



## GENERAL TERMS AND CONDITIONS 2021

### A. Rates

1. The rates apply up to and including 31 December 2021.  
The aforementioned rates exclude VAT or other forms of tax, levy or fees, such as: diesel costs, toll costs, production of export and import documents, as well as import and export rights.
2. Loading and unloading of shipping orders takes place on weekdays between 8 a.m. and 5 p.m. Deadline deliveries must be clearly stated on the shipping order and may be subject to a surcharge.
3. Euro pallets can be exchanged in the Netherlands, Belgium and Germany. This must be clearly stated on the shipping order. A surcharge shall be calculated for exchanging pallets.
4. The maximum loading and unloading time is one hour per address per complete load. Additional hours shall be calculated at the rate of € 60 per hour; and sub-batches pro rata.
5. A maximum of one loading and unloading address is permitted per shipment. A surcharge shall be calculated for an additional loading or unloading address.
6. Consignment notes shall not be added to the invoice. A copy of the consignment note shall be provided upon request, at a cost of € 7.50 per consignment note.
7. If an order is cancelled, 80% of the rate shall be charged to the client.

### B. Conditions

1. In addition to these general terms and conditions, all our activities are also subject to the Logistics Services Conditions (LSC) 2014. These terms and conditions also refer to other general terms and conditions. The LSC 2014 also contains a restriction of our liability. You will find all the aforementioned terms and conditions on our website: [www.graaco.nl](http://www.graaco.nl)
2. Unless agreed otherwise, the goods are normal trade goods, which have been packaged in an adequate manner.
3. Shipping volume calculation. In the case of bulky goods, we calculate 333 kg per m3 (maximum weight 333 kg), 1850 kg per loading metre (maximum weight 1850 kg), 740 kg per non-stackable Euro pallet (80x120 cm, maximum 740 kg), 925 kg per non-stackable Block pallet (100x120 cm, maximum 925 kg). The maximum weight of an entire object is 1000 kg, and the maximum dimensions are: width 2.40 m, height 2.40 m, length 4 m.
4. Hazardous substances: if the shipper presents hazardous substances for shipping, these must comply with the duties conferred to him by law. The standard increase for a shipment containing hazardous substances must be agreed further, potentially adding additional costs of the ferry or tunnels. In the event that the sender has failed to notify the shipping company that the item to be shipped is a hazardous substance within the meaning of the ADR (or a corresponding agreement relating to other modes of transport), the shipping is at the sole risk and expense of the sender.
5. The Parties undertake not to divulge or allow to be divulged any confidential information, knowledge, financial or commercial data pertaining to the other Party to any individual, company or legal entity. This duty to maintain confidentiality applies in any case (but not exclusively) to information relating to sales, customers' identity and the manner of executing this agreement. Each of the Parties also undertakes to notify all employees and other people directly involved about the aforementioned obligation.
6. Graaco accepts no responsibility for loading and/or unloading (or assisting therewith). Loading and/or unloading is at the client's risk and expense.

### C. Payment conditions

1. The payment term is 15 days following the date on the invoice. This term is to be regarded as a strict deadline as referred to in Article 6:83 under a of the Dutch Civil Code.

All of the aforementioned provisions apply unless stipulated otherwise.

The Logistics Services Conditions (LSC) 2014 can be downloaded here: [LSC 2014](#)