



GENERAL CONDITIONS

Cancellations If shipments are cancelled, at least the costs of administration shall be charged.

Depending on the stage of the shipment at the time of cancellation, cancellation costs shall be charged

Conditions Orders are carried out according to the below mentioned conditions. Copies of these conditions can be obtained on request.

International transport	CMR conditions
National transports the Netherlands	AVC 2002 conditions (concerning international transport by road also supplementary to CMR conditions)
Forwarding	Fenex conditions (with exception of the Article concerning Arbitrage)
Parcel shipments	conditions of the, by DFDS Wijchen selected, parcel carrier
National transports United Kingdom	RHA conditions
Warehousing	PDG conditions
General terms of payment	Transport en Logistiek Nederland, filed with the District Court in 's-Gravenhage on July 2, 2002, registered under number 69/2002

With respect to the above-mentioned conditions the last filed version is always applicable.

Conversion Orders for transports are charged on the basis of pay load. The pay load is determined on the basis of a fixed conversion. In this conversion 1 loading metre equals 1,750 kg and 1 cubic metre equals 330 kg.

Dangerous goods The consignor is required to send a copy of the 'Dangerous Goods Declaration' (DGD) as well as a copy of the Trem-card in Dutch, English and in French along with the transport booking. The driver is to receive the DGD and the Trem-card when loading, along with all other necessary documents. The sender is responsible for the correctness of the documents. For shipments with dangerous goods a surcharge is applicable.

Exceptions Exceptions to these conditions are stated separately in a tailor made serviceplan. A copy is available on customer's request.

Fuel surcharge A continuous fuel surcharge settlement is applicable. The base price per litre is € 0.85 excl. VAT (price in The Netherlands). Every increase of € 0.023 per litre means an increase in transport rate of 0.5%. The fuel surcharge is being determined every week.

Bunker surcharge A continuous bunker surcharge settlement is applicable. The base price per litre is € 0.85 excl. VAT (price in The Netherlands). Every increase of € 0.023 per litre means an increase in transport rate of 0.25%. The bunker surcharge is being determined every week.

Levy UK, 0,4% surcharge on the transport rate

Insurance On request supplementary transport insurances can be provided per transport or for a continuous period of time.

Invoice Orders shall be invoiced per transport, stating the customer's reference (if mentioned at the booking).

Loading time For shipments up to and including a pay load of 10,500 kg, 1 hour loading and 1 hour offloading is included. For every 3,500 kg additional pay load an additional 15 minutes of loading and offloading shall be included in the price. For a full trailer 2 hours loading and 2 hours offloading are included.

Orders Orders are accepted only by fax or by e-mail. At least the following data should be included: loading address, loading date, delivery address, delivery date and freight description (including sizes (length x width x height), weight and if the goods may be stacked). Particularities must be clearly stated (e.g. if hazardous goods are involved).

Pallets Goods should be stacked in a decent manner on labelled pallets with a maximum height of 250cm.

Payments Prior to the first delivery the payment terms have to be confirmed to DFDS Wijchen.

Proof of Delivery A proof of delivery is archived by DFDS Wijchen. A copy can be sent on request.

Redelivery A surcharge is applicable for destinations that cannot be reached with a DFDS Wijchen Trailer or for shipments that have to be delivered with a taillift. The amount of the surcharge depends on the exact destination, size of shipment and transit time.

Outsourcing and Transshipment Goods are usually transported from door to door. Occasionally shipments could be (partly) outsourced or transhipped for economic or practical reasons. However, DFDS Wijchen will remain entirely responsible for the supervision.

Term of payment The term of payment is 30 days after date of invoice.

Trailers Accompanied transports are carried out in trailers with internal dimensions of 13.60 x 2.45 x 2.95m.

Working days Saturdays, Sundays and bank holidays in the country involved shall not be considered as working days.