

Terms and Conditions

Published Rates

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1. Each shipment must meet all regulations set forth in and governed by the Southwest Airlines Co. Official Cargo Contract of Carriage in effect at the time of shipment.
2. All shipments tendered to Southwest Airlines Co. must have a Southwest air waybill or an approved Universal air waybill, reflecting the valid and appropriate account number, and be completed in its entirety. The Shipper is responsible for ensuring that the appropriate Southwest Airlines account number is entered in the "SWA Account Number" box of the air waybill. In addition, the Shipper is responsible for indicating "Prepaid" or "Collect" in the appropriate box on the air waybill.
3. Prior to the shipment being tendered, the valid and appropriate service level must be selected in the upper-right corner of the air waybill or the shipment will not qualify for the rate associated with that service level.
4. Prior to the shipment being tendered, a valid and appropriate commodity code must be inserted into the "Commodity Item Number" box on the air waybill or the shipment will not qualify for the rate associated with that commodity or promotion.
5. Piece dimensions are determined by combining the width, length, and height. Piece dimensions exceeding 90 inches will be accommodated as bin space permits, and are subject to advance arrangements by contacting your local Southwest Airlines Cargo facility. The single-piece weight limit cannot exceed 200 pounds. The single-piece Seafood weight limit cannot exceed 175 pounds. Further limitations may apply to shipments carried through our interline partners, WestJet Airlines and Hawaiian Airlines. Please see swacargo.com® for further details.
6. No shipment may contain any Department of Transportation restricted articles.
7. Service to Canada is offered by our interline partner, WestJet Airlines. Shipments and rates to Canada are only available from select Southwest Airlines Cargo origin points to select Canadian destinations. For more information about shipping to Canada, please visit swacargo.com. Rush Priority Freight is not available to these destinations at this time.
8. Service to Hawaii is offered by our interline partner, Hawaiian Airlines. Shipments and rates to Hawaii are only available to select Hawaiian destinations. Service to Hawaii is not available from select Southwest Airlines cities. For more information about shipping to Hawaii, please visit swacargo.com. Rush Priority Freight is not available to these destinations at this time.
9. Service to international destinations are offered by our interline partner, Hawaiian Airlines. Shipments and rates to international cities are only available to select international destinations. Service to international destinations is not available from select Southwest Airlines cities. For more information about shipping to international destinations, please visit swacargo.com. Rush Priority Freight is not available to these destinations at this time.
10. Rates do not include applicable taxes, or fees and are subject to change without notice. Rates exclude interline origin cities.
11. For Rush and Freight shipments, charges are based on the applicable rate per pound multiplied by the chargeable weight of the shipment, subject to a minimum charge.
12. For Next Flight Guaranteed shipments:
 - a. Up to 100 pounds, charges are based on based on the applicable chargeable weight break base charge.
 - b. Over 100 pounds, charges are based on the greater than 100 pounds weight break base charge, plus the applicable per pound rate for shipments over 100 pounds.
13. For International shipments, charges are based on the applicable rate per pound multiplied by the chargeable weight of the shipment, subject to a minimum charge.

Please contact your Area Sales Manager if you have any questions in regards to your rates. For more information regarding Southwest Airlines Cargo shipping products and services, visit swacargo.com® or contact the Cargo Customer Care Center at 800-533-1222.

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