

General conditions of transport

The following general terms and conditions form the basis for every VEDROVA transport order. The conditions are subject to possible changes and/or supplementation.

1. Transported goods

VEDROVA accepts in principle all types of goods, with **the exception** of funds, personal effects, tobacco, alcohol, jewelry, vehicles, precious metals, art and cultural objects, removal goods, excise goods, values, live animals, waste and hazardous goods of Classes 1, 6.2 and 7 (ADR). we also need to be notified when specific safety and security requirements are needed.

2. Rate calculation for bulky goods

The transportation of bulky goods is charged for based on the following data:

1 m³ = 333 kg and 1 loading meter = 1750 kg.

3. Packaging/markings

All goods to be transported must be in transport-worthy packaging.

Each package of a consignment must be clearly marked with the necessary identification markings, such as, for example, addresses, numbers, symbols; old markings must be removed or made illegible. The principal is responsible for damages arising from inadequate packaging.

The exchange of packaging (euro pallets, mesh pallet cages, etc.) only takes place after express written order and for the account of the principal.

On exchange, a supplement will be charged.

4. Claim for damage

All damage must be immediately notified in writing to VEDROVA.

VEDROVA is only able to deal with a claim for damage if the following conditions have been met:

- Visible damage must be recorded on the delivery note no later than at the time of the delivery;
- Concealed damage must be reported within 7 days after delivery (Sundays and holidays not included) by recorded delivery letter to VEDROVA.

General remarks such as "not checked" or "with reservations" are not acceptable as conditional acceptance.

If the recipient fails to adhere to these rules, any damage will be deemed to have occurred after delivery.

5. Documents

For a correct execution of your orders, we must have the following documents at our disposal:

- Written transportation order
- Commercial invoice, in quadruplicate.
- Necessary export and/or other accompanying documents.
- Information about the consignment: addresses, numbers, number of packages, nature and content of the packages, and all other necessary details.

VEDROVA disclaims any responsibility for delays or damage arising from incorrect or incomplete completion of these documents. VEDROVA requires a surcharge for the preparation of any special documents.

6. Terms and conditions of delivery

Only of the following terms and conditions of delivery are accepted:

- Carriage paid arrival depot
- Carriage paid to house

7. Rates and conditions of payment

The published rates are valid for each individual order and only if freight is paid for in Belgium.

These rates are exclusive of VAT, import duties, excise tax and other government levies, which are paid by us on your behalf and for which an advance commission is charged.

Our invoices fall due for payment immediately and in full on receipt, unless otherwise agreed.

8. Liability for costs

Invoicing is done according to the instructions of the principal and based on the terms and conditions of delivery.

The principal remains liable for all costs, if the sender or recipient remains in default.

9. Transport insurance / cargo insurance

Additional transport and cargo insurance can be obtained on request, according to the insurance risk.

10. Special orders

The prices quoted in our rates are only for normal orders.

For special orders such as:

- Collections/deliveries outside of normal business hours
- Collections/deliveries to/from exhibitions and fairs, ports, ships, pedestrian areas, shopping centres, mountain stations or private addresses
- In case of time-sensitive shipments or shipments that must be delivered on a day requested by the customer outside the standard transit time

you should consult VEDROVA beforehand.

11. Inspections

Costs arising from inspections carried out by the government (such as customs administration) are charged in accordance with expenditure.

12. Transit times

The transit times specified in the schedules are for guidance only and are not guaranteed.

13. Conditions of carriage and limitation of liability

The transport contract is subject to CMR conditions (Convention on the Contract for International Carriage of Goods by Road) except in those cases where legal regulations stipulate otherwise. Articles 24 and 26 of the CMR conditions are not applicable.

In particular, in cases mentioned in Articles 8 and 9 of these conditions (COD/DAP), if VEDROVA remains in default, Articles 11 and 21 of the CMR apply.

Legal jurisdiction and courts according to Articles 31 and 33 of the CMR conditions.

All our transactions are subject to the General Terms and Conditions of the Belgian Freight

Forwarders, who were published in the Supplements to the Belgian Official Gazette of June 24, 2005 under number 0090237.

14. Additional costs (unless otherwise agreed)

- Hazardous goods surcharge: 10% of the basic rate with a minimum of €75.00
- FCR (Forwarders' Certificate of Receipt) document: €12.50/document
- Advance commission: 3% (in connection with monies advanced for inter alia VAT, taxes)