

### **Credit Terms**

Our Trading credit terms are 30 days from date of invoice, unless agreed otherwise in writing directly with the sales manager. We however reserve the right to request full payment prior to the final delivery of the cargo if we deem necessarily (i.e., Credit terms are withdrawn)

### **Original Documents**

No original documents will be sent regardless to your conditions, and we reserve the right to be paid within the credit terms agreed, not involving any original documents condition.

### **Waiting Time & Demurrage Fees**

When our trucks are transporting orders from your company, we reserve the right to charge waiting time after the free 3hours allowed both for loading and unloading (3hrs loading/ 3hrs unloading) thereafter a charge of €60/hr will be charged, this condition does not need prior notification to you, provided that GPS positions are provided. We offer also 2 hrs free waiting time for customs at any destination, from thereafter a charge of €60/hr will be charged.

### **Cancellation of Order Policy**

Cancellation Policies:

- a. Cancellation of order 3 days before loading: No Charge
- b. Cancellation of order 2 days before loading: 10% of total freight cost
- c. Cancellation of order 1 day before loading: 25% of total freight cost
- d. Cancellation of order same day as loading: 80% of total freight cost

### **Estimation Arrival of Trucks**

Truck ETAs are given with an allowance of +-3hrs.

### **Fixed Loading Times**

We cannot guarantee fixed loading times unless agreed with your sales manager in writing prior to the given order.

### **Liability Conditions**

Liability depends on the method of transport used such as (CMR & Bill of Lading), cargo is not insured otherwise, additional insurance can be quoted extra.

### **Method of Transport**

Transport will be either exclusively by road or in combination (rail/sea transport).

### **Declaration of Goods**

The goods to be transported must be properly declared on the CMR consignment note and loaded/stored and secured both for road transport and for combined transport (by rail and/or by sea).

### **Loading/Unloading of Cargo**

Our drivers do not load or unload cargo from our truck and in case this is the need an extra charge of €200 for each operation will be added the freight charge.

### **Transshipment of Goods**

Unless specifically written or agreed with the sales manager prior to awarding the order, we reserve the right to tranship the goods from one truck to another without prior authorisation irrespective to any conditions on your order.

### **Driver Details**

We are not obliged to give you driver details such as (Name, Surname, License, Mobile Numbers).

### **Secure Parking**

Although we recommend secure parking for our drivers, we are not obliged to park in secure parking's unless agreed prior to awarding the order.

### **Agreed Rates**

Agreed rates may vary even after commencement of order without prior notice due to increases from shipping lines and other providers. Door to Door rates do not include customs clearance or unloading if this is required a further expense will be quoted.

### **General transport order conditions of Azure Global Ltd.**

In addition to this, "Azure Global Ltd. general transport order conditions" apply. You can find these conditions upon request.