

These Local Sales Conditions apply to all sales of air cargo transportation departing from **Hong Kong** including services incidental thereto, by or on behalf of Emirates SkyCargo. These Local Sales Conditions set out the specific booking and operational conditions which apply to Emirates SkyCargo cargo transportation sales in **Hong Kong**.

We reserve the right to modify these Local Sales Conditions at any time and without notice we therefore, advise you to check the latest document regularly for updates and in particular, prior to making any new bookings.

Carriage of Cargo by Emirates SkyCargo is governed by the following:

- (i) Conditions of Carriage for Cargo and Conditions of Contract as displayed on the back of the Air Waybill can also be found at; <https://www.skycargo.com/conditions-of-carriage/>
- (ii) Local Sales Conditions, as applicable by country

These Local Sales Conditions are governed by and in accordance with the above-mentioned conditions. Except as otherwise stated, in the event of any discrepancies and/or inconsistencies the order of precedence shall be as listed above (i) to (ii).

The Shipper and/or the representing Agent (referred to as "Customer" hereinafter) are deemed to accept the above-mentioned documents in full for all bookings for Carriage of Cargo by Emirates SkyCargo.

Rate Applicability

Emirates SkyCargo rates for cargo transportation are based on the booking information provided by Customer, excluding any applicable surcharges, taxes, levies, fees, and other charges (e.g., related to screening, customs, DGR handling, etc.). Rates may be modified in the event of any change in the booking details.

Rate applied is as per product code captured at the time of booking and may only be modified in the event of any change in product detail prior to delivery of shipment. After flight departure no change in product will be permitted and rate applied will be based on the booking detail. It is the agent's responsibility to ensure the product code matches the rate applied prior to shipment departure. All rates are based on the issuance date of the Air Waybill (AWB).

The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in **HKD**.

Emirates SkyCargo reserves the right to terminate rates on the published tariff sheet with one (1) week's notification.

Weight breakpoints are only applicable for Emirates SkyCargo's net-rates, as specified on the published tariff sheet.

1. Spot Quotes

A spot quote is a one-time rate offered based on shipment details provided at time of the quote. All spot quotes are valid for seven (7) days only and should be accepted and booked within that period to avail the quote price.

The spot quote reference numbers should be provided at the time of booking to avail the spot quote rate. Capacity on spot-based cargo is subject to availability and approval by Emirates SkyCargo.

2. Charges Collect

The Emirates SkyCargo team at your respective station(s) will specify the applicability of Charges Collect by destination.

3. Other Charges

Applicable surcharges, taxes, duties, fees, and other charges are applicable as mentioned in this document (see Annexure 1) or through your local Emirates SkyCargo office. We advise you to consult them regularly in case of changes, and particularly, prior to making a booking.

Ground Handling Agents ("GHA") may apply additional charges not included in the surcharges and other charges specified in this document. Please check with the local Emirates SkyCargo office for details.

4. Booking Conditions

Cargo shipment bookings for Emirates SkyCargo should be made in accordance with the terms of the Local Sales Conditions, either online via www.SkyCargo.com or via other contracted booking portals, or via a direct connection (system-to-system), by email, or by telephone using the contact details of the Emirates SkyCargo customer service office at your respective station(s).

Find your local Emirates SkyCargo office details on <https://www.skycargo.com/contact-us?tab=2>.

5. LTA, Low-Show and No-Show Policy

5.1. LTA

A Large Tonnage Agreement (LTA) is an agreed signed document required for shipments over:

- (i) Five (5) tonnes or more on a passenger flight
- (ii) Ten (10) tonnes or more on a full freighter

Cancellation, No-Show, and Low-Show charges will be applied as per Emirates SkyCargo's LTA policy.

<i>Notice of Cancellation by Customer</i>	<i>Agreed Compensation Payable by Customer</i>
Less than 96 hours but more than 72 hours written notice before the agreed Cut-Off time for the booking	50% of the total charges (including air freight rates and any other charges)
Less than 72 hours but more than 48 hours written notice before the agreed Cut-Off time for the booking	75% of the total charges (including air freight rates and any other charges)
Less than 48 hours written notice before the agreed Cut-Off time for the booking	100% of the total charges (including air freight rates and any other charges)

5.2. Low-Show Policy

A Low-Show is where the chargeable weight on the booking is reduced by more than **one (1) tonne** without giving a notice of at least **forty-eight (48)** hours (or 2 working days) before departure. The tonnage reduction is the difference between the tendered chargeable weight and the chargeable weight of the last booking confirmation. In this instance, Emirates SkyCargo will charge **50%** of the tonnage reduction at the booked rate on freight amount as per booked product.

