



"Notre savoir-faire à votre service"
1-800-359-2111 • www.globexcourrier.com

TERMS AND CONDITIONS

"GLOBEX WORLDWIDE COURIER INC." herein after "Globex" provides carriage of documents and parcels for the account of its client herein after the "shipper" through an international network in which Globex is a participant. The carriage is governed by the present contract.

I. General Conditions

1. When remitting his shipment for carriage, the "shipper" acknowledges that the present non-negotiable air waybill was completed by himself or in his name and at his own risk by Globex acting only as agent without any liability on the part of Globex. The "shipper" accepts all Terms and Conditions stipulated on this document and certifies that all the information supplied is correct and has been validated.
2. If no service level is chosen on a manual Globex waybill, Globex will forward shipments sent within Canada, to the United States and to International destinations as an "EXPRESS" service level.
3. The goods described in the present contract are accepted for carriage in apparent good condition unless specifically indicated on the air waybill by Globex.
4. In order to speed up carriage, Globex may substitute another carrier including a land carrier without affecting the nature and conditions of this contract.
5. Globex does not accept in the present contract, passports, jewelry, tobacco, alcohol, traveler's checks, cash, as well as certain dangerous goods.
6. The "shipper" must provide all pertinent information on the contents and value of the shipment, which will be necessary for any customs authority or other authorities and will be responsible for any damage resulting from false, erroneous or contradictory statements.
7. All duties and taxes relating to shipments will be charged to the consignee, unless prior notice is given to Globex.

II. Delivery

Globex will not guarantee delivery times except for 9:00 AM, 10:30 AM, 12:00, Saturday and Express Plus services.

III. Limitation of Liability

1. The LIABILITY OF GLOBEX IN CASE OF LOSS OR PHYSICAL DAMAGES TO A SHIPMENT will be limited to the maximum amount of One Hundred Canadian dollars (\$100) per shipment unless additional insurance has been purchased. This limit will be applicable even in the case of fault or negligence on the part of Globex.
2. In case of loss or physical damages to a shipment, Globex will not be liable FOR LOSS OF INCOME OR PROFIT(S) WHETHER OR NOT GLOBEX HAD KNOWLEDGE THAT SUCH DAMAGES MIGHT BE INCURRED. Globex will not be liable for your acts or omissions, including but not limited to incorrect declaration of cargo, improper or insufficient packing, securing, marking or addressing of the shipment, or for the acts or omissions of the recipient or anyone else with an interest to the shipment. Also, Globex will not be liable if the shipper or the recipient violates any of the terms of this agreement. Globex will not be liable for damage, loss, delay, shortage, mis-delivery, non-delivery, misinformation, or failure to provide information in connection to this shipment caused by events Globex cannot control, including but not limited to acts of God, perils of the air, weather conditions, mechanical delays, acts of public enemies, war, strikes, civil commotions, or acts or omissions of public authorities (including customs and health officials) with actual or apparent authority.
3. International or Domestic shipments: In case of late delivery on an International or Domestic shipment, Globex may reduce, depending on the circumstances, the freight charges to the actual service rendered and this only on guaranteed services (Globex Services: 9:00 AM, 10:30 AM, 12:00, Saturday and Express Plus).
Local service shipments: In case of late delivery on a local service shipment, Globex may reduce, depending on the circumstances, the freight charges to the actual service rendered.
4. Globex will be exonerated from any liability in case of delay resulting from customs procedures or any other cause beyond the control of Globex.

IV. Claims

1. In case of damage, partial loss, delay, non-delivery or other claim, the "shipper" must advise Globex of damages within forty-eight (48) hours of delivery. In addition, the "shipper" must send a WRITTEN CLAIM to Globex within twenty-one (21) days of the pick-up date by Globex.
2. Certain types of products are not insurable and cannot be claimed for losses or damages, for example but not limited to: glass products, perishables, and all liquids. Other types of products may also be declined, such as shipments not sufficiently packaged. In case of a claim, if the packaging is deemed insufficient, Globex will not be

V. Right to inspect

Globex, upon its judgment or at the request of governmental authorities, may open and inspect any shipments under its control.

