

# Transport conditions DB SCHENKER*land*

All customer agreements are governed by Transport conditions for Schenker AS, Lov om Vegfraktavtaler and NSAB2000 (Nordisk Speditørforbunds Almindelige Bestemmelser, with the exception of § 27c, storage), CMR-, Haag- Visby- and Warszawa- conventions.

## Content:

1. General provision:.....	1
2. Product quality DB SCHENKER <i>land</i> domestic: .....	2
3. Weight and volume calculation .....	3
4. Dangerous goods.....	4
5. Special transport terms .....	4
6. Collection/delivery and liability: .....	6

## 1. General provision:

### Reservations – Products/prices, etc.

Schenker AS reserves the right to change product specifications, prices and other conditions without prior notice. Schenker's products and services have been developed mainly for the business to business market. Schenker AS reserves the right to deviate from the applied current tariff when delivering to private addresses. NB! All prices stated are exclusive VAT.

### Increased transit times:

In connection with Easter, summer, Christmas and New Year as well as public holidays transit times will normally increase by 1-2 days.

### Claims:

Claims must be made in writing or by telephone no later than 10 days after the invoice date. The claim must be directed to the invoicing dept. and include the following information:

- Consignment note number
- Time of collection and delivery

### Terms of payment:

Payment for a consignment is paid on receipt of an invoice. Larger consignments will be invoiced on a shipment by shipment basis. The Normal time of credit is 10 days from the invoice date. The whole amount must be paid into Schenkers bank account within the due date. In the event of late payment we withhold the right to debit interest on overdue payments in accordance with the current rate of the day governed by the Norwegian Overdue Payment Law: LOV-1976-12-17-100. An invoicing fee will also be charged. Schenker AS has the right to charge a standard reminder fee in connection with debt collection, irrespective of the restrictions outlined in the standard debt collection regulations. In case of a breach in payment, invoices that are not overdue will automatically default for payment together with invoices that are overdue. Schenker AS has the right to set off provisions against outstanding claims.

### Inquiries, invoices, etc:

The shipment information is the basis for the invoice. The shipper and the consignee each receive a copy/receipt when the shipment is delivered. The invoice does not contain any further copies. A copy of the receipt of delivery can be provided upon request. For further information on domestic shipments please visit our website, under MySchenker, where you can find customer specific shipment invoices as well as shipment information including the consignee's signature. Queries concerning invoice payment, notice of payment etc. are to be

directed to the invoicing department. Any complaints about the invoice must be made in writing no later than 10 days after the date of the invoice. Any changes requested by the customer will be carried out and the related costs will be charged to the shipper/customer.

**Fees and additional charges:**

Fuel and currency surcharges will be charged in accordance with the current official rates/fees which can be found on [www.dbschenker.com/no](http://www.dbschenker.com/no)

For domestic shipments please refer to «List of charges and Extras - Domestic» which can be found on [www.dbschenker.com/no](http://www.dbschenker.com/no). For international shipments, fees and additional charges will be specified in each separate transport agreement.

**Limitations:**

*Schenker AS does not accept the following goods:*

- Certain classifications of dangerous goods
- Live animals
- Goods to and from private addresses
- Valuables
- Furs (international)
- Personal effects
- Alcohol and tobacco (international)
- Tank transports
- Art

**2. Product quality DB SCHENKER/and domestic:**

Product	DB SCHENKER <i>groupage</i>			DB SCHENKER <i>part load</i>
	Parcels	Pallet one-item	Groupage	
<b>Max. number of items . per shipment</b>	1-35 kg: 1 pcs.	200-800 kg: 1 pcs.	No limitations	No limitations
<b>Max. dimensions per shipment</b>	- Length + circumference ≤ 3,6 m - No lengths to exceed 1.8 m	0.8 m width 1.2 m length 2 m height	1,2 m width 2,3 m length 2,0 m height	No limitations
<b>Max/min. weight</b>	1-35 kg	200 – 800 kg	Max. weight per pc.: 1 000 kg. Max. weight per shipment: 2499 kg.	Min. weight: 2 500 kg
<b>Max/min. volume</b>			Max. volume per shipment: 7499 dm3	Min. volume per shipment: 7500 dm3
<b>Volume calculation Conversion factor</b>	1 m <sup>3</sup> = 286 kg 3.5 dm <sup>3</sup> = 1 kg			1 m <sup>3</sup> = 333kg 3 dm <sup>3</sup> = 1 kg
<b>Type of goods</b>	- All type of goods, except temperature regulated goods below 4 degrees Celsius.			- All type of goods that are relevant to our part load operation.

