

White Glove Delivery

For Industrial and Home Delivery Products



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AGS

Associated Global Systems

WE DO WHATEVER IT TAKES.

VALUE. SERVICE. TECHNOLOGY.

AGS offers you premium industrial “white-glove” delivery services.

With a staff of experienced specialists, we perform industrial white glove delivery services designed to get your products shipped, placed, and unpacked safely. And, we remove all packaging materials off site for your convenience.

Products of all weights and sizes delivered to every zip code in the U.S. and around the world.

Special equipment with lift gates, pads, and straps for safe transit, including flatbeds for oversized cargo.

Unpacking of your product by our delivery team at your customer's site.

Careful placement of your product to any site within a building required.

24 hour National Service Center at our U.S. headquarters to quickly answer any questions and ease your concerns.

AGS offers you the latest in information technology, customized to your exact requirements. Full Web/EDI capabilities give you a seamless and efficient nationwide support service.

VISIT US ONLINE

For more information, please email us at: sales@agsystems.com or call : 800.645.8300.

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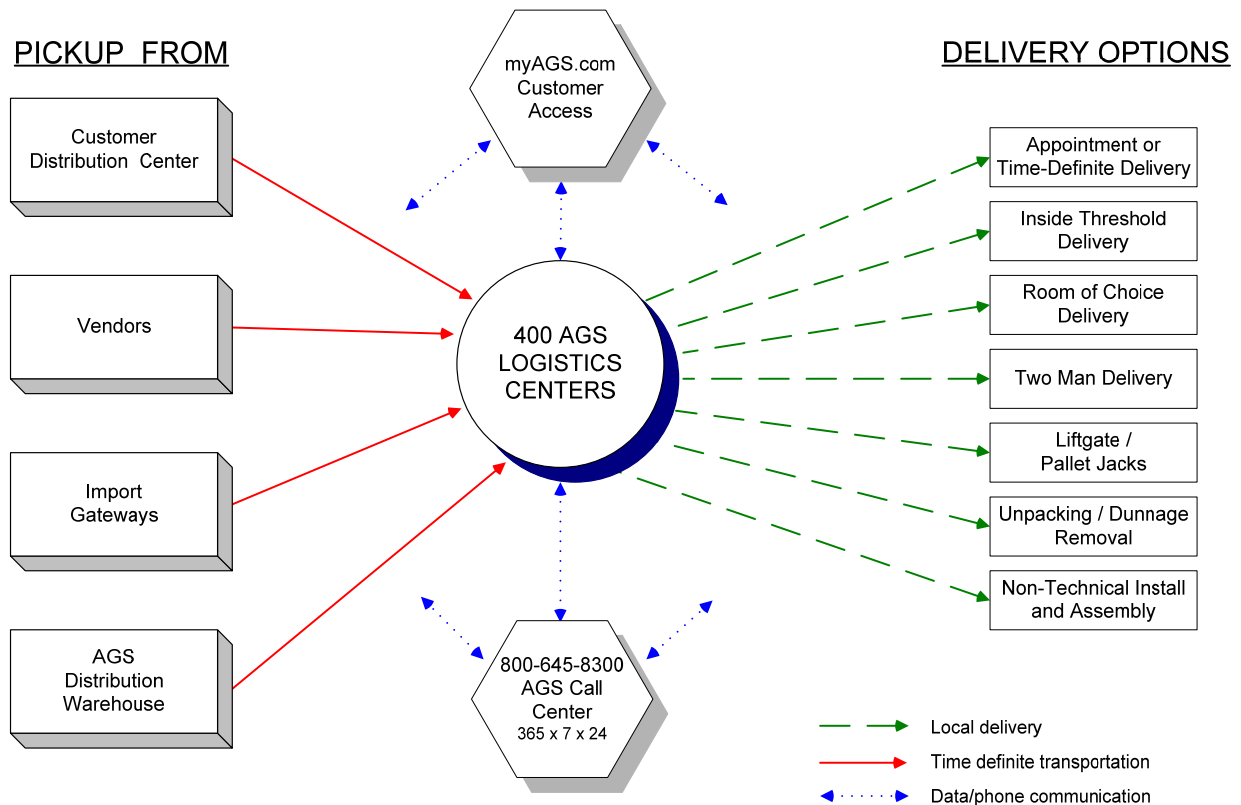
Popular and Compelling Reasons Why Customers Use AGS' White Glove Product Delivery to Business and Residential

