



## PERSONAL EFFECTS ACKNOWLEDGEMENT

Thank you for choosing DHX - Dependable Hawaiian Express, Inc. / DGX - Dependable Global Express, Inc. (DHX/DGX) to fulfill your shipping needs. To get started, there are a few guidelines to go by, and terms you need to be aware of before doing business with us.

As a freight company, we base our rates on the amount of cargo we put into a closed 40' container. The size of your shipment will determine your rate. Knowing that not everybody has an industrial scale or tape measure, we can offer a few simple steps to making the whole process go smoothly and correctly.

### Shipment Procedures / Advice

- Your belongings will need to be packaged correctly. Your freight cannot be exposed, duct-taped together or sitting on the ground. The boxes / packaging you use should be sturdy and able to bare the weight of the contents you put in it.
- A forklift and/or pallet jack will be used to load your shipment, therefore freight will need to be boxed, palletized and/or crated.
- Each box or article must be labeled with an address and return address, contact name and phone number. If multiple boxes are being shipped, please number them (e.g. 1 of 3, 2 of 3, and 3 of 3).
- If we are picking up your shipment, freight needs to be accessible from the street (no gravel driveways or dirt access and must be level, no inclines or slopes).
- A DHX/DGX Bill of Lading must be completed (can be located at the forms section of our website at [www.dhx.com](http://www.dhx.com) or [www.dgxglobal.com](http://www.dgxglobal.com)). Be sure to include your name, address, phone number, consignee's destination phone number, piece count and approximate weight.
- When tendering your shipment, we must receive an itemized list of each box contents (by box as numbered) and the items approximate cost.
- For accurate quoting purposes, the weight and dimensions (length by width by height in inches per piece) would need to be provided at time of quote. If using a pallet, it must be included in your dimensions. The weight and dimensions will be verified once in our hands, as actual weight and dimensions will be used to determine your final shipping costs, and may be different from what was quoted originally.
- Freight charges must be paid prior to shipping at the time the freight is delivered to/or picked up by us. Charges must be paid with cash, cashier's check, American Express, Visa, or MasterCard. **NO PERSONAL CHECKS WILL BE ACCEPTED.** (There is a 3% convenience fee applied, in addition to the amount of your billing, should you choose to pay your invoice by credit card.



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### Pricing

The following rates are subject to change, and **applicable rates at time of tender will apply**. Each charge below is a separate charge on your billing from us:

| <i>ORIGIN</i>                | <i>DESTINATION</i> | <i>OCEAN RELATED CHARGES</i>  |
|------------------------------|--------------------|---|
| USA<br>MAINLAND              | HAWAII             | <p>Ocean charges from all four West Coast ports will be charged at \$6.62 per cubic foot with a minimum charge of \$290.00 per shipment. This minimum pays for approximately 45 cubic feet of freight. The above rate applies to non-hazardous cargo only. Additional hazardous ocean charges equal to 50% of the ocean rate will be assessed on cargo of a hazardous nature.</p> <p>Current Fuel Surcharge of 20.5% of the ocean charges apply (For example, if the ocean is \$290.00 for Hawaii, 20.5% of it is \$59.45 which represents your Fuel Surcharge). This surcharge is subject to change without notification.</p> <p>Terminal handling will be charged at \$1.06 per cubic foot.</p> <p>Wharfage will be charged at \$0.40 per cubic foot to the outer islands and \$0.37 per cubic foot to Honolulu.</p> <p>Invasive species fee will be charged at \$0.75 per every thousand pounds.</p> |
| USA<br>MAINLAND<br>OR HAWAII | GUAM               | <p>Ocean charges from the four West Coast Ports and the Honolulu Port will be charged at \$6.49 per cubic foot, with a minimum charge of \$272.00 per shipment. This minimum pays for approximately 42 cubic feet of freight. The above rate applies to non-hazardous cargo only. Additional hazardous ocean charges equal to 50% of the ocean rate will be assessed on cargo of a hazardous nature.</p> <p>Shipments originating from Hawaii's Outer Islands will have additional charges for transshipping via barge and transfer to the Honolulu for export. Charges will vary based on volume being</p>   |



