

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. 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 **EUR** excluding fuel surcharge. Both rates and fuel surcharge are based on Chargeable Weight. 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) or by email.

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 agreed delivery deadline 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. "Ready-for-Carriage" shipments only mean shipments that are Customs cleared, secured cargo from Known Shippers and Regulated Agents only.

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. Same can be requested with the responsible Emirates SkyCargo station at the time of booking.

<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. 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 **EUR 100** will apply on all CCA's when issued post 90 days (based on invoice date).

Invoice queries should be addressed to your respective station:

<i>DUS</i>	skycargodus@emirates.com
<i>FRA</i>	skycargofracass@emirates.com
<i>HAM</i>	skycargoham@emirates.com
<i>MUC</i>	skycargomuc@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 (Chg Wt.)	-	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/AVI/DOC/EQN	-	EUR	150.00	Per MAWB	-	30-Nov-22	31-Dec-99
MC	Trivandrum Handling Charges	DE	TRV	-	-	EUR	0.05	Per Kg (Chg Wt.)	-	10-May-22	31-Dec-99
MI	Dhaka Royalty	DE	DAC	-	-	EUR	0.01	Per Kg (Chg Wt.)	-	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/AXM/AXT	-	EUR	50.00	Per MAWB	-	14-Jun-23	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection - Pax OK	DE	Worldwide	-	RFG/RPG/RNG/RFL/RFS/RSC/RFW/ROX/ROP/RPB/RPS/RPM/RMD/RSB/RBM/RU/RLM	EUR	Base Check EUR 125.00 + EUR 5.00 per DG package	Per DG package	-	01-Apr-23	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection - CAO	DE	Worldwide	-	RGX/RCX/RXB/RXC/RXD/RXE/RXG/RXS/RRW/RRV/CAO	EUR	Base Check EUR 175.00 + EUR 5.00 per DG package	Per DG package	-	01-Apr-23	31-Dec-99
RA	Dangerous Goods Physical/Documentary Inspection	DE	Worldwide	-	ELI/ELM/ICE/REC/RDS/MAG	EUR	55.00	Per MAWB	-	24-Dec-22	31-Dec-99
RC	UAE Transit Permit Cost	DE	Worldwide	-	RGX/RCX/RXB/RXC/RXD/RXE/RXG/RXS/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/RBM/RCM/RCX/RFG/RFL/RFS/RFW/RGX/RIS/RU/RUM/RMD/RNG/ROP/ROX/RPB/RPG/RRW/RRV/RSC/RXB/RXC/RXD/RXE/RXG/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	Destination Valuable Handling Charges	DE	MCT	VAL	-	EUR	40.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Destination Valuable Handling Charges	DE	SA	VAL	-	EUR	130.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	COK	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	CCU	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	BLR	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	TRV	VAL	-	EUR	54.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	EG	VAL	-	EUR	98.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	SG	VAL	-	EUR	57.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	LON	VAL	-	EUR	256.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	PRG	VAL	-	EUR	20.00	Per MAWB	-	15-Sep-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	IST	VAL	-	EUR	112.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	ATH	VAL	-	EUR	30.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	AMM	VAL	-	EUR	45.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	FCO	VAL	-	EUR	170.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Destination Valuable Handling Charges	DE	MXP	VAL	-	EUR	100.00	Per MAWB	-	31-Oct-21	31-Dec-99
VB	Destination Valuable Handling Charges	DE	BRU	VAL	-	EUR	464.00	Per MAWB	-	10-May-22	31-Dec-99
VB	Destination Valuable Handling Charges	DE	LCA	VAL	-	EUR	55.00	Per MAWB	-	01-Jul-23	31-Dec-99
VB	Destination Valuable Handling Charges	DE	KWI	VAL	-	EUR	12.00	Per MAWB	-	01-Jul-23	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

Aircraft-On-Ground (AOG)

- 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 with the IATA Perishable Cargo Regulations (PCR)
- Refer to Emirates SkyCargo Cool Conditions

Pharmaceuticals / Temperature Controlled

- must be packed and delivered in accordance with 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 4,50 €/kg-per day / Minimum 105,00 € 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.

D. Additional Correction Charges

- Booking Statements (on customer request): 50.00 € for delays up to 5 days.
- AWB-Amendments / CCA before departure: 75.00€ // CCA after departure 150.00€ (within 90 days of invoice date)
- AWB Weight Corrections after departure: 250.00€ (within 90 days of invoice date)
- POD: 50.00€; Landing Certificate: 50.00€