

General

All transports are performed in accordance with:

- The terms and conditions agreed in the case
- These general terms and conditions for the conveyance of goods:
 - General Conditions of the Nordic Association of FreightForwarders (NSAB 2015)
 - CMR terms and conditions

Should there be any discrepancy between the afore-mentioned 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 meters are indicated to a maximum precision of two decimal places.
- Loading meters are rounded upward to the nearest single decimal.

Taxable weight

Taxable weight is calculated according to the following terms:

Nordic countries Rest of Europe

1 ldm = 2000 kg	1 ldm = 1850 kg
1 EUR ppl = 800 kg	1 EUR ppl = 740 kg
1 m3 = 333 kg	1 m3 = 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, min. 500 kg |
| • 4 m – 5,99 m | 3x actual weight, min. 1000 kg |
| • 6 m – 7,99 m | 4x actual weight, min. 2000 kg |
| • 8 m – 9,99 m | 5x actual weight, min. 3000 kg |
| • 10 m – | 6x actual weight, min. 4000 kg |

However, the taxable weight must not exceed the total loading meters translated into weight. If the goods require the entire width of the truck, a translation into loading meters is applied.

Pricing

Zone-based pricing does not refer to transport to / from peripheral areas such as inhabited archipelago islands and comparable areas. Destinations outside the quote are priced according to the general price list. Prices apply to general working days. Days before a holiday or holiday periods should be checked with your contact person.

Force majeure

Force majeure applies to an extraordinary event or circumstance beyond the control e.g., disturbances in ferry traffic.

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 in writing 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 & Transport documentation

While booking an order, submitting correct and complete information is a prerequisite to ensure smooth transport. In order to ensure this, it is recommended that bookings are made by EDI (direct integration or through our online booking service). To order an account, contact: sales@aholatransport.com

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

Obligatory information when booking and mandatory information for transport documents:

- Freight payer
- Sender's full name and pick-up address; if possible, include phone number and contact person
- Receiver's name and delivery address; if possible include phone number and contact person
- Pick-up address (if other than sender)
- Delivery address (if other than receiver)
- Total number of packages
- Package type
- Weight & Volume
- Goods designation, including standard hazardous materials designation.

Safety instructions

The Parties in this contract agree to the following:

- To not disclose any part of these terms and conditions to third parties unless both Parties have agreed to this in writing
- To refrain from using information about Ahola Transport's goods flows for personal benefit and / or on behalf of others
- Inform your contact person at Ahola Transport in the following cases:
 - security incidents or suspicion of crime
 - suspicion of theft or unauthorized access
 - smuggling or sale of drugs, alcohol or tobacco products linked to Ahola Transport's goods flows
- Check that the amount of goods loaded matches the CMR
- It is prohibited to be in the cargo area without the consent of the driver

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

Price: 4 € / waybill

Paper invoice

Invoices are sent in paper

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: 7,50 € / booking

Pick-up / Distribution

The standard delivery terms of the offer are free on truck, which means that the consignor / recipient is required to provide loading / unloading. The transports are performed with cars that are 19 – 25.25m long, loading and unloading and the road ahead should be available for these cars. If loading / unloading requires a smaller distribution truck or vehicle equipped with a tail lift or other lifting device, this is invoiced as an additional service.

Price: Agreed upon case-by-case basis

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.

(The charge for a whole days waiting time is 640 €)

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 kilometer driven

Change of freight payer

Change of freight payer after the transport has been invoiced.

Price: 15 € / change

Express / Special requirements on timetable

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

Price: By agreement

Reports Prepared by agreement

Statistical report	12 € / report
Environmental report	25 € / report

Payment interruption

Reminder fee charged for reminder in the event of late payment. Invoiced in accordance with the Finnish Debt Collection Act (22.4.1999/513).

Delay Fee

Upon a delay in payment, a late payment fee is added to the reminder. Invoiced in accordance with the Finnish interest act (20.8.1982/633).

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

Price: 8 € / copy

Tax analysis

We provide VAT analysis and report on import, which facilitates the maintenance of the declaration. Contact the forwarding staff at Ahola Transport.

Outlay commission

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

Price: 5 % interest on the credit amount.

Customs service

Export clearance	55 €
Import clearance	55 €
EU-clearance	50 €
Custom transit	50 € (+0,3% of value)

NOTE! One customs position is included in the price, then charged 2,50€ / position

GDPR

<https://bit.ly/Ahola-GDPR>

Customer register

<https://oma.easygdpr.fi/file/public/privacy-policies/8c3a5d46-8940-4b42-8b75-d3448e46b818>

Agreement register

<https://oma.easygdpr.fi/file/public/privacy-policies/a6765e6a-088b-4b54-96b7-a3e60ad68871>