

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

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.

Note:

- SBU/BUP shipment will be calculated at applicable rate levels minus EUR 0.05/kg
- Not applicable for CC/ AOG/ AVI/ HUM/ VAL/ VUN/ MUW/ SWP/ RXS/ Courier

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.

<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)

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 **forty eight (48) 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 **Germany** 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.

<i>DUS/MUC</i>				
<i>Product</i>	<i>Cut-Off Time</i>			
General Cargo	STD – 8 hours			
Priority Cargo	STD – 4 hours			
Special Products	STD – 6 hours			
<i>FRA</i>				
<i>Product</i>	<i>Cut-Off Time (PAX)</i>		<i>Cut-Off Time (FREIGHTER)</i>	
General Cargo - Loose	STD – 10 hours		STD – 10 hours	
BUP and SBU	STD – 7 hours		STD – 7 hours	
Perishables and Pharma	STD – 12 hours		STD – 12 hours	
Priority Cargo (<100kg)	STD – 5 hours			
Courier and Mail	STD – 5 hours			
<i>HAM</i>				
<i>Product</i>	<i>EK060</i>		<i>EK062</i>	
	<i>Cut-Off Time</i>	<i>Local Time</i>	<i>Cut-Off Time</i>	<i>Local Time</i>
General Cargo	STD – 6 hours	09:00 AM	STD – 7 hours	02:00 PM
Priority Cargo	STD – 5 hours	10:00 AM	STD – 5 hours	04:00 PM
DGR	STD – 18 hours	09:00 PM	STD – 9 hours	12:00 PM
AOG	STD – 4 hours	11:00 AM	STD – 4 hours	05:00 PM

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:

FRA : skycargofracass@emirates.com

HAM : skycargoham@emirates.com

MUC : skycargomuc@emirates.com

DUS : skycargodus@emirates.com

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
CB	MAWB Manual Data Entry	DE	Worldwide	-	-	EUR	10.00	Per MAWB	-	01-Jul-22	31-Dec-99
CC	HAWB Manual Data Entry	DE	Worldwide	-	-	EUR	10.00	Per HAWB	-	01-Jul-22	31-Dec-99
CD	HAWB Electronic Transmission	DE	Worldwide	-	-	EUR	2.50	Per HAWB	-	09-Feb-22	31-Dec-99
CG	MAWB Electronic Transmission	DE	Worldwide	-	-	EUR	2.50	Per MAWB	-	09-Feb-22	31-Dec-99
DK	India HUM Release Order	DE	IN	GCR (Emirates AirFreight)	HUM	EUR	30.00	Per MAWB	-	22-May-22	31-Dec-99
HR	Handling of Human Remains	DE	Worldwide	GCR (Emirates AirFreight)	HUM	EUR	150.00	Per MAWB	-	30-Nov-22	31-Dec-99
IN	Erbil Insurance	DE	EBL	-	-	EUR	0.15	Per Kg	-	01-Dec-15	31-Dec-99
KA	Local Charges - MIL Shipments in Germany	DE	Worldwide	-	MIL	EUR	50.00	Per MAWB	-	24-Dec-22	31-Dec-99
LA	Live Animals Related Services	DE	Worldwide	PET/AVIDOC/EQN	-	EUR	150.00	Per MAWB	-	30-Nov-22	31-Dec-99
MC	Trivandrum Handling Charges	DE	TRV	-	-	EUR	0.05	Per Kg	-	10-May-22	31-Dec-99
MI	Dhaka Royalty	DE	DAC	-	-	EUR	0.01	Per Kg	-	21-Oct-16	31-Dec-99
MV	PETS Arriving NZ Under Pets passport	DE	NZ	PET	-	EUR	164.00	Per MAWB	-	10-May-22	31-Dec-99
PB	Cool/Cold Room Freezer	DE	Worldwide	AXS/AXD/PXS/PXD	-	EUR	50.00	Per MAWB	-	14-Oct-20	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	DE	Worldwide	-	RFG/RPG/RNG/RFL/RFS/RSC/R FW/ROX/ROP/RPBRIS/RCM/RM D/RSB	EUR	Base Amt EUR 130 (125 + 5) Per Package and EUR 5 Per UN/ID Position	Per Package and UN/ID Position	-	30-Nov-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	DE	Worldwide	-	RGX/RCX/RXB/RXC/RXD/RXE/R XG/RXS/RRW/RY/CAO	EUR	Base Amt EUR 180 (175 + 5) Per Package and EUR 5 Per UN/ID Position	Per Package and UN/ID Position	-	24-Dec-22	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	DE	Worldwide	-	ELVELM/ICE/REQ/RDS/MAG	EUR	55.00	Per MAWB	-	24-Dec-22	31-Dec-99
RC	UAE Transit Permit Cost	DE	Worldwide	-	RGX/RCX/RXS/RXG/RXE/RXD/R XC/RXB/SWP/MUW	EUR	50.00	Per MAWB	-	15-Sep-22	31-Dec-99
RF	Oman Government Approval & Escort Fee	DE	OM	-	SWP/RXS/MUW	EUR	176.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Oman Government Approval	DE	OM	-	RRY/RRE	EUR	134.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Jordan - Import Escort Fee	DE	JO	-	SWP/RXS/MUW	EUR	58.00	Per MAWB	-	20-Nov-22	31-Dec-99
RF	Saudi Arabia - OK To Forward	DE	SA	-	DIP/RB/RM/RCA/RFG/RFL/RFS/RFW/RGX/RXS/RXL/RML/RMD/R NG/ROP/ROX/RPB/RPG/RRW/R RY/RSC/RXB/RXC/RXD/RXE/RX G/RXS	EUR	45.00	Per MAWB	-	01-Dec-22	31-Dec-99
RF	Saudi Arabia - OK To Forward	DE	SA	VAL	-	EUR	45.00	Per MAWB	-	01-Dec-22	31-Dec-99
SC	Security Escort Fee	DE	Worldwide	VAL/VUN	-	EUR	350.00	Per MAWB	-	15-Dec-22	31-Dec-99
SC	Security Escort Fee	DE	Worldwide	-	MUW/SWP/RGX/RCX/RXB/RXC/RXD/RXE/RXG/RXS	EUR	350.00	Per MAWB	-	24-Dec-22	31-Dec-99
TR	Transit Handling	DE	DXB	PET/AVI	-	EUR	0.00	Per MAWB	-	10-May-22	31-Dec-99
TR	Transit Handling	DE	Worldwide	AVI	-	EUR	168.00	Per MAWB	Excluded Commodity Codes: 1024, 1026, 1054, 1059, 1091, 1093, E0004, E0005, E0006, E0012	21-May-22	31-Dec-99
TR	Transit Handling	DE	Worldwide	PET	-	EUR	Min 84.00	Per Shipment	-	01-Jun-22	31-Dec-99
TR	Transit Handling	DE	Worldwide	PET	-	EUR	23.00	Per Piece	-	01-Jun-22	31-Dec-99
VB	Valuable Handling Charges	DE	MCT	VAL	-	EUR	40.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Valuable Handling Charges	DE	SA	VAL	-	EUR	130.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	COK	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	CCU	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	BLR	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	TRV	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	EG	VAL	-	EUR	98.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	SG	VAL	-	EUR	57.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	LON	VAL	-	EUR	256.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	PRG	VAL	-	EUR	20.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Valuable Handling Charges	DE	IST	VAL	-	EUR	112.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	DE	ATH	VAL	-	EUR	30.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	DE	AMM	VAL	-	EUR	45.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Valuable Handling Charges	DE	FCO	VAL	-	EUR	170.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Valuable Handling Charges	DE	MXP	VAL	-	EUR	100.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Valuable Handling Charges	DE	BRU	VAL	-	EUR	464.00	Per MAWB	-	10-May-22	31-Dec-99

