



MOBILE MAILROOM SERVICE GUIDE

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Mobile Mailroom offers a variety of delivery options to fit your personal and business shipping needs. Mobile Mailroom pick-up and deliver services cover all addresses in the served area. We pick-up and deliver seven days a week, excluding holidays. (HOLIDAY SERVICE may be available upon request. Contact Mobile Mailroom Customer Support online at www.mobilemailroom.com or by calling 1-866-795-MAIL.)

Mobile Mailroom offers a 30-day online window to manage your shipping needs *in advance!* Maximum scheduling span between pick-up and delivery date is five days. Additional fees may apply.

Delivery times may be later than indicated in more remote areas.



For service area and zone information, refer to the [Service Area](#) section of this Service Guide.

SAME DAY in 90 MINUTES

Weekday Service

Generate a Shipping label between 9:00 a.m. and 3:00 p.m. and we'll pick-up and deliver your package in **90 minutes!**

- Shipment must be packaged and ready for immediate pick-up.
- Pick-up times between 9:00 a.m. and 3:00 p.m.
- Delivery times between 9:00 a.m. and 5:00 p.m.
- Available when pick-up and delivery address are in the same zone or in two adjacent zones, excluding zone 6. (Refer to Service Areas link under the Services tab.)
- SAME DAY in 90 MINUTES shipping labels generated online prior to 10:00 a.m. will be picked up the same day beginning at 9:00 a.m. and delivered within 90 minutes of pick-up time.
- For SAME DAY shipments scheduled after 3:00 p.m., choose SAME DAY by MIDNIGHT service.
- Available Monday through Friday, excluding holidays.

SAME DAY in 3 HOURS

Weekday Service

Generate a Shipping label between 9:00 a.m. and 1:30 p.m. and we'll pick-up and deliver your package in **3 hours!**

- Shipment must be packaged and ready for pick-up within 15 minutes.
- Pick-up times between 9:00 a.m. and 1:30 p.m.
- Delivery times between 9:00 a.m. and 5:00 p.m.
- Available when pick-up and delivery address are in the same zone or in up to three adjacent zones. (Refer to Service Areas link under the Services tab.)
- SAME DAY in 3 HOURS shipping labels generated online prior to 9:00 a.m. will be picked up the same day beginning at 9:00 a.m. and delivered within 3 hours of pick-up time.
- For SAME DAY shipments scheduled after 1:30 p.m., choose from SAME DAY in 90 MINUTES or SAME DAY by MIDNIGHT service.
- Available Monday through Friday, excluding holidays.

SAME DAY by MIDNIGHT

Weekday/Weekend Service

Generate a Shipping Label by 6:00 p.m.* and we'll deliver your package by **Midnight!**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m.
- Delivery time: by midnight.
- Available in all zones.



- Available seven days a week, excluding holidays. Weekend Fees apply for Saturday and Sunday.

OVERNIGHT by 8 A.M.

Weekday Service

Generate a Shipping Label Monday through Friday by 6:00 p.m.* and we'll deliver your package the **next business morning by 8 a.m.**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m. weekdays.
- Delivery times between 6:00 a.m. and 8:00 a.m. the next business day.
- Available in all zones.
- Available Monday through Friday, excluding holidays.

OVERNIGHT by NOON

Weekday Service

Generate a Shipping Label Monday through Friday by 6:00 p.m.*. and we'll deliver your package the **next business day by noon.**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m. weekdays.
- Delivery times between 6:00 a.m. and noon a.m. the next business day.
- Available in all zones.
- Available Monday through Friday, excluding holidays.

SATURDAY by NOON

Weekday to Weekend Service

Generate a Shipping Label by 6:00 p.m.* on Friday and we'll deliver your package the following **Saturday by noon.**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m. weekdays.
- Delivery times between 6:00 a.m. and noon a.m. the following Saturday.
- Available in all zones.
- Available weekdays and Saturdays, excluding holidays.

SUNDAY by NOON

Weekday to Weekend Service

Generate a Shipping Label by 6:00 p.m.* on Friday and we'll deliver your package the following **Sunday by noon.**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m. weekdays.



