

## General Business Terms and Conditions for SCHENKER<sup>top</sup> and SCHENKER<sup>top</sup>12

SCHENKER<sup>top</sup> and SCHENKER<sup>top</sup> 12 are products of Schenker AG. The following standards and rules are applicable to these products: CMR, the terms and conditions applicable to the transport and freight-forwarding business in the country in which the transport contract is concluded and, in addition, the general terms and conditions of the particular Schenker country organization. The rights and obligations resulting from the deadline commitments made for SCHENKER<sup>top</sup> / SCHENKER<sup>top</sup> 12 shall be subject to the terms and conditions described below:

### 1. Scope of Services / Scope of Applicability

Arranging for the transport of consignments with a weight of max. 2500 kg to be delivered to the recipient on the workday (i.e. Monday to Friday) declared as the delivery date in the schedule.

SCHENKER <sup>top</sup>	=	on the stated workday
SCHENKER <sup>top</sup> 12	=	by no later than 12:00 noon (local time) on the stated workday

If one of the working days in the agreed period of transport is a national holiday in the country in question, the lead time is extended for this day. A list of bank holidays is available under [www.schenker.com](http://www.schenker.com).

The geographic scope of applicability is defined by the network schedule (Scheduler) which can be found in the Internet at [www.schenker.com](http://www.schenker.com)

### 2. For SCHENKER to deliver the service offered, the following conditions must be met:

- orderly traffic conditions
- announcement of the consignment to the dispatching branch office by 12:00 noon at the latest
- readiness of the consignment for pickup at the agreed pickup time.
- suitable packaging that can withstand transport
- identification of all packages in each consignment with SCHENKER<sup>top</sup> / SCHENKER<sup>top</sup> 12 labels to be affixed directly next to the customer labels, which will contain correct and complete information in legible form on both sender and recipient
- identification of all carbon copies of the Shipping Order with SCHENKER<sup>top</sup> / SCHENKER<sup>top</sup> 12 labels and/or transmission of the corresponding identification by EDI
- entering of precise information in the Shipping Order, i.e.
  - name and exact address of the sender
  - customer number
  - name of recipient and delivery address (postal code, city or town, destination country, ISO Code)
  - number and type of packages, description of contents, weights and dimensions
  - freight prepayment data
  - necessary insurance coverage
- readiness of the recipient to accept the consignment during normal working hours up to the latest agreed delivery time.

### 3. Customs clearance

The documents required for customs clearance are: completely cleared documents showing the origin of goods/values in consideration of current bilateral treaties.

Customs clearance is subject to the financial standing of the taxpayer and a check will be put through by Schenker or rather by credit investigation bureaus engaged by Schenker.

A customs examination lasting longer than 1 hour is not covered by the guarantee.

Within a deadline of 24 h after being asked for by Schenker, the importer must in any case provide Schenker with the information and documents necessary for customs clearance. In cases in which the importer fails to perform within the deadline given, the delivery guarantee of Schenker according to paragraph 1. shall expire.

Incomplete or rather incorrect documents by the sender or the importer shall lead to the expiry of the delivery guarantee according to paragraph 1.

### 4. Exceptions

The above provisions do not apply to:

- national consignments
- delivery on national holidays (The rules concerning deliveries on national holidays drawn up by the particular SCHENKER receiving branch office shall apply)
- neutrality orders
- consignments with customer notification and consignments delivered to local pickup points (e.g. filling stations)
- islands (except for: mainland Britain, Ireland and Danish islands that can be reached via bridges)
- seaport consignments
- COD consignments
- living animals and plants, valuables, cash, securities and documents
- hazardous goods as defined by the ADR or IMCO classifications
- temperature-sensitive goods
- wastes and other goods requiring special surveillance
- personal effects.
- Customs clearance by the recipient

### 5. Replacement service in the event of over-running of the delivery period

If the delivery cannot be made within the agreed delivery period even though all the conditions stated above have been met, the customer will be reimbursed in full for the agreed freight charges.

The replacement service presumes culpability on the part of the freight forwarder or haulage contractor.

### 6. Freight prepayment

Freight prepayments CPT 014, DDU 022, DDP 023 and EXW 001 are permitted.

### 7. Masses and weights

Maximum dimensions of a shipping unit: l = 240 cm, w = 120 cm, h = 200 cm, maximum 5 m<sup>3</sup>.

Maximum weight: 2,500 kg. 1,200 kg per package

The calculation of volume complies with the conditions of the dispatching country and are defined by the dispatching branch office.

### 8. Prices

The most recently revised prices lists for the SCHENKER<sup>top</sup> / SCHENKER<sup>top</sup> 12 products, and only these prices lists, shall apply. The rates quoted therein are based on the wages, rates, exchange rates and fuel costs in effect on the day of publication of the price list. Should there be a change in this basis, freight costs may be modified in different ways from country to country. The registration for the INTRA trade statistics and the legal Value Added Tax are not included. The prices are exclusive customs clearance activities, customs duties, EUST and other import duties.

### 9. Additional costs for second attempt at delivery

If the recipient (as described under Para. 2, Conditions) is not ready to accept the consignment during normal business hours (up to the agreed delivery time at the latest), 50% of the price listed in Para. 7, Prices, shall be charged for the necessary second attempt at delivery.

### 10. Pallet exchange

Pallet exchange is carried out only with standardized EURO flat pallets and standardized EURO skeleton box pallets. The list of countries eligible for pallet exchange is set down by the branch office accepting the order. There is no obligation on Schenker's part to engage in such an exchange of pallets.

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