

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

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

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 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 **Rome / Milan / Venice / Bologna, Denmark** 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	Cut-Off Times			
	BLQ	FCO	MXP	VCE
BUP (build up positions) PAX flights	4 hours before ETD	6 hours before ETD	5 hours before ETD	5 hours before ETD
Loose Cargo (Pharma/Fresh/DG) PAX flights	5hours before ETD (2hours before ETD on request)	12hours before ETD	8 hours before ETD	4 hours before ETD
AXA PAX flights	4 hours before ETD	6 hours before ETD	5 hours before ETD	4 hours before ETD
AOG PAX flights	0-100kgs 4 hours before ETD – 101-1000kgs 6 hours before ETD	0-100kgs 4 hours before ETD – 101-1000kgs 6 hours before ETD	0-100kgs 4 hours before ETD – 101-1000kgs 6 hours before ETD	0-100kgs 4 hours before ETD – 101-1000kgs 6 hours before ETD
Loose cargo (GCR/DG) PAX flights	n/a	n/a	n/a	8 hours before ETD

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 financedeskitaly@emirates.com

Annexure 1 - Other Charges by Station

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

Other Charges by Station			
ITALY	CB	AWB Data Entry	Eur 10,00 / AWB
	CC	HAWB Data Entry	Eur 10,00 / HAWB
	CD	AWB Data Customs transmission	Eur 2,50 / AWB
	CG	HAWB Data Customs transmission	Eur 2,50 / HAWB
	DH	CCA fee	Eur 100,00 / CCA
	DJ	POD fee	Eur 60,00 / POD
	KA	Weapons and Military fee (MIL/MUW/SWP)	Eur 50,00 / AWB
	LA	Live Animals fee AVI	Eur 50,00 / AWB
	TR	Live Animals transit handling to all Destinations excluding DXB: DKC Transit Care Charges*	
	TR	Live Animals transit handling to all Destinations excluding DXB: DKC Transit Additional Charges**	
	MB	"Damage Waiver" fee, mandatory for Active Containers (e1/e2)	Eur as applicable / container
	MB	"Damage Waiver" fee, mandatory for Hybrid Container	Eur as applicable / container
	MB	"Damage Waiver" fee, optional for Active Containers (t2)	Eur as applicable / container
	MC	Accompany declarations, letters (e.g. for Credit Letters)	Eur 60,00 / declaration
	MC	Accessories for Hybrid Containers	Eur as applicable / accessories
	MC	Batterie per Contenitori Attivi (t1 & t2)	Eur 60,00 / battery set
	MC	Express, Change, Cancellation fees per Contenitori Attivi e Contenitori Passivi	Eur as applicable
	MO	White Cover (AKE)	Eur 100,00 / cover
	MO	White Cover (PMC or PLA)	Eur 125,00 / cover
	MR	Dry Ice refill per Contenitori Attivi	Eur 3,50 / kg Dry Ice
	MV	Fuel Surcharge	Eur as applicable / Kg Chargeable Weight
	MX	Temperature Data Logger	Eur as applicable / data logger
	PA	Emirates Pharma Fee (AXS/AXD/AXC)	Eur 50,00 / check-list
	PB	Emirates Fresh Fee (PXS/PXD/PXC)	Eur 50,00 / check-list
	PB	Emirates Specialty Fee (PNF/PXF)	Eur 50,00 / check-list
PK	Packing/Repacking - Reggiatura colli	Eur 10,00 / piece	
RA	DGR fee - accepted	Eur 60,00 / check-list	
RB	DGR fee - rejected	Eur 60,00 / check-list	
RC	Authorization for MIL/MUW/SWP/RXS shipments not involving RFS	Eur 70,00 / AWB	
RC	Authorization for MIL/MUW/SWP/RXS shipments requiring RFS DWC-DXB & DXB	Eur 1030,00 / AWB (Eur 70.00 included)	
SO	Export Storage Origin - applicable for MXP, FCO and for VCE (Save Cargo)	Eur as applicable / Kg Chargeable Weight	
UD	Extra-lease for Active and Hybrid Containers	Eur as applicable / day / container	
WA	Vulnerable fee (VUN)	Eur 50,00 / AWB	
* DKC Transit Care Charges for Live Animals			
	Transit care (feeding and care), applicable to all Pets, Domestic Animals, Commercial Animals	Eur 117,00	first crate
		Eur 24,00	/ each additional crate
	For commercial exotic birds, small/medium primates/reptiles/amphibians which normally come numbers in multiple containers	Eur 168,00	/ AWB
	For unplanned charges (i.e. replaxing/fixing water bowls, containers) or any unforeseen Veterin	Eur on request	
	Transit care for large exotics (such as Hippos, Gorillas, Chimps, Sea Lions, Tigers, Marmosets	Eur on request	
** DKC Additional Charges for Live Animals to New Zealand			
	Transit care (feeding and care), applicable to all Pets, Domestic Animals, Commercial Animals	Eur 117,00	first crate
		Eur 24,00	/ additional crate
	Ministry attestation	Eur 75,00	/ head
	DKC charge for crate breaking and re-sealing	Eur 98,00	/ crate
	Example: for a shipment of 1 Dog + 1 Cat, TOT 2 cages, total LE Other Charge will be Eur 486.00 (Eur 115.00 +25.00+ 75.00 +75.00 +98.00 + 98.00)		
	Example: for a shipment of 2 Dog + 2 Cat, TOT 2 cages , total LE Other Charge will be Eur 636.00 (Eur 115.00 + 25.00+ 75.00+ 75.00+75.00+ 75.00 + 98.00 +98.00)		