- Delivery times between 6:00 a.m. and noon a.m. the following Sunday.
- Available in all zones.
- Available weekdays and Sunday, excluding holidays.

SATURDAY to SUNDAY by NOON

Weekend Service

Generate a Shipping Label by 6:00 p.m.* on Saturday and we'll deliver your package the next **Sunday by noon.**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m. on Saturday
- Delivery times between 6:00 a.m. and noon a.m. the following Sunday.
- Available in all zones.
- Available weekends, excluding holidays.

WEEKEND to WEEKDAY by 8 A.M.

Weekend to Weekday Service

Generate a Shipping Label by 6:00 p.m.* on Saturday or Sunday and we'll deliver your package the **next business morning by 8 a.m.**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m. Saturday and Sunday.
- Delivery times between 6:00 a.m. and 8:00 a.m. the next business day.
- Available in all zones.
- Available weekend and weekdays, excluding holidays.

WEEKEND to WEEKDAY by NOON

Weekend to Weekday Service

Generate a Shipping Label by 6:00 p.m.* on Saturday or Sunday and we'll deliver your package the **next business day by noon.**

- Shipment must be packaged and ready for pick-up within 30 minutes.
- Pick-up times between 11:00 a.m. - 7:00 p.m. Saturday and Sunday.
- Delivery times between 6:00 a.m. and noon the next business day.
- Available in all zones.
- Available weekend and weekdays, excluding holidays.

HOLIDAY SERVICE

Holiday Service may be available upon prearrangement with **Mobile Mailroom** by contacting an Account Representative or Customer Support online at www.mobilemailroom.com or by calling 1-866-795-MAIL.

Recognized Holidays for 2004



Thursday	January 1, 2004	New Year's Day
Monday	January 19, 2004	Birthday of Martin Luther King, Jr.
Monday	February 16, 2004	Washington's Birthday
Monday	May 31, 2004	Memorial Day
Monday	July 5, 2004	Independence Day
Monday	September 6, 2004	Labor Day
Thursday	November 11, 2004	Veterans Day
Thursday	November 25, 2004	Thanksgiving Day
Friday	December 24, 2004	Christmas Day
Friday	December 31, 2004	New Year's Day 2005

Recognized Holidays for 2005

Friday	December 31, 2004	New Year's Day 2005
Monday	January 17, 2005	Birthday of Martin Luther King, Jr.
Monday	February 21, 2005	Washington's Birthday
Monday	May 30, 2005	Memorial Day
Monday	July 4, 2005	Independence Day
Monday	September 5, 2005	Labor Day
Friday	November 11, 2005	Veterans Day
Thursday	November 24, 2005	Thanksgiving Day
Monday	December 26, 2005	Christmas Day

SERVICE AREA

With **Mobile Mailroom**, shipping is quick and easy. **Mobile Mailroom** pick-up and deliver services cover all addresses in the served area. We pick-up and deliver seven days a week, excluding holidays.

For available pick-up and delivery service information, refer to the [Service Options](#) section of this Service Guide.

ZONES - NORTHERN CALIFORNIA

Mobile Mailroom pick-up and delivery services are available in 11 zones within Northern California. Adjacent zones are physically connected or connected via a bridge. Refer to the **Service Area** link under the **Services** tab for downloadable Service Area map.