VI. Responsibility for payment

Even if the "shipper" gives Globex different payment instructions, the "shipper" will always be primarily responsible for all charges including transportation charges and all duties, customs assessments, governmental penalties and fines, taxes and Globex attorney fees and legal costs, related to the shipment in case of default of payment by the consignee or third party. The "shipper" will also be responsible for any costs Globex may incur in returning the shipment or warehousing it pending disposition.

SURCHARGE	DESCRIPTION	How We Charge	Cost
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Data Correction

Address Correction (DOM/US/INT)	Surcharge applied when the destination address provided by the Shipper is incomplete, outdated or incorrect and Globex is subsequently unable to deliver the shipment. Globex searches and determines the correct address to complete the delivery.	per piece	\$20.75
Address Correction (Local)	Surcharge applied when the destination address provided by the Shipper is incomplete, outdated or incorrect and Globex is subsequently unable to deliver the shipment. Globex searches and determines the correct address to complete the delivery.	per shipment	Minimum \$8.00 or cost of the original service

Additional Handling

Fragile	Shipments within Canada marked as "FRAGILE" will be subject to a surcharge to cover the special handling required for safe transport to final destination	per shipment	50% surcharge of transportation price.
Handling Fees	Unpacked, Non-conveyable, Wooden, Metal, Plastic-wrapped and parcels needing re-packaging	per piece	\$35.00
Non-conveyable	Any cylindrical item, such as a barrel, drum, pail or tire that is not fully encased in a corrugated shipping container. Also includes suitcases and all other shipments enclosed in a plastic casing.	per piece	\$35.00
Non-stackable shipment	This fixed surcharge is applied to every piece within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging material.	per piece	\$375.00
Oversize (dimension)	Any package with a length greater than 121 cm (48 in) but less than 243 cm (96 in)	per piece	\$35.00 minimum
Overmax (dimension)	Any package with a length greater than 243 cm (96 in)	per piece	\$135.00 minimum
Overweight	Any package shipped with an actual weight greater than 25 kgs (55 lbs)	per piece	\$35.00 minimum
Overweight max	Any package shipped within Canada with an actual weight greater than 68 kgs (150 lbs)	per piece	\$250.00 minimum
Overweight INT/US	Any package shipped internationally with an actual weight greater than 68 kgs (150 lbs)	per piece	\$135.00 minimum

Large package (Girth): Length + (2 x width) + (2 x height)

Girth	Any package with a girth between 330 cm (130 in) and 419 cm (165 in)	per piece	\$125.00 minimum
Girth max	Any package with a girth over 479 cm (189 in)	per piece	\$375.00 minimum

Peak Season Surcharges 2025 (October 27th 2025 to January 15th 2026)

Handling Fees	Unpacked, Non-conveyable, Wooden, Metal, Plastic-wrapped and parcels needing re-packaging	per piece	\$37.50
Non-conveyable	Any cylindrical item, such as a barrel, drum, pail or tire that is not fully encased in a corrugated shipping container. Also includes suitcases and all other shipments enclosed in a plastic casing.	per piece	\$37.50
Non-stackable shipment	This fixed surcharge is applied to every piece within a shipment that cannot be stacked, either on request by the shipper, or because of its shape, content or packaging material.	per piece	\$375.00
Oversize (dimension)	Any package with a length greater than 121 cm (48 in) but less than 243 cm (96 in)	per piece	\$37.50 minimum
Overmax (dimension)	Any package with a length greater than 243 cm (96 in)	per piece	\$1450.00 minimum
Overweight	Any package shipped with an actual weight greater than 25 kgs (55 lbs)	per piece	\$37.50 minimum
Overweight max	Any package shipped within Canada with an actual weight greater than 68 kgs (55 lbs)	per piece	\$1450.00 minimum
Girth	Any package with a girth between 330 cm (130 in) and 419 cm (165 in)	per piece	\$150.00 minimum
Girth max	Any package with a girth over 479 cm (189 in)	per piece	\$1450.00 minimum

