

Services and options land transport 2024

Schenker Luxembourg GmbH

Validity until 30.06.2024



Rely on the most extensive
land transport network in Europe



Groupage up to 2 loading meters (LDM) **5 EURO PALLET SPACES**

DB SCHENKER | system

The best solution if you want to be flexible and want to transport your freight quickly and very reliably throughout Europe



FLEXIBILITY



HIGH RELIABILITY

Pre-notice	Delivery message (SMS/e-mail) is sent to the consignee on morning of delivery.	including
Fix Day*	The shipper determines the delivery date, with a maximum of 3 days after the planned lead time.	€ 25
Fix Day 10*	The shipper determines the delivery date (max + 3 days) and shipment will be delivered before 10 AM.	€ 65
Fix Day 13*	The shipper determines the delivery date (max + 3 days) and shipment will be delivered before 1 PM.	€ 35
Fix Day to be agreed*	The recipient determines the delivery date, with a maximum of 3 days after the planned lead time.	€ 35
Automated Fix Day to be agreed*	The recipient receives a link to our portal via SMS/email, in which the requested delivery date can be registered.	€ 25
DB SCHENKER system home	Delivery of your shipment to private recipient. The recipient determines the delivery date, with a max. of 3 days after the planned lead time.	€ 35
Sustainable transport	To prevent and offset CO ₂ emissions, we have several products. These are constantly evolving. For the latest update check our website or contact us.	

DB SCHENKER | system premium

Benefit from our industry leading reliability and our performance guarantee with a money-back guarantee



GUARANTEED FASTEST DELIVERY



PRIORITIZATION OF YOUR SHIPMENT

Pre-notice	Delivery message (SMS/e-mail) is sent to the consignee on morning of delivery.	including
Premium service	Surcharge 30% on system freight costs, minimum:	€ 25
Premium 10	Guaranteed delivery within our lead time before 10 AM.	+ € 49
Premium 13	Guaranteed delivery within our lead time before 1 PM.	+ € 20
<p>Money back guarantee if the shipment is not offered to the recipient at the latest on the agreed day before 6 PM. This does not apply if the sender or recipient is responsible for late delivery and in cases of force majeure.</p> <p>For Premium 10 and Premium 13 applies if the consignment is not offered before the agreed time on the agreed day, only the costs of the option can be credited upon request.</p> <p>DB SCHENKER system premium guarantees the fastest lead time published in the online scheduler on DB SCHENKER connect.</p>		

DIRECT EXPRESS

Do you have a very urgent shipment?
Was your deadline yesterday?
If your shipment does not fit within our standard procedures, ask about **Direct Express** options.

STANDARD PROCEDURES

- Export shipments to be notified no later than one working day prior to loading date before 4 PM, import shipments before 2 PM.
- Loading and unloading time is a maximum of 15 minutes per address, and between 8 AM and 5 PM.
- Maximums per shipment 2,500 kgs or 10 m³ or 2 LDM
- Maximum weight per package/pallet 1,000 kgs (for FR, IT, PT, ES, PL & SE max. 800 kgs), maximum measurements per package/pallet; length 2.40 m, width 1.80 m, height 2.20 m.
- Transports are standard with tilt trailers and are loaded and unloaded via the rear.
- Shipments must be offered sealed and labeled with **DB SCHENKER** label.
- Shipments are delivered standard with tail lift, at no extra costs.

EXTRAS UPON REQUEST

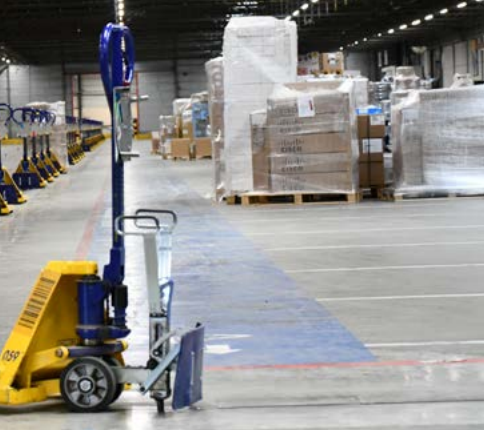
Transport Insurance All your shipments well insured on their way? Choose our SEV (Schenker Expedition Insurance). Do you want to insure one specific consignment? Then choose Cargo Insurance. From € 15.60

Smartlabel Real time tracking of your shipment Upon request

ADR / Dangerous Goods We do not transport all dangerous goods. Please contact us for the possibilities.

	LQ & EQ	ADR
	Europe: 15% min. € 20 max. € 290	15% min. € 25 max. € 290
	Except for DK, FI, GB, GR, IE, MA, MT, NO, SE, TR: 15% min. € 50 max. € 290	15% min. € 80 max. € 290
	Islands that can only be reached by boat: upon request.	

* not possible in case of Dangerous Goods



Direct from 2 loading meters (LDM) FROM 6 EURO PALLET SPACES

DB SCHENKER | part load (from 2 LDM)



DB SCHENKER | full load (from 11 LDM)



24/7 online booking via DB SCHENKER | connect.
From Benelux to everywhere in Europe. Over 700 offices, connecting 38 countries.