Northern California Cities by Zones			
Zone 1	Zone 2	Zone 3	Zone 4
ALAMO	ANTIOCH	DUBLIN	ALAMEDA
BLACKHAWK	BAY POINT	PLEASANTON	ALBANY
CLAYTON	BETHEL ISLAND	LIVERMORE	BERKELEY
CONCORD	BRENTWOOD	TRACY	CROCKETT
DANVILLE	BYRON	SUNOL	EL CERRITO
LAFAYETTE	DISCOVERY BAY		EL SOBRANTE
MARTINEZ	OAKLEY		EMERYVILLE
MORAGA	PITTSBURG		HERCULES
ORINDA			KENSINGTON
PACHECO			OAKLAND
PLEASANT HILL			PIEDMONT
ROSSMOOR			PINOLE
SAN RAMON			RICHMOND
WALNUT CREEK			RODEO
			SAN PABLO
Zone 5	Zone 6	Zone 7	Zone 8
CASTRO VALLEY	CAMPBELL	ATHERTON	BRISBANE
FREMONT	CUPERTINO	BELMONT	BURLINGAME
HAYWARD	LOS GATOS	EAST PALO ALTO	COLMA
NEWARK	MILPITAS	LOS ALTOS	DALY CITY
SAN LEANDRO	SAN JOSE	LOS ALTOS HILLS	FOSTER CITY
SAN LORENZO	SANTA CLARA	MENLO PARK	HILLSBOROUGH
UNION CITY	SARATOGA	MOUNTAIN VIEW	MILLBRAE
		PALO ALTO	PACIFICA
		REDWOOD CITY	SAN BRUNO
		SAN CARLOS	SAN FRANCISCO
		SUNNYVALE	SAN MATEO
		WOODSIDE	SO. SAN FRANCISCO
Zone 9	Zone 10	Zone 11	
BEL MARIN KEYS	NAPA	AMERICAN CANYON	
BELVEDERE	PETALUMA	BENICIA	
BLACK POINT	SONOMA	CORDELIA	
CORTE MADERA		FAIRFIELD	
FAIRFAX		VACAVILLE	
GREENBRAE		SUISUN CITY	
IGNACIO		RIO VISTA	
KENTFIELD		VALLEJO	
LARKSPUR			
LUCAS VALLEY			
MARIN CITY			
MARINWOOD			
MILL VALLEY			
NOVATO			
ROSS			
SAN ANSELMO			
SAN RAFAEL			
SANTA VENETIA			
SAUSALITO			
SLEEPY HOLLOW			
TIBURON			

Adjacent Zones for SAME DAY in 90 MINUTES: Available when pick-up and delivery address are in the same zone or in two adjacent zones.

SAME DAY In 90 MINUTES is not available in non-adjacent zones.



Northern California SAME DAY in 90 MINUTES Adjacent Zone Combinations	
Pick-Up Address in Zone:	Delivery Address in Zone:
1	1,2,3,4,5 or 11
2	1 or 2
3	1,3 or 5
4	1,4,5,8,9 or 11
5	3,4,5,6,7 or 8
6	5,6 or 7
7	5,6,7 or 8
8	4,5,7,8 or 9
9	4,8,9 or 10
10	9,10 or 11
11	1,4,10 or 11

Example of non-adjacent zones: Zone 2 and Zone 3; Zone 4 and Zone 10.

Adjacent Zones for SAME DAY in 3 HOURS: Available when pick-up and delivery address are in the same zone or in up to three adjacent zones.

Northern California SAME DAY in 3 HOURS Adjacent Zone Combinations	
Pick-Up Address in Zone:	Delivery Address in Zone:
1	1,2,3,4,5,6,7,8,9,10 or 11
2	1,2,3,4,5 or 11
3	1,2,3,4,5,6,7,8 or 11
4	1,2,3,4,5,6,7,8,9,10 or 11
5	1,2,3,4,5,6,7,8,9 or 11
6	1,3,4,5,6,7 or 8
7	1,3,4,5,6,7,8 or 9
8	1,3,4,5,6,7,8,9,10 or 11
9	1,4,5,7,8,9,10 or 11
10	1,4,8,9,10 or 11
11	1,2,3,4,5,8,9,10 or 11

Example of non-adjacent zones: Zone 2 and Zone 6; Zone 7 and Zone 10.

SERVICE INFORMATION

OPEN AN ACCOUNT

Mobile Mailroom pick-up and shipping services are immediately available once a New Account is opened via www.mobilemailroom.com. Simply visit the Mobile Mailroom website, choose the **Open a New Account** link from the left side of the home page or from under the **Manage Your Account** tab. Business and Personal accounts are available. Complete three easy steps and click the **Submit** button. A message containing your new account number will automatically be sent to your email.