DESTINATION SPECIFIC	DK INDIA HUM Delivery Order	Eur 50,00	/AWB	
	IN EBL Insurance	Eur 0,15	/Kg Gross Weight	
	MI DAC Handling	Eur 0,01	/Kg Gross Weight	
	MI SEZ Handling	Eur 0,05	/Kg Gross Weight	
	SD TRV Handling	Eur 0,06	/Kg Gross Weight	
	VB VAL Handling Charge Jordan AMM	Eur 45,00	/AWB	
	VB VAL Handling Charge Greece ATH	Eur 30,00	/AWB	
	VB VAL Handling Charge Turkey IST	Eur 112,00	/AWB	
	VB VAL Handling Charge Oman MCT	Eur 40,00	/AWB	
	VB VAL Handling Charge Saudi Arabia	Eur 45,00	/AWB	

BLQ	GT Government tax (lat)	Eur 0,02	/Kg Gross Weight	MIN Eur 0.26
	XB X-ray FFM BLQ (not to be shown on AWB, directly charged by GHA to Agent)	Eur 4,00	/piece	
	XB ETD FFM BLQ (not to be shown on AWB, directly charged by GHA to Agent)	Eur 12,00	/piece	
	XB X-ray Alha FLR	Eur 2,50	/piece	
	XB ETD Alha FLR	Eur 30,00	/piece	
	HR Human remains fee (HUM/ASH)	Eur 75,00	/AWB	

FCO	GT Government tax (lat)	Eur 0,013	/Kg Gross Weight	MIN Eur 0.14 > 500gr
	FF Handling Loading/offloading including Export, Transit and truck export, Import transit and Truck Import	Eur 0,124	/Kg Gross Weight	
	MC Cool box	Eur 100,00	/position-ULD	
	XB X-ray Alha FCO (also applicable to shipments accepted at AOI or NAP)	Eur 2,80	/piece	
	XB ETD Alha FCO (also applicable to shipments accepted at AOI or NAP)	Eur 12,00	/piece	
	XB X-ray Alha AOI	Eur 2,50	/piece	
	HR Human remains fee (HUM/ASH)	Eur 50,00	/AWB	
	UF ULD opening or re-building	Eur 200,00	/ULD	
	VA Valuable fee (VAL - escort and strong room storage)	Eur 210,00	/AWB	

MXP	GT Government tax (lat)	Eur 0,011	/Kg Gross Weight	
	XB X-ray Alha MXP	Eur 3,00	/piece	
	XB ETD Alha MXP	Eur 12,80	/piece	MIN Eur 50.00
	XB X-ray Alha SWK (not to be shown on AWB, directly charged by GHA to Agent)	Eur 3,00	/piece	
	XB ETD Alha SWK (not to be shown on AWB, directly charged by GHA to Agent)	Eur 35,00	/piece	
	HR Human remains fee (HUM/ASH)	Eur 50,00	/AWB	
	KB Crane (5 hours leasing)	On request		
	KB Forklift 18T	On request		
	MC Cool box	Eur 100,00	/position-ULD	
	MC Labelling	Eur 0.27/piece + Eur 50.00/hour		
	MC Documents replacement	Eur 50,00	/AWB	
	UF ULD opening or re-building	Eur 50 per person per hour	/ULD	MIN Eur 300.00
	VA Valuable fee (VAL - escort and strong room storage)	Eur 210,00	/AWB	

VCE	GT Government tax (lat)	Eur 0,005	/Kg Gross Weight	
	XB X-ray VCE Save Cargo & Alha	Eur 3,30	/piece	
	XB ETD VCE Save Cargo & Alha	Eur 25,00	/piece	MIN Eur 50,00 /AWB
	HR Human remains fee (HUM/ASH)	Eur 25,00	/AWB	+ 50,00 Eur da SAVE Cargo
	MC Extra Manifest (on request)	Eur 20,00	/AWB	
	VA Valuable fee (VAL - escort and strong room storage)	Eur 160,00	/AWB	
	UF ULD opening or re-building	Eur 80,00	/ULD	