Pre-notice	DB SCHENKER informs the recipient or shipper when the shipment will be delivered.	€ 8.75
Fix Day Delivery*	The shipper determines the delivery date. Service might impact pick-up date.	Part Load: € 37.50 Full Load: € 25.50
Time Slot Pick Up / Delivery	The shipper chooses a morning (9 AM-12 AM) or afternoon (1 PM-4 PM) pick up or delivery.	€ 42.50
Fix Day & Time to be agreed*	Schenker books the fixed day and time for loading or unloading in consultation with the recipient.	€ 85.-
Next Day Pick-Up	Notification of the shipment 1 day before pick-up. Not guaranteed, and cannot be combined with Fix Day Delivery.	
Tail lift	We can collect/deliver your shipment with a Tail lift, 20% of the freight fee, minimum of:	Upon request
UK Shipments	Pre-lodge administration fee (mandatory notification for temporary clearance).	€ 60.-

DIRECT EXPRESS

Do you have a very urgent shipment?
 Was your deadline yesterday?
 If your shipment does not fit within our standard procedures, ask about **Direct Express** options.

STANDARD PROCEDURES

- Notification no later than 2 working days prior to loading date before 3 PM.
- Loading and unloading times at no extra cost: LTL up to 30 minutes per address, FTL up to 2 hours per address, (in Spain: 1 hour unloading time at no extra cost for an FTL).
- Loading and unloading takes place between 8 AM and 5 PM.
- Transporters are standard with tilt trailers (length 13.6m, height 2.4m, width 2.4m) without tail lift.
- Trailers are standard equipped with 14 straps, 1 per loading meter.
- Information of Delivery within 1 working day after delivery.
- ePOD within 7 working days after delivery.
- Lead time as published in our online scheduler.

EXTRAS UPON REQUEST

Same Day Pick-Up Part Load	Contact with branch necessary, not guaranteed. Minimum:	€ 120,-
Same Day Pick-Up Full Load	Contact with branch necessary, not guaranteed. Minimum:	€ 180,-
Smartlabel	Real time tracking of your shipment	Upon request
Transport Insurance	All your shipments well insured on their way? Choose our SEV (Schenker Expedition Insurance). Do you want to insure one specific consignment? Then choose Cargo Insurance.	From € 15.60
ADR / Dangerous Goods	We do not transport all dangerous goods. Please contact us for the possibilities.	
	LQ & EQ	ADR
	Europe: 15% min. € 20 max. € 290	15% min. € 25 max. € 290
	Except for DK, FI, GB, GR, IE, MA, MT, NO, SE, TR: 15% min. € 50 max. € 290	15% min. € 80 max. € 290
	Islands that can only be reached by boat: upon request.	
Security	Transport options based on TAPA.	upon request

* not possible in case of Dangerous Goods

Volume & loading meter calculation

PALLETIZED SHIPMENTS

Freight costs are calculated on actual weight, or volume weight (also known as payable weight or tax weight) whichever is higher. Below is a step-by-step explanation of how to calculate this.

Up to:
2,500 kgs, 2 ldm, 10 cbm
5 euro pallet spaces



$L \times W \times H$ = volume, or **CBM (m³) per pallet**
 $m^3 * 250$ kg = Volume weight

More than:
2,500 kgs, 2 ldm, 10 cbm
5 euro pallet spaces



$L \times W / 2.40$ = **LDM per pallet**
 $LDM * 1,750$ = Volume weight

In case of stowage loss: calculation based on the number of loading meters needed to load the goods.

LENGTH GOODS AND/OR NON PALLETIZED SHIPMENTS

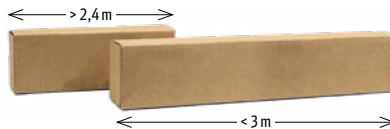
Freight costs are calculated on actual weight, or volume weight (also known as payable weight or tax weight), whichever is higher. Below is a step-by-step explanation of how to calculate this.

Loose packages
Up to and including 5 per shipment
Up to 25 kg per package
Maximum length 2.40 m



$L \times W \times H$ = volume, or **CBM (m³) per package**
 $m^3 * 250$
= Volume weight

Package between 2.40m - 3.00m length
Maximum width 1.20 m
Maximum height 2.20 m
Maximum weight 1,000 kg



$L \times W / 2.40$ = **LDM per package**
 $LDM * 1,750$ = Volume weight
+ Surcharge of 35% on the total freight costs with a minimum of € 70

Collo longer than 3.00m
Wider than 1.20 m
Higher than 2.20 m
Heavier than 1,000 kg



On request:
loading meter calculation by **DB SCHENKER**
+ Surcharge of 35% on the total freight costs with a minimum of € 70

In case of stowage loss: calculation based on the number of loading meters needed to load the goods.

