

March 27, 2020

Customer Information

Incoming Goods Airfreight and Ocean Freight

Dear shippers,

The economic consequences of the global corona pandemic are currently not yet foreseeable and will confront many companies, including your customers, with unknown challenges. With this letter we would like to draw your attention to possible risks in the current situation at an early stage.

The shipper is basically - irrespective of the selected Incoterm - liable to pay all freight and sometimes unforeseeable additional costs to the transport service provider and/or shipowner. If the recipient does not pay the freight costs at or after the arrival of the goods, the shipper is liable for these costs. Any cost for Airline or Ocean carrier equipment, storage and goods confiscated by customs are also affected by this regulation. The same applies to refusal of acceptance of any kind.

It is therefore important and **especially advisable** in this exceptional period **to check particularly whether your consignee can meet their obligations before shipping your goods.**

The following questions may help you to do this:

- Does your customer still need the order or is there a risk that the acceptance of the goods could be refused?
- Have precautionary measures been taken for unforeseen restrictions at the delivery location (preventive measures, closures due to corona infections, etc.)? Are there any alternative delivery points?
- Is your customer solvent and liquid and are they able to make their payments to you or the receiving carrier without any changes?

Please note that these are just a few possible questions that do not reflect an overall picture of your daily business.

As your logistics service provider, we strive to proactively alert you to any risks in order to help you actively protect yourself and your business. You place your trust in Schenker Switzerland Ltd. and we want to live up to this trust every day!

Sincerely yours and stay healthy!

Schenker Switzerland Ltd.