- AGS' White Glove Product Delivery Service provides a UNIQUE VALUE PROPOSITION with few competitors offering a complete supply chain solution to and from every zip code in the country with a complete delivery menu.
- AGS offers a complete menu of TRANSPORTATION SERVICES with options of 4 to 5 Days, Third Day, Second Day and Overnight.
- AGS offers SEVEN DELIVERY OPTIONS – Appointment or Time-Definite Delivery, Inside Threshold Delivery, Room/Office of Choice, Two Man Delivery, Lift Gate/Pallet Jack, Unpacking with Dunnage Removal and non-technical installation or assembly.
- Customers can easily reach our NATIONAL CUSTOMER SERVICE CENTER at (800) 645-8300 any time of the day or night, seven days a week, to request a pickup, track a shipment or obtain any assistance required.
- AGS HAS NO SIZE OR WEIGHT LIMITS, unlike FedEx Home Delivery and UPS that provide limits of 150 lbs and 165 inches in length and girth. AGS offers you a lower cost per shipment and not a higher cost per piece approach applied by FedEx and UPS.
- Although LTL carriers will accept oversize and overweight shipments, their services are often limited to curbside or door delivery (not inside) with inflexible delivery times.
- The AGS transportation and delivery network has more than 20 years experience providing White Glove delivery to businesses and residences in every community within the 50 states.
- We offer a complete menu of White Glove DELIVERY TIME OPTIONS allowing customers to pick and choose which onsite services they desire with flexible delivery times including evenings, holidays and weekends.
- The service is appealing to both industrial Business to Business (B2B) customers and residential Business to Consumer (B2C) customers.
- AGS offers very competitive pricing and provides VOLUME DISCOUNTS to customers that are daily users of the service with growing shipment volume.
- Our White Glove Delivery service is an ideal method for delivery of time-definite and sensitive products including: computers, printers, big screen TV's, medical / telecommunication /broadcast equipment, kiosks, retail store displays and fixtures, fitness equipment, furniture and office equipment.
- Consider this, AGS also provides a RECOVERY AND RETURN service from businesses and residences including flexible pickup times, packing service, inspection, segregation of repairable, recyclable, and re-deployable equipment.
- Access "myAGS" from your desktop, laptop or iPad and experience one of the most customer centric websites in the industry – you could enter orders, track by PO, download reports, receive automatic POD emails and track shipments.

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Business-to-Business (B2B) and Business-to-Consumer (B2C)

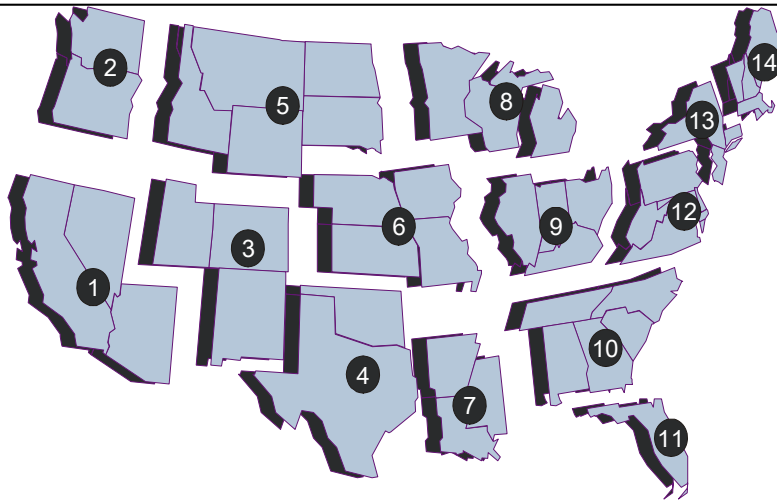


AGS WHITE GLOVE DELIVERY service is an ideal method for the delivery of time-definite and sensitive products; including: computers, printers, big screen TV's, medical equipment, telecommunication and broadcast equipment, kiosks, store displays and fixtures, fitness equipment, furniture and office equipment.

