

THE COMPLETE GUARANTEE

Premium guaranteed shipping solutions built for higher-stakes deliveries



Whether you're meeting tight delivery windows, navigating retailer requirements, or managing complex, time-sensitive shipments, our Complete Guarantee helps you ship with confidence.

The Complete Guarantee Solutions:

- » **Time Critical Guaranteed:** The foundation of The Complete Guarantee, providing on-time pickups, appointments, and delivery, as well as damage-free shipments
- » **Estes Retail Guarantee:** Expands on our guaranteed service with protection against retailer chargebacks
- » **White Glove Guarantee:** Our guaranteed service plus enhanced pickup, delivery, setup, and handling

Compare Our Services

Feature / Best Use	Time Critical Guaranteed	Estes Retail Guarantee	White Glove Guarantee
On-time pickup	✓	✓	✓
On-time delivery	✓	✓	✓
On-time appointments	✓	✓	✓
Damage-free delivery	✓	✓	✓
Priority handling & monitoring	✓	✓	✓
Date - specific delivery OTIF (MABD / NSNL / RDD)	✓	✓	✓
Guaranteed delivery times	10am, 12pm, 5pm and NSNL	✓ NSNL	✓ NSNL
Retail chargeback protection	✓	Up to 2x freight charges	—
Room-of-choice delivery	✓	—	✓ (two person team)
White glove services	—	—	✓
Inclusive pricing available	✓	—	—
Unlimited consignees	✓	—	✓
Financial guarantee	Up to full freight charges	Up to 2x freight charges	Up to full freight charges
Best for	Shipments where timing & condition matter	Protection from chargebacks	High touch pickup or delivery required

Have questions? Contact us at timecritical@estes-express.com or 1-800-645-3952.