

TRANSHEROES TERMS & CONDITIONS

1. INTRODUCTION

BTA International B.V., TTS Quality Logistics B.V., TTS TransUrgent, TTS TransAir and TTS TransOcean, are all part of the "TransHeroes | Smart Logistics Group". TransHeroes provides smart logistics solutions to its customers. TransHeroes is divided into several business units where each unit has its own specialism. Personal and committed, but with the overarching power of an all-round logistics service provider. We prefer clear arrangements, therefore our conditions are limited to one page only (and in a normal font). Clear wording, no hassle or bullshit 😊, that's what we like.

2. APPLICABLE TERMS AND CONDITIONS AND FREIGHT FORWARDING

- 2.1. All our quotations, assignments and services are subject to the Logistics Service Conditions 2014, filed by the Dutch branch association FENEX and TLN at the registry of the District Court of Rotterdam on April 2, 2014 under number 28/2014. Quite a mouthful, so at TransHeroes we prefer to talk about the LSC 2014. To make it easy for you, we will provide you [with a direct link](#).
- 2.2. For freight forwarding, customs and tax services, the LSC 2014 refers to the most recent version of the Dutch Forwarding Conditions of the FENEX, as filed with the registry of the courts of Amsterdam, Arnhem, Breda and Rotterdam, or simply the FENEX Conditions. You will find a [direct link here](#).
- 2.3. Freight Forwarding? We would like to explain the term forwarding. We do not execute the transport by ourselves, but we conclude transport contracts with - whether or not in consultation with you - preferred carriers or hauliers. We do not have trucks. By (operation of) law (and the LSC 2014): our services are limited to intermediation between customer and carrier. / We exclusively organize the transport of goods on behalf of our customers.. Other terms are: forwarder, freight agent or forwarding agent.

3. TRANSPORT AGREEMENTS, DAMAGE AND LIABILITY

- 3.1. The transport agreements that we conclude on behalf of our clients are subject to treaties/conventions, laws and regulations. The carriers that we hire for our services apply general terms and conditions as well. You might easily get lost in laws and regulations. Additionally, the liability of the carriers is determined based on applicable rules. Such liability is often limited. The limit usually depends on the weight of the goods. An overview of the applicable limits and other conditions (such as waiting fees or the consequences of cancelling freight) can be found [via this link](#).
- 3.2. Quality and reliability are essential with regard to the selection of our carriers. Although even then things might go wrong and damage might occur during transport. As a freight forwarder, we are not liable for damage during transport. Off course we will help/support you to recover your loss from the liable party. Usually this is the carrier who has performed the transport.
- 3.3. Due to the limits explained in article 3.1, the carrier may not be liable for the full amount of the loss or damage. You might have to pay a part of the damage by yourself. Obviously we can offer you an additional insurance that covers the full loss. In some cases it is also possible to agree a different limit or a special interest with the carrier for an additional fee. We will be happy to discuss the possibilities with you.

4. PAYMENT AND POD's

- 4.1. Obviously you want your cargo to be delivered in time. Simultaneously we want to be paid on time as well. Before accepting the order, we check the credit limit of all our customers. Is there sufficient creditworthiness? In that case, we can agree on a payment term. Didn't we explicitly agree on a payment term? We will request you to pay in advance.
- 4.2. Signed waybills, CMR's and other proofs of delivery will be forwarded to you upon request.

That's all! Is something unclear? Please do not hesitate to contact us.