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To our valued Dry Ice & Gases Co. & Frozen On Time Shipping Customers:

Re: U.S. Shipments

If possible, we highly recommend you try and plan to ship any products **that are going to the U.S. or beyond North America** at the beginning of the week, ideally Monday or Tuesday.

Why do we recommend this?

After 9/11, the U.S. FDA made specific changes regarding food products entering the United States. In the resulting years since, we have seen that some of our shipments have been randomly picked for inspection by U.S. Customs, and sometimes (albeit rarely) have been held up for a day or two which have resulted in the product spoiling. Unfortunately, both ourselves and our Courier have no control over U.S. Customs inspections and their selection process.

If they do pick one of our shipments for inspection, we make them aware as best we can that it is a time and temperature sensitive product. We can also put in a request to add dry ice if it's available, although there is nothing we can do to make this happen.

In the end, it is entirely at U.S. Customs discretion how long the inspection process takes.

Ok, so why ship at the beginning of the week?

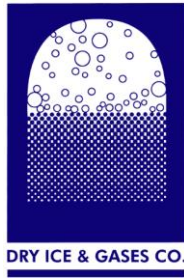
If you ship on a Wednesday or Thursday, there is an **added risk** that a lengthy inspection where it is delayed for a couple of days could result in your shipment sitting in a customs warehouse over a weekend as our Courier would not pick it up for delivery until the Monday.

This would likely result in product spoilage as the dry ice sublimates away and the product thaws, especially if dry ice can't be added to your shipment.

In our experience this has been a rare occurrence, but you should be aware that it could happen and **the fact that ourselves or our courier have no control over this means that if a product spoils the costs must still be paid and are borne by the sender (you).** This includes (but not limited to) the original packaging and transportation charges, product disposal and / or all shipment return related costs.

Please call our Customer Service on **416-252-7137** if you have any questions. Thank you.





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DRY ICE & GASES CO. / FROZEN NO TIME SERVICE DISCLAIMER

PLEASE READ:

All our shipments to the USA are made with FedEx Express and are cleared through customs by our contract broker FedEx Trade Networks (FTN). As members of the FedEx corporate family FTN and FedEx Express have a very close working relationship and embedded mutual communication.

When clearing US Customs many shipments are held for secondary inspection by US Customs and Border Control (USCBC) to determine if safety regulations are being met and to prevent any breach of US importation rules. During this process these shipments are held in quarantine and cannot be accessed in any way by FedEx or FTN. USCBC secondary inspection usually only delays shipments by 24 hours, but this is subject to volume of shipments being processed and current alert levels.

FedEx Express service does inform us of any shipments once they are chosen for secondary inspection and then subsequently when they are released for delivery. Depending on the delivery hub of the shipment dry ice may be added if available – **but be aware that not all hubs have access to dry ice.**

We do our utmost to keep our customers informed at every step of the delivery process.

Occasionally packages are rejected for entry into the USA by USCBC for unexplained reasons and the process is not subject to appeal through FedEx Express or Dry Ice & Gases Co. or Frozen On Time. These occurrences are not within the responsibility or purview of the service of FedEx Express or Dry Ice & Gases Co. or Frozen On Time, and all costs related to delays or rejection and return of packages are wholly and completely the responsibility of our customer. These costs may be substantial and are at the sole risk of our customer.