5.3. No-Show Policy

A No-Show is a booking that is not cancelled or rebooked at least **forty-eight (48)** hours (or 2 working days) before departure, or which is delivered after the cut-off time. Any cancellation of a confirmed booking will result in a **100%** cancellation penalty. In case of a No-Show, the AWB will be frozen and cannot be reused. The applicable No-Show fee will be charged to the AWB used for the booking on freight amount as per booked product.

6. Cut-Off Time

The customer is responsible for tendering the shipment to the carrier as "Ready for Carriage" according to the terms stipulated in Article 3 of the Emirates SkyCargo - General Conditions of Carriage for Cargo.

Shipments departing **Hong Kong** must be tendered before the cut-off time indicated below. Cut-off times may vary based on size, product, and station in the country of origin.

Product	Built-up Unit (BUP)	Loose	Additional Information
General Cargo	STD – 6 hours	STD – 8 hours	-
Priority Cargo	STD – 6 hours	STD – 8 hours	-
Special Products**	STD – 6 hours*	STD – 8 hours*	*Advance Arrangement Required – Contact Station

**Special Products Cargo includes the following product codes: Dangerous Goods including ELI/ELM, Pharmaceuticals, and Perishable
RCS and Documentation formalities must be completed prior to the above-mentioned cut-off timings.

7. Export Trucking

Drop-off location Cargo acceptance conditions

- The acceptance of transport by the carrier or its service provider from a shipper/shipper's agent at drop off location (offline) does not imply that the cargo is ready to uplift.
- Cargo will be uplifted on a booked flight after completing all acceptance, security and safety requirement checks at Carrier's gateway station after unloading of the cargo from the truck.
- Should the acceptance check fail at Carrier's gateway station, the shipper or shipper's agent is responsible to ensure cargo is make ready for acceptance or return it back at their own cost with no liability to Carrier.

8. Claims and/or Complaints

All claims and/or complaints (including requests to investigate temperature deviations) should preferably be sent through the Emirates SkyCargo customer support portal - <https://www.skycargo.com/feedback-and-complaints/>

9. Invoicing and Payments

Any dispute in the invoice amount should be notified to the carrier immediately or up until 90 days of the invoice date. If the dispute is not raised within this period, the invoice shall be deemed to have been accepted. A CCA can be raised up to a maximum of 12 months from AWB issue date and subjected to a CCA Fee.

A Charges Correction Advice ("CCA") fee of **HKD 800** will apply on all CCA's when issued post 90 days (based on invoice date).