Dangerous Goods Fee

A fee will apply to shipments containing dangerous goods and it will be based on classification and type of special handling required, including but not limited to whether the items need to be accessible during transit.	Shipment within Canada	per shipment	Inaccessible 83.00 minimum or 0.83 per 0.5 kg
			Accessible 100.00 minimum or 1.00 per 0.5 kg
	International shipment	per shipment	Inaccessible 100.00 minimum or 1.00 per 0.5 kg
			Accessible 145.00 minimum or 1.45 per 0.5 kg

Customs

Duties and Taxes paid (shipper)	Charges apply whenever duties, taxes or other regulatory fees occur and shipper has requested that those are to be billed outside of the destination country.	per shipment	\$35.00
Free Domicile			
Disbursement Fee	Administrative fee for Globex paying any clearance charges on behalf of the shipper. (This fee can be waived if Globex is authorized to charge client's credit card for any clearance charges upon receipt.)	per shipment	Minimum \$40.00 or 5.75% of fiscal charges (plus taxes), if higher
TEMPORARY IMPORT EXPORT	At Customer's request, Globex facilitates the temporary export and subsequent re-import of goods from the origin country, or the temporary import and later re-export of goods at the destination. These services are typically provided for purposes such as repairs, testing, exhibitions, or similar activities, and are carried out in compliance with customs regulations through the submission of all required documentation and adherence to the relevant clearance procedures.	per shipment	\$65.00 CAD

Customs cont'd

Processing fee	An administrative charge applies when Globex processes import duties, taxes, or other regulatory charges on behalf of customers	per shipment	\$19.50 or 2.75% of fiscal charges, if higher
Merchandise processing fee	Merchandise Processing is a Customs-imposed service charge paid by all Brokers on formal entries. The rate is a percentage of the net entered value of the goods. Minimums and maximums apply.	per shipment	US: 0.3464% of the net entered value with a minimum of 32.71 USD and a maximum of 634.62 USD
B13	A Preparation Fee	per shipment	\$85.00
Broker Notification	Imports: Assessed on shipments where the importer appoints his own broker for Customs clearance	per shipment	\$25.75
Broker Select Option	Exports: Assessed on shipments where the broker is in a different metropolitan delivery area than the recipient.	per shipment	\$35.00

Additional Accessorial fees that may apply

C.O.D Service	Globex does not accept C.O.D. (Collect On Delivery) shipments		
Delivery Area surcharge	USA remote area surcharge. May apply based on origin or destination.	per shipment	\$15.00
Exchange Rate	Our import services may be subject to an exchange rate. Insurance for the first 100\$ of value is free. Globex offers an additional protection against loss or damage depending on the type of shipment. Some types of products are not insurable, such as, but limited to, glass products, perishables and liquids.	per shipment	
Insurance	The first 100\$ of free coverage will not apply for shipments deemed as non-insurable. No insurance can be purchased for the following countries: Afghanistan, Angola, Cuba, Eritrea, Ethiopia, Iran, Iraq, Kyrgyzstan, Liberia, Myanmar, Nigeria, Rwanda, Sierra Leone, Somalia, Sudan, Syria, Tajikistan, Turkmenistan, Uzbekistan and Zimbabwe. A surcharge applies for each shipment consigned with non-electronic, paper based manual house waybills or those requested over the phone with one of our dedicated customer services representatives. Electronic shipping documentation incurs no additional charges.	International, U.S. and shipments within Canada per shipment	Minimum charge 35\$ or 4.25\$ per 100\$ of insured value. Any fraction thereof will be rounded up to the next 100\$.
Manual Waybill or Pick-Up Request by Phone	An additional charge will apply if Globex needs to supply or request missing shipping documents	per shipment	\$8.75
Missing / incomplete documents	An additional charge will apply when an account number is missing or an incorrect account number is inserted on the Bill of Lading by the shipper.	per shipment	\$30.00
Missing Account number	An additional charge will apply if the shipper does not provide a waybill with shipment upon pickup	per shipment	\$17.50
Missing Waybill	This service allows for the delivery of any shipment, without its value being shared or exposed to the receiver. Globex will ensure any paperwork exposing the value of the goods is removed from the shipment prior to delivery.	per shipment	\$10.00
Neutral Delivery Service	International shipments. May apply based on origin or destination.	per shipment	\$25.00
Out of delivery area	PUNA - Applies when a driver arrives at the shippers address and the requested or scheduled pickup is not cancelled, ready or available.	per shipment	\$45.00 minimum or \$0.65 per half kilo
Pick-up Not Available	Globex will apply a fee when a second delivery attempt is made in one day.	per attempt	\$15.00
Re-Delivery Attempt	Shipments within Canada. May apply based on origin or destination.	per shipment	\$20.00
Remote area surcharge	International & Domestic shipments.	per shipment	\$30.00 minimum
Residential Pick-up or Delivery zone	A delivery signature from an adult at the stipulated delivery address.	per shipment	\$8.75
Signature required		per shipment	\$9.50

