



On-Time Pledge

When North American fails to perform transportation services within the period of time indicated on the Bill of Lading and Order for Service or on an addendum thereto, North American shall reimburse the shipper for reasonable commercial lodging expenses, 50% of reasonable food costs, and other out-of-pocket living expenses resulting from the delay, up to 100% of the linehaul transportation charge, and subject to the following notes:

- Note 1: This item applies only to shipments described in Item 102.
- Note 2: This item shall apply only for shipments which weigh or are rated at 3,500 pounds or more.
- Note 3: This item applies only to shipments transported **between** points in the United States (except AK and HI); and also **between** points in the United States (except AK and HI) AND points in Canada.
- Note 4: Late pickup reimbursement applies only at origin residence; it does **not** apply on shipments loaded from SIT at origin.
- Note 5: Late delivery reimbursement does **not** apply on shipments delivered to SIT at destination.
- Note 6: This item does **not** apply on diverted shipments as described in Item 212 (Stopoffs or Diversions).
- Note 7: This item does **not** apply when a delay is caused by conditions beyond North American's control—including, but not limited to, circumstances as described in Item 114 (Impracticable Operations).
- Note 8: When a shipment or portion thereof is lost or destroyed in transit, the provisions of this item shall **not** apply to such shipment or portion thereof which cannot be delivered due to such loss or destruction.
- Note 9: Reasonable dispatch rules contained in 49 C.F.R. 375.8 **shall** apply to this item.
- Note 10: This item applies **only** when the shipper submits a written claim for reimbursement to North American within 9 months after delivery of the shipment.
- Note 11: Delay expense claims must be substantiated by receipts from commercial lodging and food service institutions. Receipts also are required for any other out-of-pocket living expenses resulting from the delay.
- Note 12: This item does **not** apply to any overflow portion of a shipment when the overflow weight represents less than 20% of the total shipment weight and contains non-essential items (i.e., possessions not needed to maintain day-to-day housekeeping during the period of time between delivery of the main portion of the shipment and delivery of the overflow).