Invoice queries should be addressed to skycargohkgops@emirates.com

HONG KONG

LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 April 2024



Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL
AW	Air Waybill Shipment Record Preparation Fee	HK	World Wide	-	-	HKD	13.00	Per MAWB	-	27-Jun-08	31-Dec-99
CB	MAWB Manual Data Entry	HK	World Wide	-	-	HKD	58.50	Per MAWB	-	01-Jul-22	31-Dec-99
CC	HAWB Manual Data Entry	HK	World Wide	-	-	HKD	58.50	Per HAWB	-	01-Jul-22	31-Dec-99
CD	HAWB Electronic Transmission	HK	World Wide	-	-	HKD	19.50	Per HAWB	-	09-Feb-22	31-Dec-99
CG	MAWB Electronic Transmission	HK	World Wide	-	-	HKD	19.50	Per MAWB	-	09-Feb-22	31-Dec-99
DK	India HUM Release Order	HK	IN	GCR (Emirates AirFreight)	HUM	HKD	301.00	Per MAWB	-	10-May-22	31-Dec-99
FE	General Handling	HK	World Wide	-	AVI-SPF-VAL-RCL-RCM-RCX-RDS-REX-RFG-RFL-RFS-RFW-RGX-RHF-RIS-RMD-RNG-ROP-ROX-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS-RLI-RLM.	HKD	1.88	Per Kg (Gross Wt.)	Min amount 40 and 1.88 per Gross Weight.	20-Oct-21	31-Dec-99
		HK	World Wide	-	BUP-SBU	HKD	1.48	Per Kg (Gross Wt.)	Excluding SHC: AVI-SPF-VAL-RCL-RCM-RCX-RDS-REX-RFG-RFL-RFS-RFW-RGX-RHF-RIS-RMD-RNG-ROP-ROX-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS-RLI-RLM. Min amount 40 and Charge as 1.48 Per Gross Weight	01-Jan-17	31-Dec-99
		HK	World Wide	-	-	HKD	1.68	Per Kg (Gross Wt.)	Min amount 40 and 1.68 per Gross Weight.	01-Jan-17	31-Dec-99
		HK	Airport	-	AVI-SPF-VAL-RCL-RCM-RCX-RDS-REX-RFG-RFL-RFS-RFW-RGX-RHF-RIS-RMD-RNG-ROP-ROX-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS-RLI-RLM.	HKD	1.88	Per Kg (Gross Wt.)	Min amount 40 and 1.88 per Gross Weight.	01-Jan-17	31-Dec-99
		HK	Airport	-	BUP-SBU	HKD	1.48	Per Kg (Gross Wt.)	Excluding SHC: AVI-SPF-VAL-RCL-RCM-RCX-RDS-REX-RFG-RFL-RFS-RFW-RGX-RHF-RIS-RMD-RNG-ROP-ROX-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS-RLI-RLM. Min amount 40 and Charge as 1.48 Per Gross Weight	01-Jan-17	31-Dec-99
		HK	Airport	-	-	HKD	1.68	Per Kg (Gross Wt.)	Min amount 40 and 1.68 per Gross Weight.	01-Jan-17	31-Dec-99

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LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

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(Continued) Annexure 1 - Other Charges Applicable

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MC	Trivandrum Handling Charges	HK	TRV	-	-	HKD	0.50	Per Kg (Chg Wt.)	-	13-May-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	HK	World Wide	-	CAO-MAG-RCL-RCM-RCX-REX-RFG-RFL-RFS-RFW-RGX-RIS-RLI-RLM-RMD-RNG-ROP-ROX-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS.	HKD	312.00	Per MAWB	-	04-Sep-21	31-Dec-99
RC	Referral of Charge	HK	World Wide	-	RGX-RCX-RXS-RXG-RXE-RXD-RXC-RXB-SWP-MUW.	HKD	395.00	Per MAWB	-	15-Sep-22	31-Dec-99
RF	Remit Following Collection Fee - Saudi Arabia	HK	SA	-	DIP/RBM/RCM/RCX/RFG/RFL/RFS/RFW/RGX/RIS/RLI/RLM/RMD/RNG/ROP/ROX/RPB/RPG/RRW/RRY/RSC/RXB/RXC/RXD/RXE/RXG/RXS	HKD	355.00	Per MAWB	-	01-Dec-22	31-Dec-99
	Remit Following Collection Fee - Saudi Arabia	HK	SA	VAL	-	HKD	355.00	Per MAWB	-	01-Dec-22	31-Dec-99
	Remit Following Collection Fee - Oman Government Approval	HK	OM	-	SWP/MUW/RXS	HKD	1,334.00	Per MAWB	-	20-Nov-22	31-Dec-99
	Remit Following Collection Fee - Oman Government Approval	HK	OM	-	RRY/RRE	HKD	1,020.00	Per MAWB	-	20-Nov-22	31-Dec-99
	Remit Following Collection Fee - Jordan	HK	JO	-	SWP/MUW/RXS	HKD	441.00	Per MAWB	-	20-Nov-22	31-Dec-99
SD	Delivery Service Surface Charge – Destination	HK	Airport (TRV)	-	-	HKD	0.60	Per Kg (Chg Wt.)	-	19-Oct-19	31-Dec-99
TR	Transit Handling	HK	DXB	PET & AVI	-	HKD	0.00	Per MAWB	-	10-May-22	31-Dec-99
		HK	World Wide	PET	-	HKD	0.00	Per MAWB	-	04-Jun-22	31-Dec-99
		HK	World Wide	AVI	-	HKD	1,473.00	Per MAWB	Excluding Commodities: 1024-1026-1050-1051-1054-1059-1091-1093-E0004-E0005-E0006-E0012	04-Jun-22	31-Dec-99

