



Hourly, Daily or Overnight Services for your courier/ messenger needs.
 From urgent envelopes ... To time-sensitive cargo.
Call on us with confidence.

BAY AREA SERVICE GUIDE

DIRECT SERVICE

With **Direct Service**, we provide immediate dispatch and delivery. Our customer service agents will act immediately to give your shipment **non-stop priority** to its destination. Confirm availability when placing an order. Add 25% to our **Standard Service Rate**.

STANDARD SERVICE 2-3 HOURS

Our standard service. Pick up is generally within 30 - 60 minutes, and delivery within 2-3 hours of your call.

ECONOMY SERVICE 4-5 HOURS

This value-added service option is available in the following counties: **Alameda . Contra Costa .San Francisco . San Mateo . Santa Clara**. Orders must be called in by 12:00 PM for service the same day. **Deduct 25%** from our **Standard Service Rate**.

OVERNIGHT SERVICE

Call us by Noon for a pick up prior to 6:00 PM. Package must be ready by Noon . . . and we can deliver your shipment by **12:00 PM** the next business day. This service is subject to vehicle availability for large or sensitive shipments. All shipments are also subject to weight charges as described in this service guide.

Service within any of the 5 Bay Area counties: **Alameda - Contra Costa - San Francisco - San Mateo - Santa Clara** is \$15.00.

Service within/between the 5 Bay Area Counties and the following counties: **Marin - Southern Sonoma - Napa - Solano - Sacramento - Santa Cruz - Northern Monterey** is \$22.00.

AFTER HOURS, WEEKEND OR HOLIDAY SERVICES

No additional charge for after hours or weekends
 Additional 50% of Standard Rate on Holidays.

ON ROUTE PRICING

Additional stops deliverable by one courier will have a discounted rate. Example – Client in Oakland has one delivery for Hayward, Fremont and San Jose, the farthest destination would be billed at full price while the other stops would be billed at \$12.00 each. Allow extra time for additional deliveries.

ROUND TRIP SERVICES

Same day return -- Standard pricing
 Next day return by noon -- \$15.00

CUSTOMIZED SCHEDULING & ROUTING

Let NCM design a custom service schedule that meets your needs. Special pricing is available.

■	WAITING TIME:	First 10 minutes is free	\$35.00 Per Hour
■	WEIGHT CHARGES:	First 40 lbs no charge	\$.10 Per Pound Thereafter
■	COD CHARGES:	\$15.00 Minimum	or 5% of COD Amount
■	ATTEMPTED PICK UP or DELIVERY:		\$15.00
■	INCORRECT ADDRESS:		\$15.00
■	FUEL SURCHARGE:		
		Prices do not include applicable fuel surcharges	
■	PROOF OF DELIVERY:		FREE
		A proof of delivery hard copy is provided at no charge up to 30 days from the date of delivery. After 30 days there is a \$25.00 charge for recovery from the record storage center.	

NCM shall not be liable for any loss, damage, delay and or mis-delivery caused by acts of God, interruption by authority of law, civil disturbances, strikes, weather conditions, traffic conditions, or incorrect address. NCM shall not be liable for concealed damage in packages packed and sealed by shipper. **Unless a greater value is declared when placing the order, the shipper agrees and declares the value of each shipment is not over fifty dollars (\$50.00).** An additional charge of fifty cents (.50) per hundred or fraction thereof above the first fifty dollars shall be assessed to shipments with a declared value over \$50.00. All claims must be submitted in writing within 30 days of the shipping date.

TO PLACE AN ORDER - CALL 1.800.734.4626