Add ex #
- Email: pacerspotcustomerservice@xpo.com

Terms and Conditions Highlights:

Customer Loading Details:
1. Shippers must provide accurate and complete information about the commodity shipped. Mis-declared commodities will result in fines and other additional charges.
2. Shipper is responsible for all loading, blocking and bracing. In addition, shipper is also responsible for proper weight distribution of the freight in the container.
3. Containers are only weighed (outside of customer request) when crossing a scale en-route.

Invoices and Payment:
4. All linehaul and accessorial invoices are due Net30 days from invoice date.
5. We will submit our standard paper invoice document to customer with supporting reference numbers clearly displayed.
6. Shippers that require supporting documentation such as BOL or POO must specify such requirement in advance to ensure that we incorporate the additional cost in our quote.
7. Valid accessorial such as driver detention and equipment daily use charges may be invoiced on a separate invoice.
8. We endeavor to notify shippers of accessorial at time of occurrence; however, notification is not a requirement to invoice valid charges to customers.
9. Accessorial invoices will be accompanied by supporting documentation.

Tender Shipment and Communication Expectations:
10. Shippers' tenders must be submitted prior to 11:00am Eastern Time to allow us to arrange for power for next day pick up.
11. Tenders received in the afternoon that require a next day pick up will also be prioritized; however, we may not be able to arrange for a dray carrier to meet the requested pick up time/slot.
12. Shippers NEW to XPO must be pre-approved for credit (this may take up to 36 hours). Therefore, the 1st load should be scheduled to allow time for credit approval.
13. We endeavor to provide confirmation of receipt of load tenders within 2 hours.
14. We endeavor to send customers their specific load numbers within 3 hrs. of the actual driver pick up of the load.
15. We will provide the customer one daily status update (via automated report).
16. We will provide the customer daily status update (via automated report).
17. We provide website based tracking of shipments 24/7. Customers can sign up at Link: webaccess@pacer.com

Limitations of Liability:
18. We do not guarantee transit or delivery times and will not be liable for transportation delays or missed delivery appointments.
19. We are not a motor or rail carrier. Rail service is provided subject to the rail transportation provider’s published intermodal directory or tariff. Our liability for loss or damage to shipments is capped at $100,000 per shipment. US-based rail transportation providers generally limit their liability to $250,000 per container ($100,000 per container of consumer electronics). Mexican rail transportation providers limit their liability to the maximum liability required under Mexico law. Full value liability is not available at these rates. Shippers seeking full value liability must provide at least 5 days advance notice, obtain a special rate quotation, prepay the shipment and enter into a written agreement stating that full value liability will apply.

Application of Rates:
20. Spot rates do not apply to hazardous, high value, bonded, oversized, overweight or restricted commodity shipments or shipments requiring protection from heat or cold unless expressly stated.
21. Rates do not include fees, charges or duties related to customs, border crossings, government charges or taxes (including Mexico or other VAT) unless expressly stated.

The above items detail only high level information. For a full and complete description of our applicable terms and conditions, please click the link below.

WWW.XPO.COM
For quick access to our standard operating procedures for spot moves, see bottom of web tender page.
For quick access to our accessorial matrix, see bottom of web tender page.

http://dn.pacerstack.com/spotloadtenders.aspx
http://dn.pacerstack.com/spotloadtenders.aspx