

ODFL 668-D  
Cancels  
ODFL 668-C



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## **White Glove Services Tariff**

APPLYING ON  
TRANSPORTATION AND SPECIALTY SERVICE RATES  
FOR COMMODITIES AND NEW PRODUCTS  
BETWEEN POINTS IN THE UNITED STATES

**Effective: February 11, 2010**

ISSUED BY:

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Thomasville, NC 27360

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## **SECTION 1**

### **GOVERNING RULES AND OPTIONAL SERVICES**

#### **Item 1        Governing Publications**

This tariff is governed by the following described publications and by supplements thereto or reissues thereof (see Note A).

1.        NMF 100 Series (Classification Governing), issued by National Motor Freight Tariff Association, Inc. Agent.
2.        SMC 185 Series (Directory of Operating Rights), issued by SMC, agent.
3.        ODFL 115 Series (Points of Service Tariff), issued by OLD DOMINION FREIGHT LINE, INC.
4.        U.S POSTAL SERVICE ZIP CODE DIRECTORY
5.        Rand McNally's Mile Maker software package for determining mileage distances.

Note A -When ever a rule or other provision is published in this tariff, it removes the application of a similar rule or provision published in any "governing publications".

**Item 10 Explanation of Abbreviations**

**10.01 - States**

<b>ABBREVIATION</b>	<b>EXPLANATION</b>	<b>ABBREVIATION</b>	<b>EXPLANATION</b>
AL	Alabama	NV	Nevada
AR	Arkansas	NJ	New Jersey
AZ	Arizona	NH	New Hampshire
CA	California	NM	New Mexico
CO	Colorado	NY	New York
CT	Connecticut	NC	North Carolina
DC	District of Columbia	ND	North Dakota
DE	Delaware	OH	Ohio
FL	Florida	OK	Oklahoma
GA	Georgia	OR	Oregon
IA	Iowa	PA	Pennsylvania
ID	Idaho	RI	Rhode Island
IL	Illinois	SC	South Carolina
IN	Indiana	SD	South Dakota
KS	Kansas	TN	Tennessee
KY	Kentucky	TX	Texas
LA	Louisiana	UT	Utah
ME	Maine	VA	Virginia
MD	Maryland	VT	Vermont
MA	Massachusetts	WA	Washington
MN	Michigan	WI	Wisconsin
MI	Michigan	WV	West Virginia
MS	Mississippi	WY	Wyoming
MT	Montana		
MO	Missouri		
NE	Nebraska		

**10.02 – Definitions:**

ODFL	Old Dominion Freight Line, Inc
CWT	Per Hundred Weight
COD	Collect On Delivery
LBS	Pounds
LTL	Less Than Truckload
MIN.	Minimum
\$	U.S. Dollar

### **Item 30 – Definition of a Shipment**

Unless otherwise provided, a shipment is freight tendered to ODFL by one consignor at one place at one time for delivery to one consignee on one bill of lading. Multiple transportation methods, distribution centers and agents may be utilized until freight is tendered to the consignee. Shipments referred to as “Local” are those that the freight is tendered to the destination agent, for delivery to the consignee, by means other than ODFL.

### **Item 31 - Application of Tariff**

The provisions of this tariff apply only when such services requested herein is moving prepaid by the consignor, consignee or third party payor. The request for such service will be subject to the rules, restrictions, discounts, minimum charges and other provisions contained herein.

Provisions of this tariff shall not apply on:

- Collect shipments
- COD shipments
- Order Notify shipments

### **Item 32 - Restricted Tariffs**

White Glove Service will not apply on shipments moving on rates published in ODFL Tariffs 450; 4848; 5070 or 699.

### **Item 40 – Arbitrariness or Differentials**

#### **40.1 – Isolated Area Surcharges**

A surcharge of \$200.00 will apply on shipments moving in or out of remote areas not readily accessible by a delivery vehicle. They are areas such as coastal islands that require either freight to be flown or barged in, or a ferry toll is required. All service options may not be available in Isolated Service Areas. A table of the zip codes which applies to this accessorial is provided in Item 710 of this tariff.

Detention of Vehicle charges under Item 70 of this tariff will apply during the hours of 8:00 a.m. to 5:00 p.m. (except Sundays and Holidays) commencing with the arrival of carrier's vehicle at the ferry point of embarkation, during the vehicle crossing and terminating when the vehicle disembarks from the ferry.

Note 1: The charge for Detention of Vehicle will NOT apply if a third party provider performs service.

