

# TERMS AND CONDITIONS 2017



## GENERAL TERMS AND CONDITIONS

### General

#### All transport services are performed in accordance with:

- The terms and conditions agreed in the particular case
- These general terms and conditions for the conveyance of goods
- General Conditions of the Nordic Association of Freight Forwarders (NSAB 2000)
- CMR terms and conditions

Should there be any discrepancy between the aforementioned conditions, each shall take precedence in the order they are listed.

### Value-added tax

The prices indicated do not include VAT.

### Rounding

For purposes of invoicing, rounding is done according to the following:

- Weights are rounded up to the nearest whole kilogram.
- Cubic metres are indicated to a maximum precision of two decimal places.
- Loading metres are rounded upward to the nearest single decimal

### Taxable weight

Taxable weight is calculated according to the following terms:

#### Nordic countries

- 1 loading metre = 2000 kg
- 1 EUR pallet place = 800 kg
- 1 m<sup>3</sup> = 333 kg

#### Rest of Europe

- 1 loading metre = 1850 kg
- 1 EUR pallet place = 740 kg
- 1 m<sup>3</sup> = 333 kg

#### Long goods

Taxable weight for long goods (2.45 m or longer) is calculated according to the following

- 2.45 m – 3.99 m 2x actual weight, minimum 500 kg
- 4 m – 5.99 m 3x actual weight, minimum 1000 kg
- 6 m – 7.99 m 4x actual weight, minimum 2000 kg
- 8 m – 9.99 m 5x actual weight, minimum 3000 kg
- 10 m – 6x actual weight, minimum 4000 kg

However, the taxable weight must not exceed the total loading meters translated into weight. In case that the goods requires the entire width of the truck, a translation into loading metres is applied.

### Pricing according to transport zones

Zone-based pricing does not pertain to transportation to/from peripheral areas such as inhabited archipelagic island and comparable areas as well as remote regions within Ahola zone FI13.

### Temperature controlled transports

Freight prices do not apply to temperature controlled transportation unless otherwise stated.

### Complaints

Visible damage, reduction or loss shall be notified immediately upon receiving the freight and be noted on the acknowledged copy of the transport document. The recipient of the freight is liable immediately in connection with receiving, to inspect whether the goods has a defect concealed by the packaging. Concealed damages shall be reported to Ahola Transport no later than seven (7) days after the freight is received.

### Insurance

Ahola Transport's liability for freight is limited to the terms stated in the CMR convention. In order to protect the economic interests of the client, it is recommended that a separate cargo insurance policy be obtained. For information on cargo insurance via Ahola Transport, contact the responsible seller.

### Packaging

The client shall ensure that the goods is packed, wrapped and of such a nature that it withstands normal transport handling and statutory lashings. Ahola Transport is not responsible for damages caused by faulty or lacking wrapping.

### Booking of Transport

A requirement for a correctly performed transport is that correct and complete information are submitted in the booking.

In order to ensure this, it is recommended that bookings are made by EDI (direct integration or through our online booking service).

#### Obligatory information when booking:

- Freight payer
- Sender (name and address)
- Receiver (name and address)
- Pick-up address (if other than sender)
- Delivery address (if other than receiver)
- Number of packages
- Package type
- Weight
- Volume

### Transport documentation

In order for Ahola Transport to be able to carry out the transport according to agreed terms and conditions, it is necessary that the client provide correctly filled-out freight documents. For international transports, this is equal to CMR waybill.

#### Mandatory information on transport documents:

- The sender's full name and pick-up address (if possible, include telephone number and contact person)
- The receiver's full name and delivery address (if possible, include telephone number and contact person)
- The total number of packages, weight and volume
- Designation of the nature of the goods, and in the case of hazardous materials, the generally accepted designation.

## OTHER TERMS AND CONDITIONS

### Övriga villkor

#### POD (Proof of Delivery)

Ahola Transport provides a signed copy of the freight document.

**Price:** € 8 / POD

#### Waybill printout

Ahola Transport provides freight documents for delivery.

**Price:** € 4 / waybill

#### Paper invoice

Invoices are sent in paper format.

**Price:** € 6,50 /invoice

#### Manual bookings

Bookings received by telephone, e-mail or fax are subject to an additional administrative fee for manual processing. A system for electronic bookings are provided free of charge from Ahola Transport.

**Price:** € 5,50 / booking

#### Tail lift

Loading and unloading with a tail lift can be performed as an additional service by agreement. As a standard, loading/unloading is done from the vehicle's roof, side or from a loading dock.

**Price:** By agreement.

#### Hazardous Goods (ADR)

Transport of hazardous materials is done by special agreement.

**Price:** Additional € 110 / dispatch (1 UN number included) Thereafter, € 35 / UN number

#### Waiting time

Unless otherwise specifically agreed, the client is responsible for arranging loading and unloading. The price includes the following loading and unloading times:

- Full loads: 2 h loading + 2 h unloading
- Partial loads: 1 h loading + 1 h unloading

**Price:** For excess time, a waiting time fee of € 40 per half hour or part thereof is charged.

#### Address information

Change of delivery address after planning of the transport has begun.

**Price:** € 15 / change

#### Delivery times

Changes in delivery times after the transport assignment has begun.

**Price:** By agreement.

#### Late cancelled delivery (wasted journey)

Cancellation of transport the same day as loading is intended, or in special cases (peripheral areas) when preparations for the transport assignment have begun.

**Price:** € 50 + € 2 km / extra kilometre driven

#### Change of freight payer

Change of freight payer after the transport has been invoiced.

**Price:** € 15 / change

#### Express / special requirements on timetables

Delivery loaded/unloaded with special requirements on loading/unloading times, or with a timetable that deviates from normal lead times.

**Price:** By agreement.

#### Statistical report

Report prepared by agreement.

**Price:** € 12 / report

#### Environmental Report

Environmental impact report prepared by agreement.

**Price:** € 25 / report

#### Payment interruption

Reminder fee charged for reminder in the event of late payment.

**Price:** € 8 / reminder

#### Delay fee

Upon a delay in payment, a late payment fee is charged.

**Price:** 11% of invoice sum

#### Outlay commission

Use of Ahola Transport's customs credit when transporting from countries outside the EU.

**Price:** 5% interest on the credit amount

### Options

#### Advices

By agreement, we contact the sender/receiver by telephone, SMS or e-mail prior to pick-up/delivery.

**Price :** € 4 / advice

#### Copy of waybill enclosed with invoice

Copy of waybill enclosed with invoice.

**Price:** € 8 / copy



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