Account Number, User and Password are required to login to the **Mobile Mailroom** website and schedule shipping services.

Mobile Mailroom reserves the right to verify account information and validity prior to accepting service requests and may close any account and reject service requests for invalid information or any applicable reason. (Refer to Rejection of Shipments.)

PREPARING TO SHIP

With **Mobile Mailroom**, shipping is quick and easy. You can schedule a shipment seven days a week, up to 30 days in advance. Maximum scheduling span between pick-up and delivery date is five days. Additional fees may apply.

To prepare package(s) for shipment with **Mobile Mailroom**:

1. Properly package your item(s) so they are safe for transport. Be sure to label your package(s).
2. For each package within a shipment, create a shipping label via the Internet directly from the **Mobile Mailroom** website at: www.mobilemailroom.com. (See Printing Bar Coded Shipping Labels.)
3. Securely attach printed label(s) to the package(s) so the barcode can be read and scanned.
4. When label printing is complete: Print a Shipping Manifest. This is REQUIRED when your shipment is tendered to the **Mobile Mailroom** driver.

As soon as you generate a Bar Coded Shipping Label for a Standard or Inverted shipment through our website, our route drivers are notified within minutes via our fully automated system.

PACKAGING

Mobile Mailroom requires all shipments to have complete sender and recipient address information, including phone numbers, labeled on each package. A **Mobile Mailroom** Bar Coded Shipping Label must be generated for each package within a shipment.

Mobile Mailroom will accept shipments packaged in any company or generic envelopes, boxes or tubes. **Mobile Mailroom** recommends use of envelopes measuring at least 9 x 12 inches in size.

Contact **Mobile Mailroom** prior to shipping for oversized and heavy shipments.

PRINTING BAR CODED SHIPPING LABELS

Standard Shipments: Ship **FROM** your location **TO** anywhere in the service area.

Print a Bar Coded Shipping Label for a Standard Shipment by going to the **Mobile Mailroom** website at: www.mobilemailroom.com. From the **Ship** tab, choose the **Standard Shipment** link.

Complete the three easy steps and choose the **Generate Shipping Label** button. Once the Shipping Label appears on your computer screen, use the **Print** feature from your browser to send the label to your printer.



If you have additional packages to ship, choose the **Create Another Shipment** button. A **Mobile Mailroom** Bar Coded Shipping Label must be generated for each package within a shipment.

Once all shipping labels have been created, click on the **I'm Done > Generate Shipping Manifest** button. After the Shipping Manifest appears on your computer screen, use the **Print** feature from your browser to send the label to your printer. Click on the **Back** button to return to the **Standard Shipment** page.

You may create shipping labels and save them for printing later in the day by choosing the **Save Label to be Generated Later** button. (Labels will be saved in the system during the time indicated on your account for generating shipping labels, usually 6:00 p.m. Scheduling time for an account is indicated on the top of the Standard Shipment page.) To print saved labels, click on the **Generate Saved Labels** button.

As soon as a Standard Shipment Bar Coded Shipping Label is generated using our fully automated website, our route drivers are notified within minutes.

Inverted Shipments: Ship **TO** your location **FROM** anywhere in the service area.

Print a Bar Coded Shipping Label for an Inverted Shipment by going to the **Mobile Mailroom** website at: www.mobilemailroom.com. From the **Ship** tab, choose the **Inverted Shipment** link.

Complete the three easy steps and choose the **Generate the Inverted Shipping Documents** button. Once the Shipping Label and Shipping Manifest appear on your computer screen, use the **Print** feature from your browser to send the label to your printer. Or, you may choose to forward the Shipping Label and Shipping Manifest to the intended party via email by entering the email address in the **Email These Shipping Documents To:** area at the bottom of the page.

As soon as an Inverted Shipment Bar Coded Shipping Label is generated using our fully automated website, our route drivers are notified within minutes.

Return Labels: Pre-authorize a shipment **FROM** anywhere in the service area for delivery **TO** your location within the next 30 days.

