ESTES RETAIL GUARANTEE™

Financial Protection Against Retail Chargebacks

When you're shipping to big box retailers, meeting strict delivery windows can often be the most stressful part of the shipping process.

That's why Estes offers Estes Retail Guarantee (ERG) — a product that delivers exceptional peace of mind for our retail shippers by minimizing the risk of chargeback fees and other financial penalties.

ERG is built on our Time Critical Guaranteed service, which offers 24/7/365 freight monitoring and customer support, and includes more standard benefits than any other carrier:

- Guaranteed on-time pickups
- Guaranteed on-time appointments
- Guaranteed on-time delivery
- Guaranteed damage-free shipment

Need an elevated delivery for your time-critical freight?

Try out our White Glove Guarantee.

And should you ever incur a qualifying chargeback fee resulting from a missed appointment, you can rest assured knowing that our ERG will **cover up to twice your freight charges**.

ERG is available for any pre-paid shipment going into Walmart, Sam's Club, Amazon, Target, CVS, KeHe, and Costco! And with prior approval, we can offer ERG to other retail or food distribution centers that accept time-critical deliveries five days a week.

Ready to get started? Get a rate quote by logging into My Estes, calling 1-800-645-3952, or contacting your local service center.

At Estes, going the extra mile isn't just what we do—it's who we are.