Possible additional costs

SURCHARGE	DESCRIPTION	COSTS
Fuel Surcharge	Surcharge for fluctuating fuel costs.	Percentage of freight costs as published on www.dbschenker.com/lu-en or via PriceOnline
Toll/MAUT	For Belgium, Germany, Austria, Czech Republic, Slovakia, Poland, Hungary (Budapest also separate) and Bulgaria toll is calculated.	Surcharge depending on weight and destination. Check PriceOnline for details.
Marpol / Cargo Fee	For Finland, Ireland, Norway, Russia and Sweden Marpol is calculated. For Finland Cargo Fee will be charged.	Surcharge depending on weight and destination. Check PriceOnline for details.
Metropolitan Surcharge	Surcharge for delivery / pick up in selected European metropolitan areas.	Between € 3 and € 50 per shipment, for details please check PriceOnline
Winter Surcharge	From November up to and including March a surcharge applies for Norway, Sweden, Finland, Slovenia, Estonia and Macedonia.	+ 3% of the freight costs, with maximum of € 50 for details check PriceOnline
Safety Fee	General safety fee for all shipments to ensure safe shipping.	€ 6.75 per shipment
CAF Switzerland	Currency Adjustment Factor for the Swiss Franc.	variable
Credit Limitation	In case the payment term is exceeded.	3% of the freight costs with a minimum of € 2.50
Manual booking	For all bookings outside the digital DB SCHENKER systems.	€ 15 per shipment
Manual adjustment	A manual adjustment in the shipment when DB SCHENKER is picking up, or has picked up, the shipment.	€ 5 per shipment
Manual labeling	If the shipment is labeled by DB SCHENKER instead of the shipper.	€ 20 per package / pallet
Volume adjustment	In case the shipment falls into a higher tariff level after checking the dimensions of the shipment.	€ 15 per shipment, excl. rate adjustment
Pallet exchange	If agreed in writing and only for the destinations DE, AT, BE & NL.	€ 2.50 per pallet.
Changing Incoterms	Subsequent changes to the delivery terms.	€ 45 per shipment
Wrong haulage	Freight error or cancellation of the shipment after the registration period.	80% of the agreed freight costs
Storage fee	Costs for storing shipments (e.g., due to incomplete documentation, after 1st delivery attempt or future delivery day).	€ 10 per pallet per day after the third working day
Waiting time per half hour	If standard loading/unloading times are not met, surcharge per half hour applies (waiting time also counts as loading/unloading time). For a full waiting day 8 waiting hours will be charged.	€ 35 per half hour (rounded up)
Length surcharge	If the shipment exceeds the standard maximums (2.4m length).	+ 35% of the freight costs, minimum € 70
Second delivery / pick-up	If a groupage shipment is to be offered or scheduled for pick-up for a second time, due to the actions of the recipient or shipper.	+ 25% of the freight costs, minimum € 35
Paper handling	In case DB SCHENKER must handle paperwork (e.g. packing lists, CMR's, etc).	€ 20 per shipment

Customs Services

SURCHARGE	DESCRIPTION	COSTS
Export clearance	Documentation to transport goods outside the EU.	€ 63 per shipment, incl. one post
Import clearance	Documentation to clear goods from outside the EU in the EU.	€ 75 per shipment, incl. one post
Additional statistic	One statistic is included. If 2 or more statistics must be cleared, additional costs will be charged per item.	€ 8 per extra post
Processing customs document	If the consignor/consignee prepares (customs) documents (e.g. export declaration) himself and DB SCHENKER has to edit, process and check these, or has to guarantee for this. In case of more than 3 statistics additional costs may apply.	Upon request, minimum € 20
Advance payment	When DB SCHENKER must advance VAT and / or import duties.	3.5% of the taxes charged, with a minimum of € 10
T-Documentation	Transport of customs goods within the EU, without having to clear customs.	€ 57 per shipment
ATR TR	To prove the origin of the goods. This avoids import duties in Turkey.	€ 52 per shipment
File transfer	Transfer of customs documentation to a third party that does the customs clearance.	€ 30 for soft copy / € 60 for hard copy
Customs inspection	If customs decides to physically check the shipment, DB SCHENKER will supervise this.	€ 60 per shipment

- CONDITIONS AND REQUIREMENTS**
- Authorization direct / indirect representation: **DB SCHENKER** needs a signed authorization to send customs shipments. Indirect representation is only possible when direct representation is not possible. Additional costs may apply.
 - Invoice and packing list: Each shipment must be provided with the invoice and packing list, digitally at registration and physically on the shipment.
 - ATR / EUR 1 documents: If applicable, the shipment must be provided with ATR (for shipments to Turkey) and EUR1 documentation, digitally at registration and physically on the shipment.
 - Advanced VAT and customs duties must be paid within 8 working days.
 - Customs activities outside the above services are upon request. These will be billed per hour.



DB SCHENKER | connect

Scheduling *Planning certainty for your land transport shipments*



- Easy access
- Full user-friendliness
- Enhanced planning certainty and reliability
- Fast comparison of different product lead times
- Information whenever you want, wherever you are
- Finding the best option to fit your processes

Notification *Being notified when it counts*



- Best control of your shipments
- Higher peace of mind
- Customizable to your needs
- Relevant information only

Emission calculator *Keep track of your ecological footprint*



- Fast results
- Individual information without login
- Adaptable to your way of working
- No restriction to transport modes
- Customization options
- Flexible handling

Tracking *Keep track of your shipments around the clock*



- Easy access for all modes of transport
- Easy tracking options
- Keep track of your shipments
- Simplified information
- High transparency and planning certainty
- Seamless start

Pricing *Binding quotes in an instant*



- Receive competitive quotations
- Secure data handling
- Direct interaction with pricing desk
- Easy processing into a booking
- Save valuable time
- Fast overview

Advanced Tracking *Track your shipments in a secure environment*



- Best transparency and control of your shipments
- Multiple options to search for detailed shipment data
- Adaptable to work the way you do
- Customization of tracking result layout
- Maximum tracking efficiency
- Secure environment

Booking *Direct data transfer for optimized processes*



- One online booking tool for all your shipments
- Flexible booking set-up
- Comfortable and safe data handling
- Convenient through copy / printing functions, templates etc.
- Easy controlling through statistics, notifications / confirmations
- Direct upload of shipment related documents

Invoice delivery *Settle your finances easily with electronic distribution*



- Flexible use
- High security for your sensitive data
- Automated service
- A service that saves you time and costs
- No unit restriction
- Eco-friendly and cost saving

Packing guide

We operate a „Fit To Travel (FTT)“ principle.

