



## General Terms & Conditions

The following General Terms & Conditions apply to all quotations, transport services, and agreements provided by **Fortis Logistics Ltd.**, unless otherwise agreed in writing.

### 1. Quotations

All quotations are valid for 30 days from the date of issue unless otherwise stated. Quotations are based on the information provided by the customer regarding cargo dimensions, weight, quantity, loading and unloading locations, and transport requirements. Any changes to the cargo specifications or transport requirements may result in a revised freight rate.

A quotation does not constitute a binding agreement until confirmed by Fortis Logistics Ltd.

### 2. Loading and Unloading

The freight rate includes 2 hours free loading time and 2 hours free unloading time.

Additional waiting time (demurrage) will be charged at EUR 68€ per hour.

Loading and unloading operations are the responsibility of the shipper and consignee unless otherwise agreed in writing.

Our drivers are responsible only for positioning the vehicle and securing the cargo. They do not perform loading or unloading operations.

Loading and unloading dates are subject to confirmation by Fortis Logistics Ltd.

### 3. Access Requirements

Loading and unloading locations must be safely accessible by the agreed vehicle.

Suitable roads and legal transport routes must be available throughout the journey.

Where permits are required, transport can only commence after all necessary permits have been obtained.

### 4. Cargo Securing

Freight rates are based on the use of standard cargo securing equipment.

Any special securing requirements, equipment, or handling instructions must be communicated before transport.

## 5. Exclusions

Unless specifically agreed otherwise, our quotation excludes:

- Loading and unloading services
- Additional cargo insurance
- Customs duties, taxes, permits, escorts, or other third-party charges

## 6. Additional Charges

ADR (Dangerous Goods): EUR 95€

Customs stop: EUR 75€ (includes up to 30 minutes; additional waiting time charged at the standard hourly rate)

## 7. Euro Pallets

Euro pallet exchange is not included unless agreed in writing before transport.

## 8. Cancellations

Orders may be cancelled free of charge up to 24 hours before the agreed loading date, provided no transport-specific costs have already been incurred.

Cancellation on the scheduled loading date, or after the vehicle has been dispatched to the loading address, will result in a charge of 100% of the agreed freight rate.

## 9. Orders

All transport orders must be submitted and confirmed in writing.

Freight details remain sub. to final confirmation by Fortis Logistics Ltd.

## 10. Payment Terms

Payment is due 30 days from the invoice date, unless otherwise agreed in writing.

## 11. Fuel Adjustment

Freight rates are calculated based on the prevailing diesel fuel price. Significant fuel price fluctuations may result in a fuel surcharge or revised freight rate.

## 12. Liability

All transport services are performed in accordance with the CMR Convention.

## 13. General

Customers are responsible for ensuring that the cargo is correctly described and suitable for transport.

Fortis Logistics Ltd. reserves the right to amend quotations if the information supplied by the customer is inaccurate or incomplete.

These Terms & Conditions form part of every quotation and transport agreement unless otherwise agreed in writing.