Print a Bar Coded Return Shipping Label by going to the **Mobile Mailroom** website at: www.mobilemailroom.com. From the **Ship** tab, choose the **Return Label** link.

Complete the three easy steps and choose the **Generate Return Shipping Label** button. Once the Return Label appears on your computer screen, use the **Print** feature from your browser to send the label to your printer.

SCHEDULE A RETURN LABEL PICK-UP

Visit **Mobile Mailroom** at www.mobilemailroom.com. Choose the **Schedule a Return Label Pick-Up** link from the left side of the home page. Enter the Return Label Tracking Number, click the **Go** button. Verify address information, enter Pick-up Instructions and click the **Submit** button.

As soon as a Schedule a Return Label Pick-up request is submitted using our fully automated website, our route drivers are notified within minutes.



To schedule a Return Label Pick-Up for today, generate request online by 3 p.m. or call 1-866-795-MAIL by 2:00 p.m. Return Label Pick-Up service is available Monday - Friday, excluding holidays.

TRACKING A PACKAGE

Mobile Mailroom offers Shipment Tracking through our website at www.mobilemailroom.com.

When a Bar Coded Shipping Label is printed, the Mobile Mailroom website automatically generates a unique tracking number for each package in your shipment. This tracking number allows you to track your shipments via the Mobile Mailroom website.

PICK-UP SERVICE OPTIONS

Mobile Mailroom offers two types of Pick-up Service: Scheduled Pick-Up Service and On-Call Pick-up Service. Mobile Mailroom will help determine which service is right for you. If your shipping needs qualify, you may elect to change your service status by simply requesting the change via e-mail at: customerservice@mobilemailroom.com.

Mobile Mailroom offers Pick-up Services seven days each week. Refer to the Service Options above for standard pick-up times. Other pre-arranged times (depending upon area and volume of packages) may be available. Later or earlier Pick-up Service may be scheduled at the discretion of Mobile Mailroom. Weekend fees apply for Pick-up Services on Saturday and Sunday.

Scheduled Pick-Up Service:

Accounts shipping with Mobile Mailroom three or more days per week qualify for Scheduled Pick-up Service. With Scheduled Pick-up Service, Mobile Mailroom will include your company on our regularly scheduled route. When a Bar Coded Shipping Label is generated, a Mobile Mailroom driver will pick-up your shipment during the pre-determined pick-up time (usually a half-hour window).

On-Call Pick-Up Service:

If your account ships on an infrequent basis, your business qualifies for On-Call Pick-Up Service. When a Bar Coded Shipping Label is generated, a Mobile Mailroom driver will pick-up your shipment during normal pick-up times, making every effort to narrow pick-up time to the time window indicated when you complete the online shipping process.

There is a \$3.00 surcharge per stop/location for On-Call Pick-Up Service.

If shipping needs change and you find your account is shipping more frequently, you may qualify for Scheduled Pick-Up Service. To request changing Pick-Up Service status, contact Mobile Mailroom Customer Support via email at customerservice@mobilemailroom.com.

SIGNATURE UPON DELIVERY/PROOF OF DELIVERY (POD)

Mobile Mailroom will deliver a shipment to a destination without requiring a signature unless instructed otherwise by the shipper.

The Mobile Mailroom driver will note delivery day and time of each package on the Delivery Route for input into the Mobile Mailroom shipment tracking system. After a package has been delivered, Delivery Confirmation information is sent to the shipper via an automated e-mail.



This Proof of Delivery (POD) is your indication that your shipment was delivered to the right destination and was delivered On Time.

If no Signature upon Request is selected and the recipient is not available at time of delivery, **Mobile Mailroom** will leave package in a safe place. If there is no safe place to leave package, **Mobile Mailroom** will leave a Door Tag at the Ship-To address with instructions for scheduling a final delivery attempt.