Safety & Security Surcharge

A temporary surcharge, which allows us to cover operating cost increases due to an emergency situation out of Globex's control. Change in market dynamics and air capacity availability is reflected through regular price adjustments.	For all domestic shipments	per shipment	\$1.75
	Exports	per shipment	Greater of 1.75\$ or 0.26\$ per ½ kg
	Exports to Australia & New Zealand	per shipment	Greater of 1.75\$ or 1.48\$ per ½ kg
	Imports	per shipment	Greater of 6.05\$ or 0.26\$ per ½ kg
	Imports from Australia, China, Hong Kong & New Zealand	per shipment	Greater of 6.05\$ or 1.78\$ per ½ kg

Undiscounted Destinations

Elevated Risk Destinations	A distinct Elevated Risk Pricing will apply in countries where operations are executed at an elevated risk due to war, civil unrest and heightened threats from terrorism or countries subject to UN trade embargos. The Elevated Risk Pricing will apply to all shipments originating from or sent to:	per shipment	Zone 5A: Burkina Faso, Haiti, Israel, Mali, Sudan, Ukraine, Venezuela
Restricted Destination	In addition to the above, a global standard operating policy is in place to ensure our agents do not knowingly transport goods in breach of trade restrictions. Therefore, a distinct Restricted Destination Pricing will apply to recover additional costs from exceptional handling of shipments originating from or sent to:	per shipment	Zone 5B: Afghanistan, Belarus, Central African Republic, Democratic Republic of Congo, Iran, Iraq, Lebanon, Libya, Myanmar, Russia, Somalia, Syria, Yemen, Zimbabwe

Guaranteed Express Delivery Services in Canada

10:30	Next Business Day Guarantee published express delivery rates + surcharge	per piece	\$10.00
9:00	Next Business Day Guarantee published express delivery rates + surcharge	per piece	\$35.00
Saturday	Next Day published express delivery rates + surcharge	per piece	\$35.00

Taxes

Taxes	HST, GST and PST will be applied to shipments sent within Canada, according to the destination.	per shipment
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Terms of Payment

Transportation Invoices	Due upon receipt
Duty and Tax Invoices	

Rates:

All of our rates are in Canadian Dollars (CDN \$)

Volume Weight

The chargeable weight is either the gross or the volume weight, whichever is greater.

Volume weight is calculated with the following formulas:

$$L \times W \times H \text{ (cm)} = \text{Volume weight in kg} \\ 5000$$



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Present Terms are Effective as of [August 1st, 2026](#)

The above Terms and Conditions are subject to change without notice.

For an updated version, please go to www.globexcourrier.com

By signing these Terms and Conditions, you also accept all subsequent versions.

Received and acknowledged by:

Company Name: _____

Name of signing officer: _____

Title of signing office: _____

DATE: _____

SIGNATURE

Please return by email

Email: info@globexcourrier.com