

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

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

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 two (2) weeks' 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 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 **Croatia** 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 – N/A           | STD – 10 hours |
| Priority Cargo   | STD – N/A           | STD – 6 hours  |
| Special Products | STD – N/A           | STD – 12 hours |
| Exceptions       | Etc.                | Etc.           |

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 50** will apply on all CCA's when issued post 90 days (based on invoice date).

Invoice queries should be addressed to [zoran.galjer@emirates.com](mailto:zoran.galjer@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)         | HR     | Worldwide                | All          | All   | EUR      | 10.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| CC          | Manual Data Entry (House AWB)          | HR     | Worldwide                | All          | All   | EUR      | 10.00  | House AWB  |             |             | 01-Nov-22           | 31-Dec-99       |
| CD          | Electronic Transmission (House AWB)    | HR     | Worldwide                | All          | All   | EUR      | 2.50   | House AWB  |             |             | 01-Nov-22           | 31-Dec-99       |
| CG          | Electronic Transmission (Master AWB)   | HR     | Worldwide                | All          | All   | EUR      | 2.50   | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| DK          | Release Order                          | HR     | IN                       | GCR          | HUM   | EUR      | 30.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| IN          | Insurance Premium                      | HR     | EBL                      | All          | All   | EUR      | 0.13   | Per Kg     |             |             | 01-Nov-22           | 31-Dec-99       |
| MC          | Miscellaneous Due Last Carrier         | HR     | TRV                      | All          | All   | EUR      | 0.05   | Per Kg     |             |             | 01-Nov-22           | 31-Dec-99       |
| MI          | Miscellaneous Due Last Carrier         | HR     | DAC                      | All          | All   | EUR      | 0.01   | Per Kg     |             |             | 01-Nov-22           | 31-Dec-99       |
| MV          | AVI Arriving Under PETS Passport       | HR     | NZ                       | PET          | All   | EUR      | 164.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| RC          | Referral of Change                     | HR     | Worldwide                | All          | MUW,RRY,MIL,SWP,RX<br>B,RXC,RCX,RXE,RGX,RR<br>W,RXD,RXG,RXS | EUR      | 45.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| TR          | Transit Handling                       | HR     | Worldwide                | PET          | All   | EUR      | 23.00  | Per Piece  |             |             | 01-Nov-22           | 31-Dec-99       |
| TR          | Transit Handling                       | HR     | Worldwide                | AVI          | All   | EUR      | 168.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | PRG                      | VAL          | All   | EUR      | 20.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | ATH                      | VAL          | All   | EUR      | 30.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | MCT                      | VAL          | All   | EUR      | 40.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | AMM                      | VAL          | All   | EUR      | 45.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | BLR / CCU /<br>COK / TRV | VAL          | All   | EUR      | 54.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | SG                       | VAL          | All   | EUR      | 57.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | EG                       | VAL          | All   | EUR      | 98.00  | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | MXP                      | VAL          | All   | EUR      | 100.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | IST                      | VAL          | All   | EUR      | 112.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | SA                       | VAL          | All   | EUR      | 130.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | FCO                      | VAL          | All   | EUR      | 170.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | LON                      | VAL          | All   | EUR      | 256.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | DE                       | All          | MUW,SWP,RXS   | EUR      | 300.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | DE                       | VAL,VUN      | All   | EUR      | 300.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |
| VB          | Security Handling (Armed Guard Escort) | HR     | BRU                      | VAL          | All   | EUR      | 464.00 | Master AWB |             |             | 01-Nov-22           | 31-Dec-99       |