If a Signature upon Request is selected, a **Mobile Mailroom** driver will deliver this package by obtaining a Signature Upon Delivery from any person at the delivery location. If no one is available at the time of delivery, **Mobile Mailroom** will leave a Door Tag at the Ship-To address with instructions for scheduling a final delivery attempt. **Mobile Mailroom** will accept a signed Door Tag left for **Mobile Mailroom** at the delivery location as Signature upon Delivery authorization by the Ship-From and Ship-To address.

If the Ship-To address does not respond to a Door Tag within three business days, **Mobile Mailroom** will notify the shipper or leave a message at the Ship-From contact number on file with **Mobile Mailroom**. This package will automatically be returned to sender on the fifth business day if **Mobile Mailroom** receives no response from the Door Tag.

CHANGING ACCOUNT STATUS

Account changes can be easily made by the Account Manager at the **Mobile Mailroom** website: www.mobilemailroom.com.

- ✓ Change Credit Card on File
- ✓ Change Billing / Shipping Address
- ✓ Add / Delete Account Users

Mobile Mailroom drivers cannot make any changes to accounts. All changes must be made online by the Account Manager.

For changes/extensions to pick-up and/or delivery time, contact **Mobile Mailroom** Customer Support or contact your **Mobile Mailroom** Account Sales Representative.

BILLING

Personal Accounts:

Credit Card Payment is required for all personal accounts. **Mobile Mailroom** will charge credit card on file for each shipment prior to pick-up.

Provide credit card information on our secured site online at www.mobilemailroom.com.

Mobile Mailroom accepts Credit Card Payment by VISA and MasterCard.

Business Accounts:

Business Accounts may opt for **Credit Card Payment** or **Monthly Invoicing**.

Credit Card Payment: **Mobile Mailroom** will charge the credit card on file for each shipment prior to pick-up. Provide credit card information on our secured site online at www.mobilemailroom.com.



Credit Card Payment is required for all On-Call Business Accounts.

Mobile Mailroom accepts Credit Card Payment by VISA and MasterCard.

Monthly Invoicing: Mobile Mailroom generates bills on the first and the 15th day of each calendar month. All payments are due upon and payable within 10 (ten) days of invoice date. If Mobile Mailroom does not received payment within this period, the invoice is considered Past Due. The full amount of invoice(s) plus an additional service charge and/or late payment fee (by the maximum as applicable by law) will be applied and charged to all Past Due invoices. No additional credit will be extended to past due accounts and may cause a disruption in service unless satisfactory arrangements are made with the Mobile Mailroom credit department.

Mobile Mailroom accepts payment by business check, money order, cashier's check, official bank check, VISA, MasterCard and Discover Card.

For billing questions contact the Mobile Mailroom Billing Department at: billing@mobilemailroom.com

Payments should be mailed to:

Mobile Mailroom
841 Arnold Drive, Suite A
Martinez, CA 94553

NOTE: Mobile Mailroom drivers cannot accept invoice payments of any type. All payments must be mailed to Mobile Mailroom.

C.O.D. (Collect on Delivery) SHIPMENTS

- Shipping Charges plus additional \$4 C.O.D. charge due upon shipment pick-up.
- NO CASH ACCEPTED.
- The Shipper must arrange payment method with Recipient. Mobile Mailroom will accept personal check, business check, cashier's check, official bank check, or money order for C.O.D. shipments.
- C.O.D. charges do not imply a declared value of a shipment. Refer to [Insurance](#) section of this Service Guide.

TERMS and CONDITIONS

DEFINITIONS

The term 'shipment' refers to any/all letters, packages, etc. sent by the shipper/sender. Use of 'you' and 'your' refers to the shipper/sender, its agents and employees. Use of 'our' and 'we' refers to Mobile Mailroom, its agents and employees.

GUARANTEE

Mobile Mailroom guarantees delivery of shipments by the published or quoted delivery time. Delivery times may be later than published for remote areas. In this case, quoted time overrides published delivery time. If an individual letter or package within a shipment is delivered after the published or quoted delivery time, Mobile Mailroom will automatically credit



shipper's account or process a refund on shipper's credit card (whichever is applicable) for the individual late item.