White Glove Delivery

For Industrial and Home Delivery Products
Map and Zone Matrix

First Determine From / To States



Then Look Up Rate Scale

FROM ZONE	TO ZONE													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
1	A	C	B	D	D	D	D	D	D	E	E	E	E	E
2	C	A	C	D	C	C	D	D	D	E	E	E	E	E
3	B	C	A	C	C	B	D	D	D	D	E	E	E	E
4	D	D	C	A	D	B	B	D	D	D	D	E	E	E
5	C	C	C	D	A	C	C	C	D	E	E	E	E	E
6	C	D	C	B	B	A	B	C	C	C	D	D	E	E
7	D	E	C	B	C	C	A	D	C	B	C	D	E	E
8	E	E	C	D	C	C	C	A	B	D	E	D	D	E
9	D	D	C	C	D	B	C	B	A	B	D	B	C	D
10	E	E	D	C	D	C	B	D	B	A	C	B	D	D
11	E	E	D	D	E	C	C	D	C	B	A	B	D	D
12	E	E	E	D	E	C	C	C	B	B	C	A	C	C
13	E	E	E	D	E	D	D	D	B	C	D	B	A	B
14	E	E	E	E	E	E	E	D	C	C	D	B	B	A

White Glove Delivery

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Rates

4-5 Day / Deferred (By 5:00 PM) Door to Door Service					
Minimum		\$ 75.00			
	Rate Scale A	Rate Scale B	Rate Scale C	Rate Scale D	Rate Scale E
0 - 500 lbs.	\$0.44	\$0.54	\$0.60	\$0.65	\$0.68
500 - 1000 lbs.	\$0.43	\$0.52	\$0.58	\$0.63	\$0.66
1001 - 5000 lbs.	\$0.41	\$0.50	\$0.57	\$0.61	\$0.65
5001 - 10000 lbs.	\$0.39	\$0.49	\$0.55	\$0.60	\$0.63
Over 10000 lbs.	\$0.38	\$0.47	\$0.54	\$0.58	\$0.61

Third Day (By 5:00 PM) Door to Door Service					
Minimum		\$ 80.00			
	Rate Scale A	Rate Scale B	Rate Scale C	Rate Scale D	Rate Scale E
0 - 500 lbs.	\$0.54	\$0.57	\$0.63	\$0.71	\$0.74
500 - 1000 lbs.	\$0.52	\$0.55	\$0.61	\$0.69	\$0.72
1001 - 5000 lbs.	\$0.50	\$0.54	\$0.60	\$0.68	\$0.71
5001 - 10000 lbs.	\$0.49	\$0.52	\$0.58	\$0.66	\$0.69
Over 10000 lbs.	\$0.47	\$0.50	\$0.57	\$0.65	\$0.68

Second Day (By 5:00 PM) Door to Door Service					
Minimum		\$ 125.00			
	Rate Scale A	Rate Scale B	Rate Scale C	Rate Scale D	Rate Scale E
0 - 500 lbs.	\$0.61	\$0.69	\$0.85	\$1.09	\$1.17
500 - 1000 lbs.	\$0.60	\$0.68	\$0.83	\$1.07	\$1.15
1001 - 5000 lbs.	\$0.58	\$0.66	\$0.82	\$1.06	\$1.13
5001 - 10000 lbs.	\$0.57	\$0.65	\$0.80	\$1.04	\$1.12
Over 10000 lbs.	\$0.55	\$0.63	\$0.79	\$1.02	\$1.10

