

Amendment #2 to the Purolator Terms and Conditions of Service

Effective July 19, 2026, Purolator's Terms and Conditions of Service published April 1, 2024 as amended by Amendment #1 effective March 30, 2026 (collectively, the "Terms and Conditions") shall be amended. The amended, modified or supplemented terms are detailed below in this Amendment #2 to the Terms and Conditions. Except as amended, modified or supplemented by this Amendment #2, the Terms and Conditions remain in full force and effect.

1. **Special Handling: Additional Handling and Flat Package**

The following portions under Special Handling – Purolator Specialized Services are updated (pages 17-18), acting to transfer a type of special handling from the Additional Handling category to an updated Flat Package category, titled Flat or Soft Package.

Subsection (f) is removed from the (i) Additional Handling category:

(i) Additional Handling, which includes but is not limited to:

...

- f. Shipments encased in a soft sided pack (e.g., courier packs, poly bag or poly mailer) that exceed 18 inches along its longest side or 13 inches along its second longest side or 5 inches in height;

The Flat Package category is deleted and replaced with the updated category, titled Flat or Soft Package, as follows:

(vi) Flat or Soft Package:

- a. Packages that have their longest side measure more than 18" (approx. 45 cm) and their shortest side measure less than or equal to 2" (approx. 5 cm); and/or
- b. Shipments encased in a soft sided pack (e.g., courier packs, poly bag or poly mailer) that exceed 18 inches (approx 45 cm) along its longest side.

2. **Multipiece®**

The subsection Multipiece® – Shipping Charges (page 23) is deleted in its entirety and replaced with the amended subsection titled Multipiece – Shipping Charges, as detailed below:

Multipiece®

Subject to a minimum charge per Piece, an additional charge will be applied where five or more Pieces are sent on the same day and at the same time from one Shipper to one Receiver at one address under a single Bill of Lading, and the charges are billed to one Customer. This charge will be calculated as follows: (# of Pieces in Shipment – 4) x (3.0%) x (applicable Service Rate). The Multipiece® additional charge will not apply where the minimum charge per Piece results in a higher shipping charge to the Shipment. Please contact Purolator for details.

3. **Rate Application: Rates, Billable Weight and Rounding Measurements**

The subsection Rates – Rate Application (page 23) is deleted and replaced with the amended subsection titled Rates, Billable Weight and Rounding Measurements, as detailed below:

Rates

Where a Customer has entered into a Services Pricing Agreement with Purolator, the Service Rates, Additional Charges and Customs Clearance Charges for Purolator services will be determined in accordance with the rate application rules that follow below, subject to the terms of that agreement.

Where a Customer has not entered into a Services Pricing Agreement with Purolator, Customers will be charged a Service Rate, as well as any applicable Additional Charges and Custom Clearance Charges in accordance with the rate application rules that follow below.

- For Courier Shipments, the Service Rates are based on origin and destination FSAs. Please refer to Purolator's published list rates available at purolator.com for details.
- For Freight Shipments, the Service Rates are based on city-to-city pairings, or origin and destination FSAs, and are subject to a minimum charge. Please refer to Purolator's published list rates available at purolator.com for details.

The Customer is responsible for ensuring that the correct information required for billing purposes, including without limitation, the weight of a Shipment is declared at the time a Shipment is tendered to Purolator for carriage. Notwithstanding, this obligation, Purolator reserves the right to:

- (i) Make any additions, deletions or modifications to its Service Rates, Additional Charges, Customs Clearance Charges, or any other charge(s), at any time;
- (ii) Consolidate several individual Courier Shipments travelling on the same date and at the same time with the same Purolator service and other identical shipment characteristics, from one Shipper to one Receiver at one address, and the charges for which will be billed to one Customer, into one Shipment under the Bill of Lading. Subject to a minimum charge per Piece, where five or more individual Pieces are consolidated, the Multipiece charge may be applied to the entire Shipment. The Multipiece charge will not apply where the minimum charge per Piece results in a higher charge to the Shipment (see "Shipping Charges – Multipiece");
- (iii) Make any necessary adjustments to the charges applicable to a Shipment or Piece, and bill or rebill the Customer accordingly, to reflect the characteristics of the Shipment and/or its Piece(s), the services requested and/or the services provided. This includes but is not limited to where a Customer has not provided, or incorrectly provided, information about such Shipment or Piece(s), including dimensions, weight, quantity, services required and applicability of any charges, and/or where Purolator determines that additional or adjusted charges are required for any reason including those stated above; and
- (iv) Rate the Shipment based on the actual number of Pieces travelling or that travelled through Purolator's courier or freight distribution network and invoice Customer(s) for the Service Rate, Additional Charges, Customs Clearance Charges and/or Taxes applicable to such Shipment. This includes, but is not limited to, scenarios where:
 - a. An electronic manifest or manual Bill of Lading is not available at the time of billing;
 - b. A Shipper has reused a Bill of Lading, or tendered a Shipment with a Bill of Lading that has been voided;
 - c. Other scenarios determined by Purolator.

Billable Weight

Shipping charges for Purolator services, on any single Piece Shipment, are based on the greater of:

- The weight declared by the Customer on the Bill of Lading (scale or cubic (dimensional) weight);
- The scale weight of the Shipment determined by Purolator;
- The cubic (dimensional) weight of the Shipment (each dimension and total rounded up to the nearest whole number) determined by Purolator; and
- The minimum Service Rate or charge attributed to the Piece.