### 3. Weight and volume calculation

#### Freight calculation:

The freight calculation is based on the shipments freight calculation weight. The higher of actual weight, volume weight, load meters and pallet places is the basis for the freight calculation. It is the shipper's responsibility to ensure that the dimensions and weight of the shipment are correct. Any discrepancies will be corrected and charged back to the shipper/customer.

The volume weight is calculated by multiplying the length, width and height. Actual weight will be rounded up to nearest kg and actual volume will be rounded up to the nearest  $\text{dm}^3$ , before converting to the freight calculation weight. If due to the shape, size or content of the shipment loading is not possible the freight charge will be based on load meter or pallet place.

#### Conversion factors - domestic

Groupage, parcels and direct distribution:  $3.5 \text{ dm}^3 = 1 \text{ kg}$  ( $1 \text{ m}^3 = 286 \text{ kg}$ )

Part load:  $3.0 \text{ dm}^3 = 1 \text{ kg}$  ( $1 \text{ m}^3 = 333 \text{ kg}$ )

All products:  $1 \text{ LM}^* = 2\,000 \text{ kg}$ .  $1 \text{ PPL}^* = 800 \text{ kg} = 0.4 \text{ LM}$ .

\* LM= load meter (the container/trucks width x height x 1 meter)

\* PPL = pallet place (1.2 m x 0.8 m) and the height of the transportation unit.

Shipments  $\geq 2\,500 \text{ kg}/7500 \text{ dm}^3/1.2 \text{ LM}/3\text{PPL}$  uses the conversion factors for part load, shipments under this limit are freight calculated based on the conversion factor for groupage.

#### Conversion factor - international

$1 \text{ m}^3 = 333 \text{ kg}$

$1 \text{ LM}^* = 1850 \text{ kg}$  (Europe) and  $2000 \text{ kg}$  (the Nordic countries)

$1 \text{ PPL}^* = 740 \text{ kg}$  (Europe) and  $800 \text{ kg}$  (the Nordic countries) = 0.4 load meter

\* LM = load meter (the container/trucks width x height x 1 meter)

\* PPL = pallet place (1.20 m x 0.80 m) x height

For shipments over 5000 kg a minimum rate in the applicable weight interval is the same as the maximum rate in the preceding interval. When calculating the price, shipments less than 500 kg will be rounded up to the nearest 10 kg. Shipments above 500 kg, up to the nearest 50 kg and shipments over 1000 kg, up to the nearest 100 kg. Shipments over  $7.5 \text{ m}^3/2\,500 \text{ kg}$  will be delivered directly to the customer providing customs, traffic conditions etc. does not prevent this from happening. If the shipment has to be offloaded at the terminal an additional fee will be charged for distribution.

#### Fixed weights - domestic

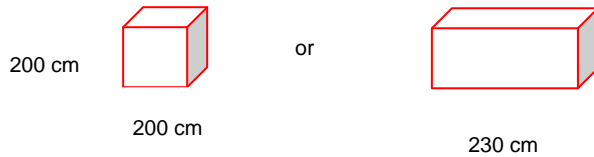
Schenker AS will for certain products calculate the freight according to fixed item weights.