Next Day (By 5:00 PM) Door to Door Service					
Minimum		\$ 205.00			
	Rate Scale A	Rate Scale B	Rate Scale C	Rate Scale D	Rate Scale E
0 - 500 lbs.	\$0.85	\$1.39	\$1.48	\$1.56	\$1.80
500 - 1000 lbs.	\$0.83	\$1.37	\$1.46	\$1.54	\$1.78
1001 - 5000 lbs.	\$0.82	\$1.35	\$1.45	\$1.53	\$1.76
5001 - 10000 lbs.	\$0.80	\$1.34	\$1.43	\$1.51	\$1.75
Over 10000 lbs.	\$0.79	\$1.32	\$1.42	\$1.50	\$1.73

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Terms and Conditions

1. **Determining Rates:** Use the map to find zones between which you're shipping and the matrix to locate the rate scale that applies.
2. **Determine the Transportation Service Level:** 4-5 Day, Third Day, Second Day or Next Day.
3. **Door-to-Door Service:** Applies to all Area A pickup and delivery points in the AGS Service Guide; Area B and beyond-AGS Service Guide pricing applies.
4. **Appointment Delivery:** Within a three-hour window, M-F, 9:00 am to 5:00 pm - \$35.00.
5. **Time-Definite Delivery** at a specific time: M-F, 11:00 am to 5:00 pm: \$45.00; before 11:00 am and after 5:00 pm: \$65.00.
6. **Inside Threshold Delivery:** Just beyond the sweep of the door and not more than four steps up or down: \$35.00 min./\$7.00 cwt.
7. **Two Man Delivery** would apply on shipments with one or more pieces weighing more than 150 pounds to a location without an unloading dock for a fee of \$32.00 per hour for the second man in 30 minute intervals.
8. **Lift Gate or Pallet Jack** service would apply on shipments with one or more pieces weighing more than 150 pounds for a fee of \$41.00.
9. **Unpacking/Dunnage removal** service is available on request for a fee of \$10.00 per pieces, \$60.00 minimum subject to a maximum charge of \$150.00.
10. **Non-technical Install and Assembly** is available on request for a fee of \$32.00 per man hour in 30 minute intervals.
11. **Chargeable Weight:** Overnight, Second Day and Third Day shipments will be rated at the greater of either the actual weight or the dimensional weight based on 166 cubic inches per pound. 4-5 Day/Deferred service will be rated at the dim factor of 200 cubic inches.
12. **Charges:** Based on total shipment chargeable weight and not individual piece weight.
13. **Liability:** Standard AGS Release Value of \$50.00 or \$0.50 per pound applies on all shipments unless a higher value is declared. Declared Value fee of \$0.75 per \$100.00 declared will be applied up to AGS limits.
14. **Fuel Surcharge** based on Diesel Index for AGS Ground Services and Jet Fuel Index for AGS Air Services issued by the Department of Energy and updated monthly.
15. **AGS Service Guide** Terms and Conditions located at www.agsystems.com shall apply unless otherwise indicated.
16. **Expedited Service Rule:** Shipments that require airline air express or air cargo routing because of late pickup or time specific delivery requirements or routing to an alternate airport would receive an additional charge of \$100.00 or \$1.00 per pound with a peak holiday season charge of \$150.00 or \$1.50 per pound (whichever is greater.)
17. **Oversize and Overweight Rule:** Shipments that are routed in airline or air cargo service and have one or more pieces that exceed 250 pounds or 55 inches in height, or 84 inches in length, or 240 inches in girth and height will receive an additional charge of \$100.00 or \$1.00 per pound. Shipments that exceed 85 inches in height would be handled on a service and price quote basis.
18. **Offshore Points:** Air shipments originating from or destined to Anchorage, AK (as Zone 2); Honolulu, HI (as Zone 1) or San Juan, PR (as Zone 11) will be assessed an additional \$85.00 minimum charge or \$1.25 per pound (whichever is greater.) Other points in Alaska, Hawaii and Puerto Rico are subject to additional charges.



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