Annexure 2 –Local Specificities

A. Special Products Handling

Emirates AirFreight Priority Product (AXA)

Priority services are only available on EK operated flights and EK managed road feeder services.

Capacity guarantee after confirmation, refund of rate difference between Standard and Priority Rate in case of not having delivered as promised

Four digit booking reference number (provided at the time of booking) starting with “AXA” must be shown under Accounting Information on the AWB .Priority (AXA) Rates apply to all Courier Shipments

If remark ‘AOG’ is mentioned anywhere on the AWB, shipment will be subject to AOG rates and service conditions

Perishables

- must be packed and delivered in accordance to the IATA Perishable Cargo Regulations (PCR)
- Refer to Emirates SkyCargo Cool Conditions

Pharmaceuticals / Temperature Controlled

- must be packed and delivered in accordance to the IATA Temperature Control Regulations (TCR)
- Envirotainer / DoKaSch / CSafe / Va-q-tec / SkyCell, leasing and other charges on request

MUW/ Arms/ SWP/ RXS/ RXG/ RXD/ VUN/ RRW/ RRY/ RRE/ CAO

- Priority Rates apply, minimum chargeable weight =100kg
- Radioactive shipments (RRW/RRE/RRY) cannot be accepted in FRA

Dangerous Goods

- FRA - Any charges pertaining to DG not ok / re-check will be billed directly by our GHA Partner LUG to the forwarding agent
- Dangerous Goods to Saudi Arabia can only be accepted if “Import Permit” and “Ok to forward” is provided by Shipper's Agent at the time of booking
- Dangerous Goods Fee of 55€ per AWB applies for checking Excepted Quantities, ELI, ELM, MAG, RDS and Dry Ice

DG Embargos:

EK will not accept Lithium Metal batteries under UN3090 / Lithium Ion batteries under UN3480 / UN2809 – Mercury / Any DG/UN of class 4 and 5

B. Export Warehouse Storage Charges

General Cargo Shipments – FRA only

- Free storage up to 48 hours
- After 48 hours: 3.80 € for each starting 100 kg per 24 hours
- Minimum 15 € per AWB per 24 hours

Temperature Controlled Shipments – FRA only

- Storage included up to 36 hours
- Excess storage: 0.16 €/kg / Minimum 25 € per AWB per 24 hours

Radioactive Shipments RRY/RRW – MUC only

- No free storage /// Storage Fee 4,15 €/kg-per day / Minimum 72,50 € per AWB per day
- If warehouse charges apply, billing will occur as charges due carrier via CASS.

C. Non-Stackable Shipments

Non-stackable pieces as a shipment or part of need to be advised to EK at the time of booking

The remark 'non-stackable' needs to be shown on the AWB under 'Handling Information' and the shipment needs to be properly identified with labels.

In case none of above is provided, the shipment:

- 1) might be stacked to improve capacity utilization, and EK will not be liable for any damage as a result of that
- 2) might be re-accommodated on other flights due to capacity constraints, possibly resulting in a delay of the shipment, for which EK will not assume liability