

COMMON CONDITIONS AND LIMITS

All our transport agreements that we conclude on behalf of our customers are subject to conventions, legislation and regulation. The applicable legislation and regulation is depending on the mode of transport, the loading and unloading place, the appropriate district court and the involved carrier or haulier. You might easily get lost in these rules and conditions.

The liability of the carriers with regard to the damage or loss is determined on the basis of the applicable rules. Such liability is often limited. The limit usually depends on the weight of the goods. For your reference, we have stated these limits in the table below. Please note that this limitation refers to the liability of the carrier or haulier that we have hired on behalf of our customers. For the sake of completeness we would like to mention that TransHeroes as a freight forwarder is not liable for any damage or loss with regard to the transport of goods.

TRANSPORT MODALITY	WITHIN THE NETHERLANDS	CROSS-BORDER
ROAD FREIGHT	Book 8 of Civil Code of the Netherlands , often supplemented by AVC	CMR Convention , supplemented by AVC if applicable
limit:	€ 3,40 / kg	8,33 SDR* /kg
OCEAN FREIGHT	Book 8 of Civil Code of the Netherlands	Hague-Visby Rules (will be replaced by Rotterdam Rules)
limit:	666,67 SDR per collo or 2 SDR per kilo	666,67 SDR per collo or 2 SDR per kilo
INLAND NAVIGATION	Book 8 of Civil Code of the Netherlands	CMNI
limit:	666,67 SDR per collo or 2 SDR per kilo	666,67 SDR per collo or 2 SDR per kilo
RAIL FREIGHT	Book 8 of Civil Code of the Netherlands	COTIF-CIM 1999
limit:	17 SDR per kilogram	17 SDR per kilogram
AIR FREIGHT	Book 8 of Civil Code of the Netherlands	Montreal Convention
limit	19 SDR per kilogram	19 SDR per kilogram

*SDR = Special Drawing Rights | SDR is a type of exchange rate and is dependent on world exchange rates. 1 SDR amounts to approximately € 1.10 to € 1.20.

WAITING HOURS AND WAITING COSTS

Since we work with different carriers, we would like to create some uniformity with regard to the charging of waiting hours. Sometimes it happens that loading or unloading the truck takes a little longer than planned. We use the following guidelines: <3 Ldm - maximum 30 minutes, <6.5 Ldm - maximum 75 minutes and <FTL - maximum 120 minutes. If it is not possible to load or unload the truck in the that time frame, we will charge you waiting cost. In general, we charge € 15,- per quarter or € 450,- per waiting day. We reserve the right to apply other charges or rates in specific cases.

DEAD FREIGHT OR CANCELLATION OF FREIGHT

Obviously it can happen that a consignment has to be cancelled. This is what we call a dead freight. It is needless to say that this is very annoying, mainly for the carrier that has been selected. He has reserved space and is now left holding the bag. In case of cancellation, we will charge 100% of the freight price by cancellations on the day of loading and 70% by cancellation on the day before loading.

Disclaimer: We do not intend to create a complete overview of all the rules that are applicable to our services. For example, many carriers use their own general terms and conditions – which we cannot ignore – as well. Moreover, all the rules, exceptions and peculiarities simply do not fit into one table. We only hope that we have made you a little wiser!