Note 2: The allowable time provided for pickup and delivery will not apply during the ferry waiting and transportation described in this paragraph.

## **Item 50 – Method of Cancellation of Original and Revised Pages, Except the Title Page**

When this tariff is amended by revised items, the cancellation of prior items will be effected by means of this rule. A revised item will not show a cancellation notice except when a cancellation notice is necessary because of suspension, rejection, or other reason. Revisions of each item will be filed in alphabetical sequence. Revised items will cancel previous revisions of the same item on the effective date and not prior.

## **Item 60 – Claims, Loss and Damage**

Subject to the terms and conditions set forth herein, ODFL shall be responsible for any and all loss or damage to shipments moved under this tariff while the freight is in the possession of or under the control of ODFL, subject to the extent such loss or damage is caused by the negligence of ODFL, its employees, agents, or sub-haulers. ODFL shall not be responsible where such loss or damage is caused by elements beyond ODFL's control or by acts or omissions of Shipper, its employees, agents or sub-haulers, or the inherent vice or nature of the merchandise including but not limited to manufacturers or packaging defects.

Product must be provided in packaging to withstand normal transit handling and packaging must pass appropriate guidelines for the commodity being shipped with the overriding testing criteria of Rule 181 as published in the National Motor Freight Classification for all merchandise. If product does not meet this criteria ODFL may not honor the claim.

Carriers' liability for loss or damage shall be limited to a maximum of the actual value of the goods or \$2.00 per pound per piece, whichever is lower, with a maximum liability of \$10,000 per occurrence. Carrier liability on used, refurbished, or otherwise "not new" goods shall be \$.10 per pound per piece with a maximum liability of \$2,000. See Item 160 for further information on liability.

Shipper must file a claim with ODFL within 180 days of shipment pickup. Claims filed after that date will result in the claim being denied as late. Carrier will acknowledge receipt of the claim with seven (7) working days. Any salvage generated as a result of paying a claim will be the property of ODFL to mitigate its claims exposure.

ODFL does provide first dollar insurance for this service but does not provide excess liability insurance. The terms and conditions for providing these services may be found on the ODFL.com website in the Carriers ODFL 100 Rules Tariff, Item 574.

**Item 70 – Detention of Vehicles**

(a) Fifteen minutes will be allowed for pickup and fifteen minutes will be allowed for delivery of each shipment. Time shall be computed from the time of arrival until time of departure of carrier's vehicle.

(b) When due to no disability, fault or negligence on the part of the carrier, pickup or delivery is not completed within the free allowed, there will be an additional *charge* of \$80.00 per hour or fraction thereof (Maximum of \$960.00 per calendar day).

**Item 80 – Extra Service**

Except as provided in Items 110 (Detention) and when due to conditions beyond control of the carrier and at the request of the consignor or consignee, it is necessary to employ the service of driver and/or carrier's equipment at job site for purposes other than those provided for herein, the charge will be the actual charge for services performed.

**Item 110 – Fractions, Disposition Of**

In computing freight charges or mileage all fractions must be retained at their full value until the final result is obtained and then all remaining fractions will be disposed of in the following manner: Fractions of less than 1/2 (.5) - Omit  
Fractions of 1/2 (.50 ) or greater - Increases to next whole unit.

**Item 120 – Bridge Tolls**

The following Bridge and Service Charges will apply when transportation is to, from or via the following points:

	<u>Rates Per Cwt - B</u>
Key Biscayne, FL	\$0.60
Mackinaw City, MI - St. Ignace, MI	\$1.00
Meglar, WA - Astoria, OR	\$1.00
San Diego, CA - Coronada, CA	\$0.80
Sault Ste. Marie, MI - Sault Ste. Marie, ON	\$1.00
Cape Charles, VA - Virginia Beach, VA	
(Charge includes transportation via Bridge and Tunnel)	\$1.20
Newport, RI - Conanicut Island, RI	\$0.60
Plantation, FL - Islamorada, FL	
and points south and west in the FL Keys	\$7.65

B-Subject to a minimum charge of \$10.00 per shipment.

### **Item 130 – Impracticable Operations**

Shipments will not be accepted which cannot be safely handled in or on carrier's equipment; or shipments originating or destined to points from or to which, due to highway conditions, the operation of trucks is not safe.

### **Item 150 – Storage**

Carrier will provide storage at its facilities for a charge of \$8.00 per one hundred pounds for each thirty (30) day period or fraction thereof, subject to a minimum charge of \$16.00 per shipment. Charges will be based on the actual weight of the shipment, subject to a minimum shipment weight of 200 pounds.

