Artemis Volume Policy

Dear Artemis Client,

Shuttle Service provides a much lower cost alternative to Exclusive Transport.
Each shuttle trip is based on, and depends upon, the volume that is *booked* in order to keep those costs low.
This is the case with all volume based businesses - i.e. common carriers, airlines, cargo ships, theaters, etc.

If changes (either partial or whole) need to be made to the shipment (i.e. changes in volume, alternative dates, times, locations, services, item orientation, cancellations), please notify Artemis before work has commenced or ETAs have been given (otherwise jobs (and costs) are set).

Final costs associated with volume are based upon the cubic footage which was reserved at the time of booking, plus any overages, if applicable (actual volume greater than estimated).

To stay competitive, Artemis must calculate exact volume efficiency in our shuttle fleet. Not too much, not too little.

Actual volume greater than estimated (*) - Artemis measures all items via industry standard (**) at collection location. Additional volume may be accommodated only if space availability permits. If additional space is available, increased volume is calculated, and client is notified (via email) with the actualized volume and associated cost increases. In cases where increased volume exceeds truck space capability, shipment may be delayed.

Actual volume less than estimated - Artemis measures all items via industry standard (**) at collection location. If volume is less than estimated, client is billed as estimated. Reason - that specific volume was booked, reserved specifically for that client, and cannot be re-sold (the shuttle is closed, job is set, shuttle is en route).
(parable for context: I book 10 seats for a ballgame, but only 9 arrive. The stadium can't resell that seat, the game already started.)

(*) All ride-flat items, or which cannot be stacked upon (incl. bin bxs & cb), are calculated at 60"H (due to unusable vol.).
(**) Industry Standard measuring cu. ft. - Height X Length X Width ÷ 1728 (fractions, decimals rounded up)

- Thank you

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Artemis Estimate Language - (bottom of page on all Artemis Estimates)
In Regard to Volume - please see highlighted areas below

Please email/scan/fax to book job & relay job info (verbal info subj. to validation). By booking Artemis (AFA) job, client accepts this estimate, & agrees to below language, AFA Credit Card Authorization (cc), Terms & Conditions (artemisfas.com/terms), & Artemis policies (artemisfas.com/policies). See AFA T&C for definitions & abbreviations. This is an estimate only, based on details provided by client, current market costs, & may not reflect final costs or job factors, which may vary according to actual occurrences (*). AFA is released from liability for all PBO items, IBNT: items packed, labeled, inventoried or inspt'd. AFA released from liability & job obligation for items, job reqm'ts, or Shipper, Consignor or Consignee (S, C or C) actions, which are contrary to scope set forth in AFA Estimate, BOL, or T&C. Local labor costs include: prep, load, travel (r/t), on-site time, unload, warehouse. Labor rates: reg. time 7am-6pm, OT after 6pm (or after 8 hrs). Site Visits cannot determine the unforeseen, nor supersede actual occurrences, which final costs are based upon. Svcs performed by AFA (*IBNLT: labor, admin, insurance, mat'ls, crating, trans, stg, etc.), either by request or job necessity, are billable, & payment is resp. of client (payee). Final costs assoc'd w/ vol. & svcs (*above), are based on cu. ft. booked, schedules made & svcs ordered; which were resv'd and set, at time of booking (+ overages (if app'l) = actual vol., svcs greater than est.). It is assumed all 'ride flat' items may be safely stacked upon. Items which can't be safely stacked upon (IBNLT: cb bxs, bin bxs, fragile, crushable, open-top, non-linear, etc.), or as per shipper designation, markings, AFA judgm't, or otherwise, are deemed 60"H, due to unusable vol. Oversized items IBNLT: 96"H+, 200+ lbs. Changes to S, C or C, IBNLT: 3rd party payee, blind shipment, split billing, etc. must be made b4 job booking & are subj. to approval, admin fees & new AFA job. AFA has no liability for, IBNLT: S, C or C actions, taxes, fees, fines, penalties, etc., relating to AFA contracted jobs or client items. Admin charges are app'l for extra admin time, IBNT: mult. scope changes, post booking changes, pym't problems, etc. Final billing will occur when actual costs known (which may be before delivery). Client agrees to pay all AFA job costs upon presentation of invoice (or actualized costs, if app'l). Prepay (cc/pp check) req'd for some accts (& all discounts). Discounts (if eligible) are based solely on pre-payment (cc/pp check). Discount withdrawn if any accts or pym'ts are past due, declined, etc. (full amount due + app'l fees). Signed PO req'd for Institutional Terms. For-profit clients w/ Terms req'd to submit cc for back-up funding; which is used for past due amounts, expired discounts & overages (if app'l). Overseas accts require bank wire. If client req's alt. dates, times, item orientation, vol., svcs, locations, billing - notify AFA b4 ETA given or work commences. Inability to rec'v or release items, change in vol., or canx, are subj. to fees, including entire undiscounted job costs. Collection & Deliv. dates & times are est'd & subj. to availability. AFA Estimate valid for 30 days, after which time new Est. is required. (*) Transport, fuel, mat'ls & other costs are estimated (AFA Est. date) & subj. to increase based on actuals & current market values at time of job occurrence (BOL date).