Cargo should be packed safely and transport-worthy to protect our people, other people's cargo and, of course, your goods. If a shipment is not packed properly (enough), two options exist:

1. The shipment returns at your expense.
2. After consultation with you, we pack the shipment as FTT. This may involve additional costs. The shipment may be delayed as a result. Premium conditions will therefore lapse if booked as such. If in doubt, please contact us for advice and assessment before offering the shipment for collection.

Together, we will ensure that your products are delivered to your customers in good condition.

Below is some guidance that will help you on your way.

1 Fastening and stability

Goods should be shrink-wrapped or securely attached to the pallet. The stability of the pallet should be able to absorb conventional shocks during handling, transport and storage.

2 Protection

Where goods exceed the size of the pallet or have sharp edges, they should be packed, protected and secured to ensure that there is no risk to people or other goods. No broken or damaged goods should be transported.

3 Labelling

All necessary labels for internal production (SSCC label) or for legal requirements (e.g. ADR label) must be available and visible on the goods.

4 Loading device

Loading device (e.g. pallet) must be accessible for all standard Material Handling Equipment (e.g. fork-lift truck).

4Check

Package your products correctly

Make sure your products are carefully packed to avoid unnecessary damage during transportation.

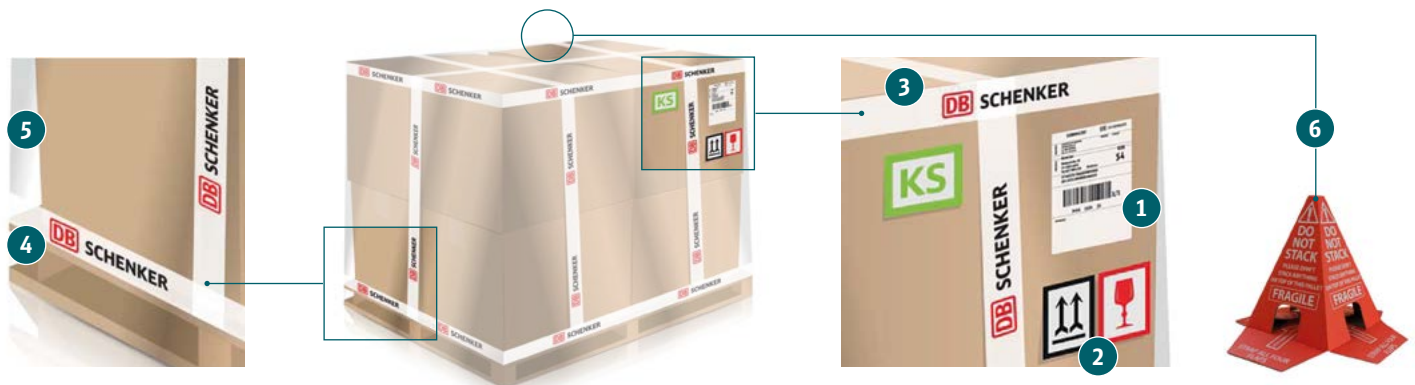
1. Make sure that the contents cannot move around within the parcel.
2. Attach the address label with an SSCC barcode to each parcel.
3. Attach any necessary special handling labels in a visible location.
4. Seal the parcel properly so that it cannot open during transportation.



Package your groupage correctly

Make sure your pallets are carefully built up to avoid damage during handling.

1. Attach the address label with an SSCC barcode to the top right corner of the longer side of each pallet.
2. Attach any necessary special handling labels.
3. Seal the parcel properly so that it cannot open during transportation.
4. Make sure that the parcels do not overhang the edges of the pallet.
5. Secure the consignment to the pallet, for example, with stretch wrap.
6. Use 'do not stack' cones if pallets are not stackable.



Below a series of specific tips for large and heavy items.



A well-packaged consignment is essential to making sure your items arrive securely and intact.



General Terms and Conditions for Logistics Services 2024 -LAND

Schenker Luxemburg GmbH (hereinafter called: "Schenker")

1/2 GENERAL SECTION

General provisions

All our work is carried out in the capacity of freight forwarder.

In so far as not deviated from here in these General Terms and Conditions or by agreement, all work, transactions, offers, agreements, legal and factual acts exclusively subject to the most recent version of the [General Belgian Forwarding Conditions, version 2024](#) ("General Belgian Freight Forwarding Conditions").