Note: ODFL will provide a free storage period of ten (10) days. The Free Storage Period will commence on the day following the last day of the agreed delivery commitment. Storage charges will begin to accrue at the end of the free storage period.

If ODFL does not receive disposition instructions from the shipper or consignee within (ninety) 90 days from the date the shipment was placed into storage, the liability of ODFL will terminate at the end of said ninety (90) day period and the shipment will be subject to the rules and rates of the local agent (warehouseman) where the shipment is being stored. ODFL may terminate the interstate character of the shipment, or portion thereof, prior to the end of the 90 day storage-in-transit period if payment of the billed charges is not made within the due date stated on such billing. Until all lawful charges are paid, the property will remain at ODFL's or its agent's warehouse location subject to a lien for all such charges.

### **Item 160 – Released Value – Cargo Liability**

Rates published in Sections 2 and 3 of this tariff moving in interstate or foreign commerce will be applicable only when the value of the property is released by the shipper or the owner of the goods or merchandise to be transported on the bills of lading at \$2.00 per pound per article. If a higher declared released value is requested by Shipper, it must be entered on the shipment and printed on the bill of lading prior to pickup. If shipper fails to declare a released value at time of shipment, shipment will be subject to a released value of \$2.00 per pound per article.

The released value shall be deemed to relate separately to the gross weight of each shipping package or to the weight of each loose article not enclosed in a package, and not to the shipment as a whole. In case of loss or damage to a portion of the contents of a shipping package, the amount recoverable will be the released value per pound multiplied by the gross weight of the package, but not more than the actual loss or damage.

The declared full value must be entered on the shipping order and bill of lading in the following form (or similar wording):

"The agreed or declared full value of the property is hereby specifically stated by the shipper to be \$ \_\_\_\_\_ per pound or a total value \$ \_\_\_\_\_.

RELEASED VALUATION	RATES TO APPLY
When released to a value not exceeding \$2.00 per pound per article.	The applicable tariff rate.
When declared to a value exceeding \$2.00 per pound per article.	A charge of .60 cents for each \$100.00 or fraction thereof, of the declared value of the shipment, subject to a minimum charge of \$45.00 per shipment.  Note: Excess Valuation is limited to a maximum liability of \$10,000 per shipment.

**Item 300 – Extra Labor**

Services which are requested by consignor or consignee, and are not covered by other provisions of this tariff, will require additional labor. A charge of \$40.00 per person per hour (subject to a minimum charge of \$160.00 per person) will apply.

Extra Labor, beyond the standard two (2) person delivery will be provided at an additional charge of **\$40.00** per person per hour with a two (2) hour minimum for shipments within fifty (50) miles of the ODFL Distribution Center. A four (4) hour minimum for shipments beyond fifty (50) miles of the ODFL Distribution Center will apply.

**Item 310 – Excess OD LEVEL 4 Assembly Service**

Light Assembly services are limited to those that can be performed with an adjustable wrench or screwdriver. Light assembly service that exceeds thirty (30) minutes for OD LEVEL 4 deliveries will be charged at a rate of \$22.00 per quarter hour or fraction thereof. Light assembly services do **NOT** include any electrical, plumbing or component hookups.

**Item 320 – Excess OD LEVEL 3 Setup Service**

Setup services are limited to those that can be performed without the usage of tools. Setup service that exceeds fifteen (15) minutes for OD LEVEL 3 deliveries will be charged at a rate of \$22.00 per quarter hour or fraction thereof. Setup services do **NOT** include any electrical, plumbing or component hookups.

### **Item 330 – Excess On-Site Time**

On-Site Time that is required and exceeds sixty (60) minutes for delivery, will be charged at a rate of \$22.00 per quarter hour or fraction thereof. This charge cannot be applied in conjunction with Item 310- Excess OD LEVEL 4 Assembly Service or Item 320 - Excess OD LEVEL 3 Setup Service.

### **Item 340 – Waiting Time**

Waiting time in excess of an initial fifteen (15) minutes will be charged at a rate of \$22.00 per quarter hour or fraction thereof. Waiting time begins upon arrival at the origin or destination location.

### **Item 360 – Attempted Pick-Up or Delivery**

If after confirmation, the shipment is not ready at the time of pick-up or the consignee is not ready for delivery, an attempted pick-up and/or delivery charge of \$55.00 per shipment per attempt will apply.

### **Item 370 – Stair Carries**

The first flight shall constitute the fourth to fifteenth step and each additional flight shall consist of ten (10) steps or a fraction thereof. Stair carries in excess of two (2) flights shall be charged an additional \$33.00 per flight per shipment.

