

## OBLIGATIONS OF THE ORDERING PARTY/ SHIPER/ EXPORTER/ CONSIGNEE/ IMPORTER:

SCHENKER d.o.o. Sarajevo (further in the text: *SCHENKER*) operates in accordance with the General Terms and Conditions of International Freight Forwarders of Bosnia and Herzegovina. In the event that the services or any part thereof, as defined above in the offer is prohibited by any laws or regulations including but not limited to domestic, US or EU laws, and including but not limited to laws relating to combat against terrorism and embargo, *SCHENKER* has the right to partially or completely cancel the services at any time, without prior notice and without liability to the client.

Both parties comply with applicable data protection regulations. Personal data must always be treated as confidential. Our offer is based on prices, tariffs and the exchange rate that are valid today, and it is not binding before receiving a written order for transport/concluding a transport contract.

The consignor/ exporter/ consignee/ importer is obliged to provide all documentation for the smooth transport of goods, hand them over to the driver during loading, and take care of proper packaging of goods in accordance with transport rules and type/content of goods.

The client undertakes to provide precise data on the number of parcels, dimensions, weight, type and value of goods. In case of incorrect information, *SCHENKER* does not guarantee the loading of goods exceeding the quantity described in the offer. If we take over goods that are not included in the offer, we reserve the right to a proportional increase transport price depending on the amount of additional loaded cargo volume and gross weight.

If we have not been provided with information on the value of the goods before the time of the offer, we reserve the right to charge the service of the customs guarantee in transit, if required.

It is mandatory to provide accurate information on loading/ unloading addresses, places of export/ import customs clearance with the names of customs agents, and terms of delivery of goods (INCOTERMS 2010).

All costs not covered by the bid, which are incurred due to inaccurate information or non-compliance with the obligations of the principal/ consignor/ exporter/ consignee/ importer, will be additionally invoiced to the principal.

## TERMS OF PAYMENT:

- The prices listed in the offer do not include VAT.
- Unless otherwise agreed, payment is made before picking up the shipment. General costs are borne by the client.
- In case of late payment, interest and exchange rate differences will be additionally invoiced.
- All costs incurred because of non-payment of invoices shall be borne by the principal.
- Invoices for the performed service are issued in the currency of BAM unless explicitly agreed otherwise.
- When calculating services in foreign currency, the middle exchange rate is applied by the Central Bank of Bosnia and Herzegovina on the shipment day of arrival at the port of unloading (import shipment)/ port of loading (export shipment).

## Generals:

The delivery dates listed in quotations by *SCHENKER* are based on information from the shipping company; *SCHENKER* has no influence on them. *SCHENKER* shall never be liable for any delivery dates specified in the quotation being exceeded. *SCHENKER* shall not be liable for any delays in the port of departure or during the journey or for any changes to departure and arrival days or cargo closing dates, or in the event of force majeure. *SCHENKER* shall be free to choose their own subcontractors.

The conditions listed shall apply for air freight shipments orders are placed only via the on line platform.