



GENERAL TERMS AND CONDITIONS 2018

A. Rates

1. The rates are valid until 31 December 2018 inclusive.
The rates shown are exclusive of turnover tax or any other form of tax, levy, or charge, such as diesel supplements, toll fees, costs of dealing with export or import documents, or import or export duties.
2. If any delivery has to be made by a particular time, this should be shown clearly on the transport order document.
An additional charge is payable for any delivery that has to be made by a particular time.
3. Europallets may be exchanged in the Netherlands, Belgium, and Germany. This should be shown clearly on the transport order document. A charge is payable for any such exchange.
4. If an order is cancelled, 80% of the rate shall be payable by the party that placed the order.

B. Conditions

1. All our work is, in addition to these general terms and conditions, subject to the Logistics Services Conditions (LSC) 2014. These conditions refer to other general terms and conditions. The LSC 2014 also contain a limitation of our liability. All conditions referred to can be found on our website: www.graaco.nl.
2. Unless agreed otherwise, the goods are normal trade goods that have been properly packed.
3. Calculation of volume for transport. For goods of a large volume, we calculate 333kg for each m3 (maximum weight 333 kg), 1850kg for each loading metre (maximum weight 1850 kg), 740kg for each non-stackable Europallet (80x120 cm, maximum 740 kg), 925kg for each non-stackable Blok pallet (100x120 cm, maximum 925 kg). The maximum weight for one single object is 1000kg; maximum dimensions: width 2.40m, height 2.40m, length 4 m.
4. Maximum loading and unloading time is one hour per address per complete load. Additional hours will be charged at a rate of €45 per hour. Charges for smaller batches will be levied on a pro rata basis.
5. Hazardous substances: if the sender wishes to transport hazardous substances, it must comply with his legal obligations. The standard cost levy for transporting hazardous substances should be agreed between the parties, and increased if necessary to cover extra costs for ferries, transport through tunnels, etc. In the event that the sender fails to notify the carrier that the goods in question concern hazardous substances as defined by the ADR (or similar treaty regarding other forms of transport), the sender shall be entirely and exclusively liable for all risks.
6. The parties undertake not to disclose, or to allow others to disclose to any person, company or legal person, any confidential information, knowledge, financial or trade information in relation to the other party.
This duty of confidentiality applies in any case (but not solely) to information in relation to the turnover, the identity of customers and the way in which this agreement is implemented.
Each of the parties undertakes to inform all its employees and any other directly involved party about the aforementioned duty of confidentiality.

C. Terms and conditions of payment

1. Invoice amounts are payable within fifteen days after the invoice date. This period has the status of a deadline as meant in Book 6, Article 83 sub a of the Dutch Civil Code.

All the above provisions shall apply unless other provisions have been set down.
The general terms and conditions and the Logistics Services Conditions (LSC) 2014 may be downloaded from www.graaco.nl.