Inside stair carries are available for OD LEVEL 2; OD LEVEL 3 and OD LEVEL 4 shipments only. Stair carries for OD LEVEL 1 are only available prior to the threshold. Refer to Item 610 for service level definitions (OD LEVEL 1 through OD LEVEL 4).

### **Item 380 – Deluxing**

Deluxing includes opening, inspecting, reporting of damage and defects (reports available upon request), removal of tie downs, checking function of all moving parts and confirmation of manufacturer's inventory. Deluxing is to be performed upon request at a rate of \$15.00 per piece. Third party repairs can be arranged on a per quote basis.

Deluxing is available for OD LEVEL 3 and OD LEVEL 4 shipments only.

Note: For the purposes of deluxing, beds consist of a headboard, footboard and side rails, and will be considered one piece.

**Item 390 – Return Shipment Fee**

A return shipment fee of \$10.00 per one hundred pounds subject to a minimum charge of \$50.00 per shipment will apply for all return shipments. This fee is in addition to the transportation and other charges applicable to the shipment as per this agreement.

**Item 400 – Disposal Fee**

Disposal of returns or damaged items (other than mattresses and mattress foundations) will be \$20.00 per hundred pounds subject to a minimum charge of \$60.00 per shipment. A charge of \$65.00 for the removal and disposal of an old mattress will apply on each mattress per shipment.

**Item 410 – Packaging**

Packaging will be provided on shipments at a charge of \$25.00 cwt, subject to a minimum of \$75.00 per shipment.

**Item 420 – Extra Carries**

Extra Carries of fifty (50) feet beyond the first 75 feet will be subject to a charge of \$15.00 per each fifty (50) foot carry.

**Item 430 – Time-Specific Delivery**

Time-Specific Delivery services which are provided within a consignee specified one hour window during Normal Business hours (see Note 1 below) will be charged as follows. The charge for a Time-Specific Delivery service within fifty (50) miles of an ODFL Distribution Center is \$85.00. Deliveries beyond fifty (50) miles will be based upon a quoted price.

NOTE 1: “Normal Business Hours” are defined as Monday through Friday, excluding National and State Holidays, between the hours of 8:00 a.m. and 5:00 p.m.

### **Item 440 – Non-Standard Delivery**

A Non-Standard Delivery Charge will apply whenever a delivery outside of “Normal Business Hours” (see Note 1 below) is requested. Subject to the agreement between the delivering ODFL Distribution Centers and Shipper, Non-Standard Delivery services may be offered to select delivery service zones. The ODFL Distribution Center will provide delivery service to the specified zone(s) at least one day per week. This day will be chosen by the ODFL Distribution Center and communicated to the consignee at the time of the scheduling call.

The charge for a Non-Standard Delivery service within fifty (50) miles of an ODFL Distribution Center is \$60.00. Deliveries beyond fifty (50) miles will be based upon a quoted price.

NOTE 1: “Normal Business Hours” are defined as Monday through Friday, excluding National and State Holidays, between the hours of 8:00 a.m. and 5:00 p.m.

NOTE 2: The \$60.00 per shipment charge will be non-refundable upon order placement for this service.

NOTE 3: For a Time-Specific Delivery during Non-Standard Delivery hours, the charge in **Item 430** applies in addition to the charge in **Item 440**.

### **Item 450 – Billing Documentation**

Images of delivery documents are available at no charge at ODFL’s website. Hardcopies of documentation will be made available upon request at a cost of \$15.00 per shipment.

### **Item 460 – Refusal at Pre-Call Cancellation Fee**

Charges for a shipment delivered to an ODFL Distribution Center by a third party and then refused at pre-call are subject to a \$35.00 cancellation fee.

### **Item 465 – Release Admin Fee**

Undelivered shipments released back to Shipper or a third party from an ODFL Distribution Center will be charged a Release Admin Fee of \$35.00 per shipment.

### **Item 470 – Reconsignment Fee**

A Reconsignment fee of \$30.00 per shipment will apply for all reconsigned shipments. This fee is in addition to the transportation and other charges applicable to the shipment. When shipments are reconsigned in route or at final destination, transportation charges will be computed from origin to reconsignment point plus charges from reconsignment point to final destination.