The following limitations apply to the above-stated guarantee:

- Refunds/credits will not be issued for service delays due to incorrect addresses, refused or undeliverable shipments, or shipments not otherwise meeting the terms and conditions of shipping with **Mobile Mailroom**.
- Refunds/credits will not be issued due to force majored, including, but not limited to earthquakes, floods, landslides, severe weather, and power outages.
- **Mobile Mailroom** will not process a refund/credit unless all delivery charges have been billed to account/paid in full for original shipment. Accounts that are on 'Credit Hold' by the **Mobile Mailroom** Accounting Department are not eligible to receive a refund/credit.

LIMITS OF LIABILITY

Maximum liability against loss or damage of a package, letter, or item shipped using a **Mobile Mailroom** Bar Coded Shipping Label with an undeclared value is \$100. For shipments exceeding \$100 in declared value, an additional \$0.50 per \$100 of declared value (up to \$25,000) will be charged.

Shipper is responsible for proving actual loss or damage.

At your discretion you may indicate the declared value of each package in the appropriate area.

DANGEROUS/UNLAWFUL GOODS

Mobile Mailroom may agree to ship some potentially dangerous goods (i.e. perfumes, colognes, paint products, etc.) if the shipper contacts us prior to scheduling the shipment to make proper transportation arrangements. **Mobile Mailroom** reserves the right to refuse shipment of any/all dangerous goods. **Mobile Mailroom** is not responsible for damage to dangerous goods during shipping if shipper has not followed the **Mobile Mailroom** Service Guide and properly identified, packaged, labeled, and documented the dangerous goods shipment.

Mobile Mailroom will not knowingly accept transport of most dangerous goods or any shipments prohibited by law, including, but not limited to explosives, firearms, ammunition, fireworks, toxic waste, nuclear material, most flammable liquids, compressed gases or any corrosive material requiring special handling and/or training. The shipper is responsible for determining what qualifies as dangerous/unlawful goods and must follow all State and Federal Regulations and Guidelines. Shipping an undeclared shipment of dangerous/unlawful goods is grounds for prosecution, which may include civil and criminal penalties and possible imprisonment of the shipper.

LIVE/PERISHABLE FOODS

Mobile Mailroom will not accept transport of live animals, nor will it take responsibility for the contents of items marked as "perishable" or similar. Damage of perishable goods due to temperature or other environmental factors is not grounds to make a claim against **Mobile Mailroom**.

REJECTION of SHIPMENTS



Mobile Mailroom reserves the right to verify account information and validity of new and existing accounts prior to accepting service requests and may close any account and reject service requests for invalid information or any other applicable reason.

Mobile Mailroom reserves the right to refuse/reject any shipment if shipment does not follow the **Mobile Mailroom** Service Guide, is deemed to be unfit for transport, or if shipment might cause damage or delay to other shipments, personnel or equipment. **Mobile Mailroom** reserves the right to refuse/reject or return to sender any shipment if it is determined that the shipper or recipient address is in an unsafe location.

CLAIMS

Mobile Mailroom will assume that all shipments were delivered in good condition if recipient accepts shipment without noting any damage on the delivery record.

All claims must be SUBMITTED IN WRITING to **Mobile Mailroom** within 10 business days of package delivery date. **Mobile Mailroom** drivers cannot accept claims.

Please send claims to:

Mobile Mailroom
ATTN: Claims
841 Arnold Drive, Suite A
Martinez, CA 94531

The shipper must make available, for inspection by **Mobile Mailroom**, all original shipping material, including packing material, package contents and cartons. Additionally, any other material, such as manifests, invoices and Proof of Delivery must be made available upon request.

Mobile Mailroom Guarantee: **Mobile Mailroom** will automatically process a refund/credit if an individual letter or package was not delivered on time. No claim needed. Refer to the [Guarantee](#) section of this Service Guide.

Accounts that are on 'Credit Hold' by the **Mobile Mailroom** Accounting Department are not eligible to receive a refund/claim.

Mobile Mailroom makes no warranties expressed or implied.