This applies to:

Bicycles, two-wheeled, unpackaged, all kinds	60 kg pr. Item
Bicycles, packaged and with the handlebars parallel	50 kg pr. Item
Tyres for passenger cars.	Actual weight
Passenger cars/ trucks, snow scooters, mopeds and motorcycles.	Actual weight + 100%
Secured pallets (with plastic and/or strapped) with a minimum size of 0.8 m x 1.2 m (EUR-pallet).	Actual weight/volume. Min. 200 kg. pr. item
Pallets measuring less than 0.8 x 1.2 m.	Actual weight/volume.

#### Volume goods - domestic

Groupage shipments where at least one of the items is heavier than 1000 kg., two sides exceed 2 m. or one of the measurements is more than 2.3 m, are considered as volume goods. See prices on our web site.



#### **Surcharges for international shipments over 2.4 meters in length**

For shipments between 2.4 m and 6 m the minimum weight is 250 kg x the length of the shipment in meters. For shipments over 6 m the minimum weight is 2500 kg. When the weight has been calculated the price is based on the current applicable customer agreement.

#### **4. Dangerous goods**

Dangerous goods are governed by international and national transport regulations. This is to ensure that the transport of the goods is carried out without the risk of endangering life, health, the environment and materials/equipment.

***It is the Shippers responsibility to secure and prepare the shipment for transportation by following these instructions:***

- Classify the content of the shipment
- Use approved packaging
- Label the shipment in accordance with regulations Issue correct transport documents for dangerous goods as well as written instructions in case of an accident.
- Book Dangerous goods separately.
- Submit all documents to the driver prior to loading.

The forwarder will reject shipments that do not fully comply with the requirements as specified in the dangerous goods regulations. The forwarder is responsible for providing suitable equipment and expertise as well as ensuring that regulations are adhered to during transit. Regulations regarding equipment and handling vary depending on the classification of the goods. Schenker AS does not accept some classifications of dangerous goods. This is when special equipment or handling is required. It is therefore of the utmost importance that all relevant details regarding the shipment are clarified before the start of the transport. Please contact our sales department or booking office for further information.

#### **5. Special transport terms**

##### **Food and food related goods**

Food related goods means for example packaging for food storage, food ingredients, animal feed etc.

In order to ensure correct handling of food or food related goods Schenker AS must receive information regarding the shipment when the booking takes place. The goods must also be labelled correctly indicating whether the content is food or food related. Schenker AS cannot take responsibility for shipments that are incorrectly labelled.

If there are any special handling requirements i.e. storage or temperature regulation then this must be communicated to Schenker AS during the contract negotiations or when the booking takes place. This is to ensure suitable handling and forwarding equipment is made available.

##### **Pallets (Domestic)**

Administration of pallet returns is a service Schenker AS can provide for customers.

*Standard EUR-pallet*

For shipments on EUR-pallets you must indicate the number of pallets as well as the dimensions/weight of the shipment. A standard EUR pallet measures 800x1 200 mm in accordance with the Norwegian standard nr. 1532. A secured pallet is listed as one item.

*Exchange of EUR-pallets:*

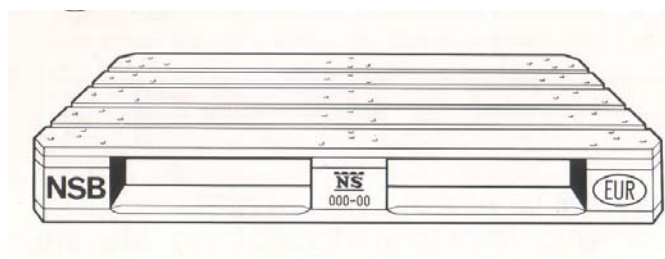
Schenker AS believes that for practical, financial and environmental reasons it is right to encourage the market to recycle EUR-pallets. Schenker AS therefore offers domestic customers an exchange agreement. For customers that do not require this service a non-exchanging agreement will apply. Certain conditions will apply to both agreements.

*Agreement for exchange of pallets:*

Approved EUR-pallets will be exchanged, providing the exchange is documented with a receipt containing a Schenker reference number (valid for a period of 3 months). Any other pallet receipts will not be accepted the shipper commits to refunding some of the costs to Schenker AS when exchanging pallets. Schenker AS will invoice the shipper on an on-going basis. For payment terms, please refer to our separate folder which can be obtained on request from your nearest Schenker office.