Shipping charges for Purolator services for a Shipment that contains more than one Piece are based on the greater of:

- The total Shipment weight declared by the Customer (scale or cubic (dimensional) weight);
- The total actual scale or cubic (dimensional) weight for the Shipment (each dimension and total rounded up to the nearest whole number) determined by Purolator; and

- The attributed minimum Service Rate or charge for each Piece multiplied by the number of Pieces comprising the Shipment.

With respect to Freight Shipments, where a Single Shipment has been tendered, a minimum chargeable weight of 640 lbs (approx. 290 kg) will be applied.

Such charges will be invoiced to Customer, who agrees to pay such charges, as a condition of selecting and using Purolator's services.

If a Customer fails to declare a weight on the Bill of Lading and Purolator fails to reweigh the Shipment, Purolator reserves the right to ascribe to such Shipment an average Shipment weight, and to invoice the Customer based on such ascribed weight.

Rounding Measurements, Reweighing, Cubing and Low-Density Shipments

For billing purposes, in conjunction with other applicable billing considerations, the weight of any Shipment, Piece, or pallet, whether declared or captured, will be rounded up to the next whole pound or kilogram, and each dimension of any Shipment or Piece, whether declared or captured, will be rounded up to the next whole inch or centimetre.

Purolator may reweigh and/or cube any Shipment at the Shipment, Piece, or pallet level, and charge or adjust the shipping charges at its sole discretion, notwithstanding that a weight and/or dimensions has been declared on the Bill of Lading. Purolator reserves the right to apply a dimensional weight to a Shipment, notwithstanding that a weight has been declared on the Bill of Lading.

Where a Customer has entered into a Services Pricing Agreement with Purolator, the cube factor that will be applied to calculate the Shipment charges may be determined in accordance with the cube factor contained in that agreement.

Where a Customer has not entered into a Services Pricing Agreement with Purolator or such agreement is silent on cubing, a cube factor will be applied, as follows:

- 15 lbs per cubic foot (6.804 kg per 0.0283 cubic metres) for Purolator Express Shipments that travel via Purolator's air network (whether in whole or in part); or
- 12.4 lbs per cubic foot (5.625 kg per 0.0283 cubic metres) for Purolator Ground Shipments and Purolator Express Shipments that do not travel via Purolator's air network (whether in whole or in part).

The Customer's invoice may indicate if the air cube is applied.

Purolator will multiply the applicable cube factor by the cubed (dimensional) weight of each Piece in a Shipment, calculated as follows:

Dimensional weight = [length x width x height] / 1,728

Metric equivalent = [length x width x height] / 28,316

Any Freight Shipment that occupies a length of 10 ft or more of trailer space will be ascribed a weight of 1,000 lbs per linear foot. If a Freight Shipment cannot be stacked (or has a height of 5 ft or more) or cannot be placed alongside another Freight Shipment in the trailer, it will be ascribed a height or width of 8 ft.

4. Tendering Shipments to Purolator: Reweighing, Cubing and Low-Density Shipments

The subsection Reweighing, Cubing and Low-Density Shipments – Tendering Shipments to Purolator (page 26) is deleted in its entirety and an updated subsection is included under the Rate Application portion of these Terms. See above.

5. Claims: Valuation of Claim for Loss or Damage

The subsection Valuation of Claim for Loss or Damage – Claims (page 41) is replaced with the amended Valuation of Claim for Loss or Damage subsection, detailed below:

Amended:

Regardless of the weight of the Shipment Purolator's maximum liability for loss of, or damage to, a Shipment will not exceed the lesser of (a) Purolator's maximum liability set out in these Terms and Conditions; (b) the actual market value of the article(s) that are lost or damaged at the time the claim is assessed by Purolator; (c) the original cost of the article(s) that are lost or damaged to the claimant; and (d) the cost of repairing the article(s) that are lost or damaged at the time the claim is assessed by Purolator.

In the event that a Customer has declared a value on the Bill of Lading, Purolator's maximum liability for loss of, or damage to, a Shipment shall not exceed the lesser of (a) the declared value of the Shipment up to the maximum amount that may be declared as set out in these Terms and Conditions; (b) the actual market value of the article(s) that are lost or damaged at the time the claim is assessed by Purolator; (c) the original cost of the article(s) that are lost or damaged to the claimant; and (d) the cost of repairing the article(s) that are lost or damaged at the time the claim is assessed by Purolator. In no event shall Purolator be liable, or pay a claim, for a declared value that exceeds the actual value of the lost or damaged articles within the Shipment or the cost of repairing such article(s), each at the time the claim is assessed by Purolator.

6. Confidential Submissions

The Confidential Submissions section (page 42) of the Terms is hereby deleted and replaced with the amended Confidential Submissions section as set out below:

Amended:

Confidential Submissions

To anonymously report any Wrongdoing, as defined under [Purolator's Whistleblower Policy](#), for example, unethical or illegal conduct, without fear of reprisal, please consult [Purolator's Whistleblower Policy](#) to determine the appropriate reporting channel. In the alternative, you may submit a report through ClearView Connects (<https://www.clearviewconnects.com/#/>), an independent third-party platform, or you may send your report directly to Procurement at procurement@purolator.com or to Purolator's Corporate Compliance Officer at corporatecomplianceofficer@purolator.com.