

PRODUCT REFUND POLICY

AC Expedair

Weight and valuation charges reduced to the AC priority level for each piece that is not available for retrieval within the products commitment or does not travel on the originally booked flight

AC Priority, AC Cool and AC DGR (Priority)

Domestic Canada and between Canada and USA:

Weight and valuation charges reduced to the AC Air Freight level if shipment did not travel on the booked flight or was not available for retrieval within the committed time (Note 1).

International:

Refund of 25% of the weight and valuation charges if the shipment does not travel on the booked flight or if the shipment is not available within the retrieval time (Note 1).

Note 1:

For contracted customers, please review your contract.

Guarantee

The guarantee will not be applicable if the failure to transport a shipment on a specific flight or roadfeeder service is caused by weather conditions, air traffic control, Acts of God, peril of the air, public enemies, quarantine, riots, strikes, civil commotion, etc., and as defined in Rule 170 of the Canadian Cargo International Rules and Rates and as defined in Rule G32 of the Airline Tariff Publishing Co. Claims will be considered upon receipt of a written claim from the shipper or the consignee.

No refund is applicable on the following products for failure to forward on the booked flight:

- AC Compassion
- AC Live
- AC Secure
- AC DGR (Air Freight)
- AC Fresh
- AC Air Freight