*Conditions for an exchange pallet:*

- An exchange pallet must not be damaged.
- Both strapped and non-strapped pallets can be exchanged
- EUR-pallets which have been used to transport fish will not be exchanged
- Pallets must be stamped with a European railway administration symbol on the left side, the national standardisation association symbol to ensure that the pallet meets with NS (Norwegian Standard).
- The pallet markings must not be hidden or covered.



Railway administration  
mark

Standardisation mark.  
Production code –  
Production year

EUR in circle

*Agreement for non exchangeable pallets:*

This agreement presumes that the pallet is secured with plastic and/or Strapped, as well as being clearly marked with a standard red label Stating: «Ikke utvekslingspall».



The secured pallet, being clearly marked this way, will be delivered directly to the consignee. Schenker AS will not request any cost refund. Exchange of pallets will then be an issue between shipper and consignee. Schenker AS will however handle transportation of empty pallets against payment.

*General conditions:*

Prices for exchanging pallets can be found on [www.dbschenker.com/no](http://www.dbschenker.com/no).

**Return of packaging and loading equipment:**

Return freight to be agreed upon in each separate case. See our website.

**Temperature controlled goods (Domestic):**

Temperature controlled goods are goods that cannot be exposed to sub zero temperatures. During the winter months special operational procedures are put in place. Prices can be found on [dbschenker.com/no](http://dbschenker.com/no).

Every single item must be clearly marked with Schenker AS labels for Temperature controlled goods. Tick the column for «Varmegods/Temperature controlled goods» on the freight label. On the waybill this has to be marked with “T” in column 29 D.

The shipper is responsible for marking all goods that require temperature regulation using labels in accordance with Schenker’s requirements. Schenker AS accepts no liability for goods damaged in transit that are incorrectly labelled.

### **Payment services – Giro service – Domestic**

Schenker’s Giro service provides a higher level of security when receiving payment for your goods. A giro service can be used for amounts up to NOK 100 000,-. Freight and fees must be paid by shipper. Note: A giro service sticker must be attached to the shipment.

#### *Increased security*

Schenker AS will only release goods for delivery against a stamp/receipt from a bank or post office, stating that the giro amount has been paid in full. A valid receipt must be an original receipt/proof of payment from a post office or a bank.

#### *Liability:*

Schenker AS takes no responsibility and is not liable for compensation in cases where there are insufficient funds to cover the giro amount. The same is applicable where the consignee arranges with the bank or post office to change/delete the payment/credit transfer after the giro receipts have been used. Schenker AS will not accept any liability for compensation if the shipment information and labels are not correctly filled out. Nor will Schenker AS be responsible for deliveries carried out under false pretences/forgery etc.

### **Goods to Svalbard**

Goods to Svalbard must be customs cleared for export including goods from Norwegian suppliers. Customs clearance is done based on the information on the commercial invoice, which must be attached to the shipment. Goods without the required paperwork will be subject to delays. Schenker AS can assist with forwarding/customs clearance services etc. It should also be noted that Schenker’s domestic transport plan is applicable only as far as Tromsø. Freight from Tromsø to Svalbard has an added surcharge and must therefore be agreed separately.

### **Terms and Conditions/ limitations for Private deliveries at the workplace**

The maximum weight per item is 90 kg. Each item must be packaged and easily carried. Any shipment that does not fit the physical specifications will be delivered on the consignee’s location at ground floor level.

Our private delivery service can be used for all types of goods with exception of temperature regulated and dangerous goods. Schenker AS is not obliged to perform any work related to unpacking, or assembling of the contents of the goods. Deliveries to addresses outside Schenker’s normal distribution routes will be dropped at the nearest pick up point for collection by the receiver. Door to door deliveries are available at an additional cost depending on the size and weight of the shipment. Prices and delivery times can be found on Schenker’s website, [www.dbschenker.com/no](http://www.dbschenker.com/no).