If Schenker performs work in connection with the handling and distribution of goods within the port of Antwerp, these terms and conditions shall be supplemented by the General Terms and Conditions for Goods Handling and the related activities at the port of Antwerp (ABAS/KVBG) filed at the registration office 10 in Antwerp on 26 March 2009 and applicable with effect from 1 April 2009;

If Schenker performs work as a logistics service provider, these general terms and conditions shall be supplemented by the General Logistic Conditions drawn up by BELOTRA/Logistics Cell of FEBETRA and the Royal Federation of Managers of Flows of Goods, filed on 27 November 2003 at the Office of the Chamber of Commerce and Industry of Antwerp and Waasland.

These conditions shall be provided to you before or on the conclusion of the agreement (offer/contract) and if required may be sent again free of charge on request.

In the case of a conflict between these conditions, the Belgian Forwarding Conditions, the ABAS/KVBG conditions or the General Logistics Conditions of FEBETRA, these conditions shall prevail. If both the Belgian Forwarding Conditions, the ABAS/KVBG Conditions and/or the General Logistics Conditions of FEBETRA are applicable, then, in the case where several articles regulate the same matter, the article most favourable for Schenker shall apply.

In the situation that Schenker undertakes to transport goods by road/sea/air/rail, the relationship between parties shall be subject to the (mandatory) conventions, statutes and regulations as well as the provisions of the transport documents (sea/air waybill, consignment note, etc.), with due observance for these General Terms and Conditions. Transport documents are understood to mean the transport document issued by the logistics provider or its auxiliary persons or the document having been signed by one of these in the capacity of consignor. If and in so far as the above-mentioned conventions, laws, statutes and provisions do not regulate liability, the most recent version of the above-mentioned applicable conditions (Belgian Forwarding Conditions and/or ABAS and/or FEBETRA) shall apply in addition to this applied at the time the agreement was entered into.

By simply accepting the offer made by Schenker or upon the commencement of the execution of its services and activities, the contracting party accepts these General Terms and Conditions. Other Terms and Conditions and regulations belonging to the Principal shall not apply. Schenker shall not be held liable for any derogation from these Terms and Conditions, unless such derogation has been agreed in writing, approved and signed by an authorised Schenker representative.

Limited liability

The liability of Schenker is limited. The consequence of this limited liability is that, although Schenker is not always liable for a claim as the result of damage or loss, this liability moreover often does not cover the total value of the shipment. For the complete cover of the actual value of the goods during transport it is therefore recommended that the goods are insured against transport risk. This insurance is not included as standard and is not taken out automatically. As a service to our customers Schenker can in principle provide a goods insurance at very competitive premiums and under favourable conditions. To take advantage of this, please contact your contact person, who will inform you about all the conditions, rates and exclusions.

Consequential damage

At no time shall Schenker be liable for indirect damage, which includes, but is not limited to, consequential damage and economic loss or damage, including lost profits or income, missed savings, loss of sales territory or goodwill and damage due to business interruption.

Claim

Schenker must be notified in writing of a well-founded claim for damages within the applicable statutory deadlines or, in the absence of such a deadline, at least within 30 (thirty) days of the time when the goods were delivered or should have been delivered at the following email address: corp.sm.benelux.Claims@dbschenker.com. After this period all claims against Schenker are null and void. Notwithstanding all the above a claim for loss or damage shall not be taken into account until all the transport costs have been paid. The amount of the claim may not be deducted from any transport or other costs owed to Schenker.

Restrictions

Schenker shall be entitled to unilaterally amend its rates at any time in the event of a change to one or more elements determining the price, due to no fault of Schenker, such as amendments to the current legislation and regulations, and changes to market and specific circumstances, such as, but not limited to: unforeseen charges, supply quotas, transport index, acceptance criteria, availability criteria, pre-processing, rate increases at the time of final processing, duties and environmental taxes.

Furthermore, Schenker reserves the right to cease the transportation of a shipment at any time, after acceptance, in the event that such shipment has the potential to result in damage or delay to other shipments, equipment or personnel. Schenker may also refuse to provide service, or parts thereof, where such provision of service is prohibited by law or regulation. This includes, but is not limited to, U.S. law, European Union law or national regulations and includes, but is not limited to, laws and regulations relating to embargoes and the combating of terrorism. At its sole discretion, Schenker shall at all times be entitled to terminate provision of service in whole or in part, without prior notice and without this giving rise to any liability on its part towards the principal. Schenker shall charge on any costs that may arise as a result thereof to the principal.



Schenker does not transport goods that entail a potential danger to people or animals or means of transport or that could otherwise harm or damage other goods transported by Schenker, or for the transport, export or import of which into the relevant country is prohibited under applicable law. Schenker also does not transport live animals, money or negotiable documents (such as cheques, bills of exchange, bearer securities), personal effects, antique coins, corpses, organs or body parts, tobacco, excisable goods, stamps, precious stones, precious metals, deeds, jewellery, precious stones, antiques, works of art, firearms, weapons, ammunition or other items of exceptional (and high) value, unless expressly agreed otherwise in writing. In addition, Schenker does not transport goods that are considered/qualified as subject to inspection (so-called "controlled goods"), in particular when such goods are handled outside of normal customs procedures and outside of regular customs controls; or when such goods need to be controlled by organizations other than customs. Should the shipment of such objects not have been expressly agreed, Schenker accepts no liability for such shipments that have been accepted in any way whatsoever.