## SECTION 2 – TRANSPORTATION RATES

### Item 600 - Application

1. The attached rate schedule only applies to new products and general commodities.
2. Shipments must be cartoned, crated, or skidded.
3. Rates apply to shipments moving within the continental United States (not applicable to Hawaiian or Alaskan shipments.)
4. Shipments moving under the provisions of this tariff will be subject to accessorial charges provided here in and rates named in Item 700 along with the applicable LTL net revenue.
5. Rates are in U.S. dollars and cents and the transportation charge will be subject to re-weigh and will be adjusted based on certified weights. Invoices will reflect certified weight.
6. Rates cannot be used in conjunction with any other rates for the same application.
7. Shipments will be released at a value of \$2.00 per pound per article unless additional valuation is purchased. Terms and conditions for first dollar insurance may be found on the ODFL.com website in the Carriers ODFL 100 Rules Tariff, item 574.
8. Rates include the loading and unloading and the actual movement or transportation of property from inside or from a dock at origin to a destination as defined in the Pick-Up and Delivery Services section below.
9. The following services are included in the transportation rates:
  - a. Two-person delivery service.
  - b. Waiting time up to fifteen (15) minutes.
  - c. Storage-in-transit up to ten (10) days at no charge.
  - d. Released value at \$2.00 per pound per article.
  - e. Delivery between the hours of 8 AM – 5 PM Monday-Friday.
  - f. 24 hour telephone notice prior to delivery.

### Item 610 – Pick-Up and Delivery Services (aka “Metals”)

1. “OD LEVEL 1 SERVICE” includes 1-person delivery across the threshold, and stair carries not included. If any piece weighs more than 300 lbs. or pieces are greater than four, shipment will only be available for delivery to the first dry area or garage. Shipper’s skidded or crated merchandise will be delivered to the first dry area or garage only.
2. “OD LEVEL 2 SERVICE” includes inside placement and up to two (2) flights of stairs.
3. “OD LEVEL 3 SERVICE” includes inside placement, up to two (2) flights of stairs, unpacking, debris removal, and Setup limited to fifteen (15) minutes and no usage of tools. Setup Services do not include any electrical, plumbing, or component hookups.

4. "OD LEVEL 4 SERVICE" includes inside placement, up to two (2) flights of stairs, unpacking, debris removal, and light assembly limited to thirty (30) minutes. Light Assembly Services are limited to those that can be performed with an adjustable wrench and screwdrivers. Light Assembly Services do not include any electrical, plumbing, or component hookups.

**Item 620 – Return Shipments**

Rates for shipments returned to Shipper from a consignee or returned from ODFL’s dock to Shipper without delivery will be invoiced at the same rate as the original shipment. Shipments returned from a residence or business (refused at delivery or after delivery has been completed) will also be subject to the return shipment fee.

**Item 700 – Transportation Rates Between Points in the USA, Except AK & HI**

**TRANSPORTATION RATES BETWEEN POINTS IN THE USA,  
EXCEPT AK AND HI**

<b>Weight (lbs.)</b>	<b>OD Level 1</b>	<b>OD Level 2</b>	<b>OD Level 3</b>	<b>OD Level 4</b>
0-100	\$123.02	\$133.13	\$149.99	\$182.01
101-200	\$129.76	\$156.73	\$165.15	\$197.17
201-300	\$138.19	\$165.15	\$178.64	\$205.60
301-400	\$143.25	\$178.64	\$197.17	\$234.25
401-500	\$148.30	\$192.12	\$215.71	\$262.90
501-600	\$158.41	\$210.66	\$239.31	\$296.60
601-700	\$166.84	\$227.51	\$261.21	\$328.62
701-800	\$183.69	\$252.79	\$291.55	\$369.07
801-900	\$205.60	\$283.12	\$326.94	\$414.57
901-1,000	\$225.82	\$311.77	\$360.64	\$458.39
1,001 lbs & over (per cwt)-B	\$20.22	\$28.65	\$33.71	\$43.82

**B-Rate(s)** stated in dollars and cents per cwt, subject to a minimum rate as provided in 901-1000 lb line of rates.

**Item 710 – Isolated Service Area Zip Code List**

California -	90704
Florida -	33139
Maine -	04017
	04050
	04645
	04653
	04853
	04863
Maryland -	21824
	21866
Massachusetts	02535
	02539
	02552
	02554
Massachusetts	02557
	02564
	02568
	02575
	02584
Michigan -	49757
	49775
	49726
North Carolina -	27959
	27960
Ohio -	43434
	43438
	43456
Virginia -	21404
Washington -	98110
	98236
	98239
	98243
	98245
	98249
	98250
	98253
	98257
	98260 - 98262
	98277 – 98279
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	98310 – 98312
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Washington

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