## **6. Collection/delivery and liability:**

### **Collection of goods - Domestic**

### DB SCHENKER *groupage*

Fixed times for collection of goods can be arranged by contacting the nearest Schenker office. Customers without a fixed p/up time must contact the booking office to order a p/up in each case. Collections ordered before 9.00 a.m., will be picked up the same day. Collections ordered after 9.00 a.m., will be picked up the same day providing there is sufficient loading capacity and subject to an additional charge.

For customers with less than 100 kgs. (Groupage) a day, an additional collection charges will be applied. The same is applicable for customers with less than 6 shipments and a total calculated freight weight less than 100 kg. Customers, who have a fixed collection time, must notify Schenker AS at least one day in advance in order to cancel the p/up.

### DB SCHENKER *partloads*

Customers with a part load agreement can use our on-line booking solution. Bookings must be placed before 16.00 on the day prior to collection. Customers with no fixed agreement can book collections on an ad-hoc basis and will be charged accordingly. There is an additional charge pr. Ton/m<sup>3</sup>) for special equipment if required. The same applies for example to a tow truck if this is needed.

### **Collection of goods - International:**

Shipments must be booked by 12.00. one day in advance or by agreement.

### **Failed trip – Domestic and International**

An attendance fee will be charged in cases where customers order a p/up but fail to have the goods ready for collection. The same applies to customers who have fixed p/up time.

### **Deliveries**

Consignees located within the distribution area of the terminal will receive direct deliveries. Goods can only be delivered on ground/street level. There is a surcharge for any deliveries that take longer than 15 mins. real time due to conditions for which the customer is responsible. The receiver will be notified if the consignment cannot be delivered directly and will be able collect the shipment at the nearest available Schenker terminal or agent.

If delivery of the part load product requires a back lift truck or a small vehicle an additional charge (pr. Ton/m<sup>3</sup>) will apply. If a tow truck is needed an extra charge will apply worked out on a case by case basis.

In the price calculation on mySchenker you can get this message: "Expedite/price to ...". This means the price applies to a stated destination or place of expedition. For example it may be necessary to use a local forwarder at a certain location for the final delivery. In these cases the local forwarder's rates will apply and be invoiced to the consignee directly.

Deliveries to addresses which are outside of Schenker's normal delivery radius will be dispatched to the nearest Schenker terminal or the Agent's location. The agent will inform the consignee by phone or mail. An attendance fee will be charged in cases where the consignee is not present to take delivery of the shipment. When distributing goods to private addresses certain terms and conditions apply.

### **Transport liability:**

*In case of damage/loss the following will apply:*

- If the goods are damaged on delivery this must be noted in the receipt documentation and verified by Schenker AS.

- If the damage is not visible on delivery a claim must be sent to Schenker AS immediately after receipt and without delay. The damaged goods must be stored until an inspection has been carried out.
- Any losses must be noted in the receipt documentation and verified by Schenker AS.
- Customers claiming compensation must send a written and specified claim to the nearest Schenker office. All relevant documentation as well as a copy of the commercial invoice must be enclosed.

*Liability Limitations:*

*Compensation due to damage/loss is limited to a maximum of:*

- Land/railway transport: 17 SDR\*) per kg gross weight.
- Domestic sea freight: 2 SDR\*) pr. kg gross weight /667 SDR pr. Item Cross border transport: 8.33 SDR\*) per kg gross weight )

Furthermore liability is regulated and governed by national and international Laws and regulations, covering land transport, rail, sea and air as well as CMR, Haag Visby and Warszawa conventions. All assignments carried out by freight forwarders are regulated by NSAB 2000, with the exception of Article 27 c, storage.

\*) 1 SDR = according to current currency rates.

*General liability*

Goods are received for carriage in accordance with current freight tariffs and regulations applicable to Schenker AS at any given time.

**Transport insurance:**

It is possible to insure goods against the most common risks in transport. Schenker AS in cooperation with IF can offer insurance coverage If required. Please contact your Schenker office/terminal for further information.