All shipments to or from countries that are included on the EU's sanctions list ('Consolidated list of sanctions') may be refused or accepted should they be accompanied by a statement signed by the Principal of the "Customer Statement on Trade Compliance" drawn up by Schenker. The signed 'Customer Statement on Trade Compliance' must be submitted by the Principal in advance and shall be archived by Schenker in accordance with the statutory regulations.

Packaging and marks and signs

The goods must be supplied in packaging suitable for transport. Each package must be clearly marked with details of the product, the full address of the consignee and the consignor, symbols indicating how the packages must be handled, etc. Specifically for sea freight shipments, the name of the port of discharge should also be marked on the goods. Any outdated information must be removed or made illegible. The Principal shall remain liable for any damage caused by the absence of packaging suitable for transport. The Principal is also liable for costs and/or complaints resulting from incorrect or incomplete information.

For land transport, a transportable packaging means: Packaging must be suitable for road transport, preferably palletized and overhanging (protruding) goods must be avoided. For maritime (ocean) transport a transportable packaging means: Goods that are packaged in a seaworthy manner and for which the packaging material complies with the ISPM-15 standards (fumigation). Attention, fumigation is not included in our quotation and any costs for this are always payable by the Principal. For air transport, a transportable packaging means: Goods that are packaged in an airworthy manner, in sealed packaging, free of tampering.

Liability for costs

The costs shall be charged to the party held liable under the terms of delivery. Should the responsible party refuse to bear these costs, Schenker is entitled to charge these costs to its Principal. The Principal is also responsible for the correct and complete provision of all relevant information, such as delivery address, volume, (customs) instructions and requirements. In the event of incorrect information provided, all costs arising thereof shall also be charged to the Principal.

Payment conditions

- The rates are exclusive of VAT and only valid for the duration offered;
- The Principal of the transport shall remain liable for all government levies that must be paid in the country of import, including but not limited to: VAT, import duties and variable duties;
- Our invoices are drawn up in Euros, unless agreed otherwise and must be paid within the period as specified in the special section of these conditions, to be calculated as from the date of the invoice. In the case of failure to pay on the invoice due date, the amount or the outstanding balance shall be owed legally and without any notice of default. Any delay in payment shall also, directly and without notice of default, result in an increase of the principal with a delay interest of 12% per year, and also in an increase with a fixed compensation of 15% on the invoice amount or the balance of it, with a minimum of € 50.00. The interest and the compensation clause shall not in any way violate or restrict the right of Schenker to full compensation by the client for the damage that Schenker suffers or could suffer directly or indirectly due to the delay in payment;
- A possible credit limit shall be unilaterally fixed by Schenker;
- Transportation takes place with a carrier of Schenker's choice;
- Complaints must be made by email to lu.sm.ctn.customer-service-land@dbschenker.com and must be sent to this email address within seven days of the invoice date.
- If the client does not have a permit for import with reversed VAT charges, Schenker may demand immediate payment (cash on delivery);
- Rates are exclusive of (temporary) storage unless agreed otherwise.
- Advance VAT and Customs fees must be paid within 8 working days.

Mandatory law

All conditions agreed between parties shall be governed by Luxembourgish law. Should a provision of these Terms and Conditions, a provision referred to or a provision of Luxembourgish law is found in conflict with a provision contained in the convention or in other conventions, applicable laws, government regulations, assignments or requirements which cannot be derogated from based on agreement between the parties, this provision shall be considered to be null and void. The nullity of the provision in question shall not affect the validity of the other provisions.

Applicable law - Jurisdiction

All legal relationships to which these General Terms and Conditions apply shall be governed exclusively by Luxembourgish law. Disputes shall be brought exclusively before the courts of Luxembourg.



1/2 SPECIAL SECTION

Schenker offers various standard land transport services. These conditions are supplemented by the currently applicable **DB SCHENKER Services & Options** document. This document contains important information about Schenker's (additional) services and options. The sender must read this information, it forms part of the agreement between Schenker and the sender. The latest version is always available and published on: www.dbschenker.lu

Our invoices must be paid within 15 days after the invoice date, unless otherwise agreed.

DB SCHENKER | system and DB SCHENKER | system premium

Shipments with a payable weight up to or equal to 2,500 kgs gross weight, 2,0 loading meter (LDM) or 10 m³.

Notification procedure: one working day before departure date, before 16:00 hours.

Import consignments: at the latest one working day before departure date, before 14:00 hours.

Loading and unloading time: 15 minutes per address.

DB SCHENKER | system premium is only available for the following incoterms: EXW, CPT, DAT, DAP and DDP

DB SCHENKER | system premium guarantees the fastest lead time from the online scheduler. Availability of additional services might be restricted in some areas, please contact local Schenker branch for more information.

For this service applies if the goods are not offered to the recipient at the latest on the agreed day before 18:00, freight costs plus premium surcharge (excluding other costs) will be credited upon request. For Premium 10 and Premium 13 applies if the goods are not offered to the recipient at the latest on the agreed time on the agreed day, only the costs of the option will be credited upon request. If the shipment has not been delivered on the agreed day, a refund of the freight costs plus premium surcharge can also be requested.

Above guarantee does not apply if the sender or recipient is responsible for the late delivery and/or in case of force majeure and delays (fe. Customs) dangerous goods for ferry/tunnel shipments.