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LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 April 2024



(Continued) Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL	
VB	Destination Valuable Handling Charges	HK	SA	VAL	-	HKD	1,044.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	MCT	VAL	-	HKD	315.00	Per MAWB	-	10-May-22	31-Dec-99	
		HK	ATH	VAL	-	HKD	263.00	Per MAWB	-	10-May-22	31-Dec-99	
		HK	KWI	VAL	-	HKD	102.00	Per MAWB	-	20-May-23	31-Dec-99	
		HK	LCA	VAL	-	HKD	468.00	Per MAWB	-	20-May-23	31-Dec-99	
		HK	IST	VAL	-	HKD	976.00	Per MAWB	-	10-May-22	31-Dec-99	
		HK	AMM	VAL	-	HKD	390.00	Per MAWB	-	10-May-22	31-Dec-99	
		HK	DE	-	-	-	HKD	2,629.00	Per MAWB	FRA - Import Charges applicable for Product VAL and VUN and SHC - RXS / MUW / SWP	10-May-22	31-Dec-99
		HK	COK	VAL	-	HKD	431.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	CCU	VAL	-	HKD	431.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	BLR	VAL	-	HKD	431.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	TRV	VAL	-	HKD	431.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	EG	VAL	-	HKD	784.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	SG	VAL	-	HKD	454.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	PRG	VAL	-	HKD	163.00	Per MAWB	-	15-Sep-22	31-Dec-99	
		HK	ROM	VAL	-	HKD	1,549.00	Per MAWB	-	01-Nov-21	31-Dec-99	
		HK	BRU	VAL	-	HKD	4,253.00	Per MAWB	-	06-May-21	31-Dec-99	
HK	MIL	VAL	-	HKD	1,378.00	Per MAWB	-	01-Nov-21	31-Dec-99			
HK	LON	VAL	-	HKD	2,055.00	Per MAWB	-	15-Sep-22	31-Dec-99			

Annexure 2 –Local Specificities

A. Special Attention when preparing shipments.

- a. Rigid and Piercing cargo
 - Must be obtained the OK approval from COE Team in prior acceptance.
- b. Military shipments (must check with EK for acceptance, including General Cargo and Dangerous Goods)
 - Any Military shipments consigned to Military entity e.g., Army, Air Force, Ministry of Security, Ministry of Defence, Armed Forces, Commander
- c. Sporting Weapons (SWP) - including Airsoft Guns (include parts), Toy Guns, Gun Shape Product.
 - Any arms, ammunition and accessories used for sporting and hunting purposes only. Antique weapons and those for decorative purposes, including models,
 - Swords, guns, airsoft guns, guns shape toy guns and / or similar items and part must be checked with EK for acceptance.
- d. Drones
 - All Drones shipments must provide invoice, packing list, photos and end-users purpose in order to check with EK Compliance Desk for acceptance.
 - Drones for commercial purposes can move as GCR to DXB, however it is the UAE regulation to get DCAA permit for any Drones to any customer. Consignee should be aware of this requirement as it is a mandatory for clearing the shipment at DXB. Request the shipper to contact consignee and check on this requirement and they will confirm the same as they are regular importers. EK asks for DCAA permit to make sure that the consignee has obtained it.
- e. Personal Effects:
 - All personal effects must be accompanied with Packing List and 100% X-ray screening in HACTL warehouse.
- f. For all UN3481/UN3091 lithium battery equipment / UN3171 lithium battery vehicle shipments, AWB must show.
 - This shipment does not contain used or refurbished Lithium Batteries / Lithium Battery Powered Equipment / Battery Powered Vehicles”;
 - No used or refurbished Lithium Batteries / Lithium Battery Powered Equipment / Battery Powered Vehicle”;
 - or
 - This shipment only contains new Lithium Batteries / Lithium Battery Powered Equipment / Battery Powered Vehicle”.

B. D.G embargo

- EK will not accept Lithium Metal batteries under UN3090 / Lithium-Ion batteries under UN3480.

C. HKG Charges Correction Advice fee (CCA fee)

- HKD 800.0 for each CCA requested.