

SERVICE AVAILABILITY & DEFINITIONS

Service Type	Available	DOWNTOWN CHICAGO VIA BIKE	DOWNTOWN CHICAGO VIA AUTO	CHICAGO & SUBURBS
		Pickup & Delivery	Pickup & Delivery	Pickup & Delivery
SOLO	Monday - Friday 7:00AM - 7:30PM Saturday 8:30AM - 1:00PM	Within 30 Min.	Within 45 Min.	Direct Delivery 1 – 2 Hours
EMERGENCY	7 Days A Week 24 Hours A Day	Within One Hour	Within 90 Min.	City Delivery Within 2 Hours Suburban Delivery Within 3 Hours
SPECIAL	Monday - Friday 7:00AM - 3:00PM	Within 4 Hours	Within 4 Hours	Within 4 Hours
ECONOMY	Monday - Friday 7:00AM - 11:00AM	BY 5:00PM	BY 5:00PM	BY 5:00PM

 Best pricing if you plan ahead!

1. Above fees for service weekdays between 7AM and 4:30PM (5PM City of Chicago). **Fees billed at 1&1/2** for services weekdays between 4:30PM and 7:30PM and Saturdays 7AM-1PM. **Fees billed at 2X** for all other times, Sundays and holidays (\$20.00 minimum).
2. **Not all services are available at all times.** "Solo" available weekdays 7AM-7:30PM. "Emergency" available 24 hours, 7 days per week. "Special" available weekdays from 7AM-3PM. "Economy" available weekdays 7AM-11AM.
3. All fees include 15 lbs. (Chicago Loop) and 50 lbs. (other). **Additional fee over these weights of \$0.06 per lb.**
4. All fees include 10 minutes of messenger "waiting time". **Additional fee of \$5.00 on the 11th minute** of "waiting time" plus \$3.00 for each additional 5 minutes.
5. **Additional \$14.00 per order for deliveries requiring a "station wagon"; \$22.00 for a "van".**
6. **Additional \$30.00 per hour** for deliveries requiring a "helper" to load and/or unload.
7. **\$65.00 per hour** (1&1/2 hour minimum) for deliveries requiring a truck (16').
8. Orders canceled after messenger is dispatched or when messenger arrives for pick up subject to a "service charge" fee equal to the original order fee.
9. Rates include current **fuel surcharge** of 5%. Fuel surcharge subject to change according to fluctuating fuel prices as published by AAA.
10. If the average cost for a gallon of unleaded self serve fuel in Cook County, Illinois, exceeds \$2.35 per gallon, as posted by the Chicago AAA Motor Club, we reserve the right to adjust the fuel surcharge.
11. Call for delivery fees for cities not listed.