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|        |              |   |
|--------|--------------|---|
|        |              | <p>shipped. Shipments will need to be palletized as required by the barge company.</p> <p>Current Fuel Surcharge of 21% applies to the ocean charges. (For example, if the ocean is \$300.00, 21% of it is \$63.00, which represents your Fuel Surcharge). This surcharge is subject to change without notification.</p> <p>Terminal handling charge will vary approximately \$0.61 to \$0.96 per cubic foot, depending on the origin ports.</p> <p>Invasive species fee will be charged at \$0.75 per every thousand pounds.</p> <p>Custom fee applies at \$0.12 / CWT or \$3.00 minimum per shipment.</p>   |
| HAWAII | USA MAINLAND | <p>Ocean charges into Los Angeles and Oakland from Honolulu will be charged at \$5.13 per cubic foot, with a minimum of \$411.38 per shipment. Ocean charges from Maui will be charged at \$5.45 per cubic foot, with a minimum \$411.38 per shipment.</p> <p>Shipments originating from Hawaii’s other Outer Islands will have additional charges for transshipping via barge and transfer to the Honolulu terminal for export. Charges will vary based on volume being shipped. Shipments will need to be palletized as required by the barge company.</p> <p>Terminal handling charge will be charged at \$0.60 per cubic foot.</p> <p>Wharfage will be charged at \$0.40 per cubic foot from the outer islands and \$0.37 per cubic foot from Honolulu.</p> <p>Current Fuel Surcharge of 20.5% of the ocean charges apply (subject to change without notification).</p> |
| GUAM   | USA MAINLAND | <p>Shipments originating from Guam will need to clear U.S. Customs. As a result, you will need to provide a complete</p>  |



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|-----------------------|---------------------------|--|
|                       |                           | inventory of all items shipped. No perishable or food for human consumption can be shipped. Please contact our Guam office for a quotation at (671) 649-3333.  |
| <b><i>ORIGIN</i></b>  | <b><i>DESTINATION</i></b> | <b><i>PICKUP, DELIVERY AND OTHER RELATED CHARGES</i></b>   |
| US MAINLAND or HAWAII | US MAINLAND or HAWAII     | <p>Will call rates will vary and are approximately \$0.33 to \$0.76 per cubic foot, with a minimum charge approximating \$45.00 per shipment, depending on the destination.</p> <p>Pickup and delivery rates vary depending on the location and the size of the shipment. Minimum charges apply for both. Please verify these rates with your local DHX - Dependable Hawaiian Express or DGX - Dependable Global Express office.</p> <p>The following additional charges may be assessed:</p> <ul style="list-style-type: none"> <li>● Pallet charge is applied when freight needs to be secured to a pallet.</li> <li>● Inside charge applies when freight is required to move in excess of 25 feet from our equipment.</li> <li>● Residential charge is required when we deliver or pickup in a residential area. Storage Facilities are also considered as a residential area.</li> <li>● A Labor charge is required when two or more individuals are necessary to move a heavy crate or box.</li> <li>● Hazardous delivery fees will be charged for the handling of hazardous materials. The actual rate depends on the nature and size of the hazardous cargo.</li> <li>● Uncrate/refuse removal is available at an additional charge of \$150.00 per crate or pallet.</li> </ul> |

**Transit Times**

Shipments from an Outer Island or Micronesian Islands to the U.S. Mainland will require the freight to transition into Honolulu and/or Guam for consolidation with other shipments into a single container. The transshipment time will vary depending on the origin island and barge connections, and the date your shipment is paid. The sailing time frame from Honolulu to Los Angeles is 11 days and from Guam to Los Angeles 18



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days. Containers from Guam do not sail with regularly scheduled departure, but rather when the volumes warrant sailing the container. Shipments destined for Northern California for forwarding to Seattle are routed via truck and additional service days will apply. From Honolulu a less expensive, slower barge service to Seattle may be available upon request. For further information regarding transit times, or for any other questions, please contact our Corporate Customer Service at (800) 488-4888, Ext. 2020.

### Release Value

A release value of \$0.10 (ten cents) per pound will apply. Acknowledgement of this will be required by signing the document below, prior to the freight sailing. A complete version of our Terms & Conditions of Carriage can be accessed on our website at [www.dhx.com](http://www.dhx.com) or [www.dgxglobal.com](http://www.dgxglobal.com) at the Policy page.

### Acknowledgment

This document needs to be read and signed by you before we can load your shipment. By following these steps and understanding our policies, we (you and us together) can eliminate most of the problems that occur when shipping Personal Effects/Household Goods. The more accurate and complete the information is, the less room for interruption in your shipping process.

I have read the above, been given the opportunity to ask questions, considered its effects, understand its content, and agree to the terms as stated above.

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Print Name

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Signature

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Date