For the **DB SCHENKER | system products** (domestic and cross border transports),

DB SCHENKER offers the option "econeutral". For this option an additional fee ("econeutral fee") applies. The fee-amount derives from an estimation of the CO₂ equivalent ("CO₂e") footprint based on the taxable weight of the shipment and the distance between pick up and delivery. For shipments booked with the "econeutral option", the estimated CO₂e-emissions will be offset. The CO₂e-emissions estimation include all of **DB SCHENKER's** shipping activities, related to the customers' shipments booked with "econeutral". The econeutral fee will finance emission reduction projects in developing countries operating under the UN's Clean Development Mechanism. The offsetting will be made in partnership with atmosfair through the purchase and cancellation of certified carbon credits. A certificate (not tradable) with the amount of tons of CO₂e that are offset by **DB SCHENKER** can be received directly from atmosfair. With the request for a certificate, you agree that **DB SCHENKER** shares your company name, company address, email-address and the emission to be compensated with atmosfair.

DB SCHENKER | direct

Shipments with a payable weight over 2,500 kgs gross weight, 2,0 loading meter (LDM) or 10 m³.

Part load: smaller than or equal to 11 LDM and/or < 19,400 kgs.

Full load: > 11 LDM; > 19,400 kgs.

Notification procedure: at the latest two working days before departure date, before 15:00 hours.

DB SCHENKER reserves the right to refuse a Fix Day + Time booking due to production restrictions.

DB SCHENKER will book the Fix Day + Time with the consignee.

Loading and unloading times: LTL max 30 minutes per address, FTL max 2 hours per address.

Volume and rate calculation

Rates are based on a kgs, cubage, pallet or loading meter (LDM) calculation where 1 m³ = 250 kgs and 1 loading meter = 1,750 kgs. The freight costs are based on the highest payable actual weight or volume weight.

Rates are excluding additional costs like (but not limited to) fuel, toll, MAUT or other additional costs. This applies always unless if a deviation is contractual agreed, approved and signed by a Schenker representative.

Different calculation methods per shipment:

- Palletized Shipments ≤ 2500 kgs, 2 ldm, 10 cbm, 5 europallet spaces:
LxWxH = m³ per pallet, m³ * 250 kg = Volume weight
- Palletized Shipments > 2500 kgs, 2 ldm, 10 cbm, 5 europallet spaces:
LxW / 2,40 = LDM per pallet, LDM * 1,750 = Volume weight
- Loose packages < 25 kg; LxBxH = m³ / Loose packages > 25kg; LxB / 2.40 = LDM
- For or shipments longer than 2.40m always applies; LxB / 2.40 = LDM.
Also, an additional surcharge will be charged.
- For shipments longer than 3 meters, Schenker determines the volume and price calculation.

At booking shipper must clearly state if goods are stackable. Because of security reasons dangerous goods are considered to be not stackable and are always charged on the loading meters (Limited Quantities excluded).

Stowage loss can be passed on if the shipments uses more loading meters than the standard loading meter calculation, for example in case of pallets with non-standard dimensions.

Shipments can be re-measured, any extra costs due to an adjustment in the dimensions will be charged. In addition, there is a surcharge for adjusting information after the shipment has been picked up.

If one of the components of a shipment has to be calculated on the basis of loading meters, the entire shipment will be calculated based on loading meters. Unless the real weight is higher.

If maximum dimensions or weight are exceeded, the LDM calculation always applies.

Pallet types are: ep, op, sp, gp, xp, wa, fr, bp. All other types are considered as non-palletised consignments.

Dangerous or hazardous goods classified according to the methodology described in the relevant legislation such as GHS, EU CLP, ADR, IMDG, IATA DGR, Nuclear Energy Act and other similar legislation.

Dangerous or hazardous goods may only be supplied by the consignor if they can be transported in accordance with the ADR/IMDG, IATA-DGR, REACH, EU-CLP or similar legislation. The consignor is responsible for supplying Schenker with all the necessary information relating to dangerous/hazardous goods, such as correct labels, approved packaging, transport documentation and the safety information sheet (if this is mandatory), and, if applicable, the Multimodal Dangerous Goods Form.

If the safety data sheet is not available, the principal is obliged to inform Schenker of the UN number, the official shipping name, packaging group and type and, if this is mandatory in accordance with ADR/IMDG, IATA-DGR, REACH, EU-CLP, the correct technical name. Local legislation means that this information is also required for Limited Quantities if these are sent via an international hub (<2500 kg). All costs and liabilities resulting from the failure to fulfil obligations and responsibilities arising from legislation shall be for the principal.



The extra costs for the transport of goods transported under ADR/IMDG, IATA-DGR, REACH, EU-CLP or similar regulations shall depend on the country of destination and the classification, and shall be made known on request.

The extra costs are also applicable to Limited Quantities. An extra charge may be mandatory for consignments to the United Kingdom for which we are unable to use the Eurotunnel. For safety reasons dangerous goods shall be considered as non-stackable by Schenker and for this reason shall be charged per loading meter. Exception to this are Limited Quantities, provided that they are both stackable and secure and suitable for this. Not all dangerous goods may be transported using the Schenker System. On request we can provide a complete overview of these restrictions. Lead times for ADR/LQ shipments may deviate from the standard.

