THE CUSTOM COMPANIES “BLACK & GOLD” ZONE (“B & G”) PROVIDES CONSISTENT, ON-TIME SERVICE BETWEEN THE LOS ANGELES AND CHICAGO COMMERCIAL ZONES.

The Custom Companies “Black & Gold” Zone (“B & G”) provides consistent, on-time service within a 75 mile radius of each city.

Driver teams are utilized on every shipment within the “B & G” Zone. Estimated transit times are based upon the Table below. Transit times do not include holidays.

“B & G” GUARANTEE

All “Black & Gold” Zone shipments qualify for the “B & G” Guarantee. Shipments can be upgraded to a 100% service guarantee at a 30% upcharge.

Every Custom vehicle is equipped with on-board vehicle Satellite Tracking Technology. Your shipments can be tracked at anytime during transit.

Call your Custom Companies Territory Manager for more information on this specialized service.
What points are covered with the “B & G” Zone?
Any zip within the Chicagoland local delivery areas to/from the SoCal local delivery areas.

Are the transit times guaranteed?
Both standard and guaranteed services are available in the “B & G” Zone.

How much is “B & G” Guaranteed?
There is a 30% upcharge. The minimum upcharge is $12 (intra-terminal) and $30 (inter-terminal).

How do I obtain a rate quote and how long will it take?
Phone, fax, email, web and it should take 15 minutes or less.

How do I execute the “B & G” Guarantee?
“B & G” Guaranteed Service for any shipment must be requested prior to 5:00 PM and actually picked up no later than 6:00 PM local time at the origin terminal. The Bill of Lading must clearly be marked “B & G” Guaranteed Service requested in the body of the Bill of Lading.

What are your technologies/online capabilities?
Online tracking, Bill of Lading (BOL’s), Proof of Deliveries (POD’s), and Invoicing.

How do the shipments get delivered so fast?
Freight is moved to/from both points on a fixed nightly schedule utilizing team drivers.

What happens if my guaranteed shipment doesn’t deliver on time?
The payer of the freight charges can file a claim for the cost of transportation.