

## **Local Sales Conditions for Emirates SkyCargo** **ex Austria valid from 01 Nov 2022**

These Local Sales Conditions apply to all sales of air cargo transportation departing from **Austria** 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 **Austria**.

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.

The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in **EUR** excluding fuel surcharge. The calculation of the applicable fuel surcharge will be as per the fuel surcharge mechanism available at <https://www.skycargo.com/shipping-services/fuel-index/>

Emirates SkyCargo reserves the right to terminate rates on the published tariff sheet with one (1) week’s notification. Emirates SkyCargo also reserves the right to amend, add or subtract surcharges (subject to applicable laws and regulations) on fuel, security, or external cost factors beyond its control and any such changes will be published with seven (7) days’ notice.

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

## 1. Spot/Ad hoc Quotes

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

The spot or ad hoc quote reference numbers should be provided at the time of booking to avail the spot or ad hoc quote rate. Capacity on spot or ad hoc 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](http://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

### 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.

Notice of Cancellation by Customer	Agreed Compensation Payable by Customer
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)

### 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 **twenty four (24) hours** 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.

### No-Show Policy

A No-Show is a booking that is not cancelled or rebooked at least **twenty four (24) hours** 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 **Vienna, Austria** 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
General Cargo*	STD – 5 hours	STD – 6 hours
Priority Cargo**	STD – 5 hours	STD – 5 hours
Special Products***	STD – 5 hours	STD – 7 hours
Exceptions	Etc.	Etc.

\*General Cargo includes the following product codes:

\*\* Priority Cargo includes the following product codes:

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

## 7. 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/>

## 8. 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 time 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 **EUR 100** will apply on all CCA’s when issued post 90 days (based on invoice date).

Invoice queries should be addressed to [skycargoviesales@emirates.com](mailto:skycargoviesales@emirates.com)

## Annexure 1 - Other Charges by Station

Destination specific other charges may be collected at the country of origin, if specified.

Charge Code	Description	Origin	Destination	Product Code	SHC code	Currency	Charge	Charge By	Min. Amount	Max. Amount	Effective from Date	Valid Till Date
CB	Manual Data Entry (Master AWB)	AT	Worldwide	All	All	EUR	10.00	Master AWB			01-Nov-22	31-Dec-99
CC	Manual Data Entry (House AWB)	AT	Worldwide	All	All	EUR	10.00	House AWB			01-Nov-22	31-Dec-99
CD	Electronic Transmission (House AWB)	AT	Worldwide	All	All	EUR	2.50	House AWB			01-Nov-22	31-Dec-99
CG	Electronic Transmission (Master AWB)	AT	Worldwide	All	All	EUR	2.50	Master AWB			01-Nov-22	31-Dec-99
DK	Release Order	AT	IN	GCR	HUM	EUR	30.00	Master AWB			01-Nov-22	31-Dec-99
IN	Insurance Premium	AT	EBL	All	All	EUR	0.15	Per Kg			01-Nov-22	31-Dec-99
LA	Live Animals Related Services	AT	Worldwide	All	AVI	EUR	150.00	Master AWB			01-Nov-22	31-Dec-99
MC	Miscellaneous Due Last Carrier	AT	TRV	All	All	EUR	0.05	Per Kg			01-Nov-22	31-Dec-99
MC	Miscellaneous Due Last Carrier	AT	MCT	All	RNG,RFS,RPB,RRY,ELI,RP PG,MAG,RMD,RSC,RIS, ROP,ROX,RFL,RFW,RCM ,RFG,RDS	EUR	100.00	Master AWB			01-Nov-22	31-Dec-99
MC	Miscellaneous Due Last Carrier	AT	Worldwide	All	MUW,SWP,RXS	EUR	100.00	Master AWB			01-Nov-22	31-Dec-99
MI	Miscellaneous Due Last Carrier	AT	DAC	All	All	EUR	0.01	Per Kg			01-Nov-22	31-Dec-99
MV	AVI Arriving Under PETS Passport	AT	NZ	PET	All	EUR	164.00	Master AWB			01-Nov-22	31-Dec-99
PA	Perishables Handling	AT	Worldwide	AXD,AXC,AXS	All	EUR	50.00	Master AWB			01-Nov-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	AT	Worldwide	All	RNG,RFS,RPB,RLM,RRY, RLI,MAG,RSB,RMD,RSC, RIS,ROP,RCL,ROX,RFL,R FW,RRW,RXS,RFG	EUR	100.00	Master AWB			01-Nov-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	AT	Worldwide	All	ELI,ELM,RRE,REQ,ICE	EUR	50.00	Master AWB			01-Nov-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	AT	Worldwide	All	RCM	EUR	100.00	Master AWB			01-Nov-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	AT	Worldwide	All	REX,RPG,RXB,RXC,RCX, RXE,RGX,RXD,RXG	EUR	100.00	Master AWB			01-Nov-22	31-Dec-99
RC	Referral of Change	AT	Worldwide	All	RXC,RXB,RCX,RXE,RGX, RXD,RXG	EUR	50.00	Master AWB			01-Nov-22	31-Dec-99
RC	Referral of Change	AT	Worldwide	All	MUW,SWP,RXS	EUR	200.00	Master AWB			01-Nov-22	31-Dec-99
TR	Transit Handling	AT	Worldwide	PET	All	EUR	23.00	Per Piece			01-Nov-22	31-Dec-99
TR	Transit Handling	AT	Worldwide	AVI	All	EUR	168.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	PRG	VAL	All	EUR	20.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	ATH	VAL	All	EUR	30.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	MCT	VAL	All	EUR	40.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	AMM	VAL	All	EUR	45.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	BLR / CCU / COK / TRV	VAL	All	EUR	54.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	SG	VAL	All	EUR	57.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	EG	VAL	All	EUR	98.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	MXP	VAL	All	EUR	100.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	IST	VAL	All	EUR	112.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	SA	VAL	All	EUR	130.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	FCO	VAL	All	EUR	170.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	LON	VAL	All	EUR	256.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	DE	VAL,VUN	All	EUR	300.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	DE	All	MUW,SWP,RXS	EUR	300.00	Master AWB			01-Nov-22	31-Dec-99
VB	Security Handling (Armed Guard Escort)	AT	BRU	VAL	All	EUR	464.00	Master AWB			01-Nov-22	31-Dec-99