Specific guidelines Business Unit Land Transport

For safety reasons dangerous goods shall be considered as non-stackable by Schenker and for this reason shall be charged per loading meter. Exception to this are Limited Quantities, provided that they are both stackable and secure and suitable for this. An extra charge may be mandatory for consignments to the United Kingdom for which we are unable to use the Eurotunnel.

Not all dangerous goods may be transported using **DB SCHENKER | system**. On request we can provide a complete overview of these restrictions.

Leadtimes for ADR/LQ shipments may deviate from the standard.

If a shipment contains lithium batteries, this must be indicated by the customer when booking the shipment. Shipments that are subject to ADR/IMDG regulations comply with this information requirement. For lithium batteries that are exempted from ADR/IMDG due to S.P. 188, it must be indicated in an additional manner that the shipment contains lithium batteries.

Adjustment of tariffs

An annual indexation of freight costs and services & options is communicated in Q4 for the following year, unless agreed otherwise.

DB SCHENKER reserves the right to adjust its rates and/or services & options in the event of an (un)expected adjustment, such as fuel costs and road pricing (road tax by Belgian, German/Austrian/Czech/Slovakian/Polish/Hungarian/Belarusian government).

Every first working day of the month the above-mentioned components will be checked. In relation to fuel surcharges the fuel price recommended by TLN will be used for calculations.

The average diesel price over the previous month will be standard for calculating the surcharge over the next month and at that time also the duration of the fuel surcharge will be determined. You can find further information on www.dbschenker.com/lu.

Period of validity

Our quotations are valid upon written acceptance of the offer until the end of the date mentioned on the rate sheet. By default rates expire on 31-12.

Paperless shipment

Schenker handles shipments within the EU according to a paperless distribution. In case the principal wishes to send papers along with the shipment, the papers always have to be attached to the shipment on a visible place in sticky bags.

Other conditions

- Maximum 1,000 kgs per object. For loading/unloading with a tail-lift in France, Italy, Poland, Portugal, Spain and Sweden the maximum weight is 800 kgs.
- Maximum sizes per object: (longest) length 2.40 m; width 1.80 m; height 2.20 m.
- Maximum 5 m³ per object.
- Maximum 25 kgs per package.
- Shipments up to 5 cartons per shipment, 6 cartons or more collo must be palletized for transportation.
- If **DB SCHENKER | system (premium)** shipments are booked with dimensions larger than the maximum dimensions, lead times cannot be guaranteed and extra costs can be charged.
- Shipments above maximum sizes/weights can only be transported on request and need to be contractually agreed.
- For shipments exceeding the standard maximums, leadtimes may differ.
- Loading and unloading times between 08:00 and 17:00 hours.
- If the maximum waiting time is exceeded (including loading and unloading time), we reserve the right to refuse your consignment and to charge 80% of the created incorrect load.
- Our terms of delivery are based on the present applicable incoterms.
- Delivery of the shipment takes place under local laws and regulations and is standard to the door, unless otherwise agreed.
- Product description must be mentioned correct and complete when booking, without the use of abbreviations.
- During the booking of certain goods to, through or from Poland and/or Hungary the shipper needs to provide clear instructions to Schenker during booking. Also is the shipper responsible to pre-notice goods as per the SENT and EKEAR legislation. In case of questions, please get in touch with your Schenker contact.
- For all countries: our tariffs for import and export are not valid for the islands; extra costs will be charged.
- Our invoices are offered via e-invoicing as standard.
- Per hardcopy invoice EUR 2.50 will apply.
- Additional charges are applicable to the collection and/or delivery with tailboard of Part Loads or Full Loads.
- Lead times might deviate for postal codes 45, 61 - 64, and 84 - 99 in the Netherlands.
- Lead times are subject to weather and traffic conditions.
- During the vacation period/national and regional holidays the transit time of your shipments may diverge from our regular transit times.
- Neutral shipments, harbor shipments, COD and CAD deliveries and home deliveries are not executed by Schenker.
- Deviations from these General Terms and Conditions are only valid when contractually agreed.
- Customs shipments (restrictions) can affect the agreed lead times.
- Home deliveries for Turkey are only possible if the goods are cleared under the direction of **DB SCHENKER** and at its own terminal.
- T2LF is a document of origin corresponding to an ATR, which is subject to the same charges as an ATR document.
- Transportation of plants only upon request.
- Driver's name and license plate number are generally not communicated. A security or registration number can be used instead. This can be issued by the customer, or **DB SCHENKER's** customer service.

Possible additional charges

- All additional costs stated below can be found in the Services & Options document (latest version is always available and published on www.dbschenker.lu) and/or available on request:
 - Fuel charges, toll charges and Marpol.
 - Winter surcharge from November up and till March for the countries Norway, Sweden, Finland, Slovenia, Estonia and Macedonia.
 - Metropolitan surcharge for shipments to and from European urban areas.
- Incorrect load, dead freight or cancellation after final notification period; 80% of the freight rate.
- Convoy costs (requested by customer or consignee) are excluded.
- If the recipient requests delivery outside office hours, additional costs will be charged.
- Reporting: if you require reporting other than that available through **DB SCHENKER | connect**, this is negotiable and we can look at a suitable report and cost based on labour.

General terms and conditions for Logistics Services Schenker nv **update 01.11.2023**



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