

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

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 **SAR** 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

#### 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 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 **Saudi Arabia** 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.

<b>DAMMAM (DAM)</b>			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	N/A	STD – 12 hours	-
Priority Cargo	N/A	STD – 3 hours	-
Special Products	N/A	STD – 4 hours	-
<b>JEDDAH (JED)</b>			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	N/A	STD – 12 hours	-
Priority Cargo	N/A	STD – 3 hours	-
Special Products	N/A	STD – 4 hours	-
<b>MEDINA (MED)</b>			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	N/A	STD – 12 hours	-
Priority Cargo	N/A	STD – 3 hours	-
Special Products	N/A	STD – 4 hours	-
<b>RIYADH (RUH)</b>			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	N/A	STD – 12 hours	-
Priority Cargo	N/A	STD – 3 hours	-
Special Products	N/A	STD – 4 hours	-

RCS and Documentation formalities must be completed prior to the above-mentioned cut-off timings.

### 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 **USD 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:

<b>DAMMAM</b>	<a href="mailto:skycargodmm@emirates.com">skycargodmm@emirates.com</a>
<b>JEDDAH</b>	<a href="mailto:skycargojed@emirates.com">skycargojed@emirates.com</a>
<b>MEDINA</b>	<a href="mailto:skycargomed@emirates.com">skycargomed@emirates.com</a>
<b>RIYADH</b>	<a href="mailto:skycargoruh@emirates.com">skycargoruh@emirates.com</a>

### 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
AW	AIR WAYBILL/SHIPMENT RECORD PREPARATION FEE	SA	WW	All	All	SAR	25.00	MAWB	Counter AWB	09-Jan-15	31-Dec-99
CB	COMPLETION/PREPARATION OF DOCUMENTS	SA	WW	All	All	SAR	30.00	MAWB	-	01-Jul-22	31-Dec-99
CC	Manual data entry for Customs purposes	SA	WW	All	All	SAR	30.00	HAWB	-	01-Jul-22	31-Dec-99
CD	CUSTOMS/REGULATORY HANDLING AT DESTINATION	SA	WW	All Hard Freight	All	SAR	10.00	HAWB	-	09-Feb-22	31-Dec-99
CG	Electronic processing or transmission of data for Customs purposes	SA	WW	All Hard Freight	All	SAR	10.00	MAWB	-	09-Feb-22	31-Dec-99
DK	RELEASE ORDER	SA	IN	HUM	HUM	SAR	145.00	MAWB	-	19-May-22	31-Dec-99
IN	INSURANCE PREMIUM	SA	EBL	All	All	SAR	0.56	Per Kg (Chg Wt.)	Chargeable Weight - Minimum Excluded	28-Jun-16	31-Dec-99
LA	LIVE ANIMALS RELATED SERVICES	SA	WW	AVI/PET	AVI/PET	SAR	485.00	MAWB	-	03-Mar-23	31-Dec-99
MC	MISCELLANEOUS DUE CARRIER	SA	TRV	All Hard Freight	All	SAR	0.25	Per Kg (Chg Wt.)	Chargeable Weight	10-May-22	31-Dec-99
MI	MISCELLANEOUS - DUE LAST CARRIER	SA	DAC	All Hard Freight	All	SAR	0.05	Per Kg (Chg Wt.)	Chargeable Weight	10-May-22	31-Dec-99
MV	AVI arriving under PETS passport	SA	AU	PET	PET	SAR	691.00	MAWB	-	10-May-22	31-Dec-99
MV	AVI arriving under PETS passport	SA	NZ	PET	PET	SAR	691.00	MAWB	-	10-May-22	31-Dec-99
RA	DANGEROUS GOODS PHYSICAL/DOCUMENTARY INSPECTION	SA	WW	GCR	RBI-RBM-RCL-RCM-RCX-REX-RFG-RFL-RFS-RFW-RGX-RHF-RIS-RLI-RLM-RMD-RNG-ROP-ROK-RPB-RPG-RRW-RRY-RSB-RSC-RXB-RXC-RXD-RXE-RXG-RXS-CAO-ACT	SAR	500.00	MAWB	-	30-Oct-22	31-Dec-99
RC	REFERRAL OF CHARGE	SA	WW	GCR	MUW/RCX/RGX/RXB/RXC/RXD/RXE/RXG/RXS/SWP	SAR	188.00	MAWB	-	15-Sep-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	SA	OM	GCR	SWP/MUW/RXS	SAR	640.00	MAWB	-	20-Nov-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	SA	OM	GCR	RRY/RRE	SAR	490.00	MAWB	-	20-Nov-22	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	SA	JO	GCR	SWP/MUW/RXS	SAR	212.00	MAWB	-	20-Nov-22	31-Dec-99
TR	TRANSIT HANDLING	SA	WW (except DXB)	AVI	AVI	SAR	708.00	MAWB	-	21-May-22	31-Dec-99
TR	TRANSIT HANDLING	SA	WW (except DXB)	PET	PET	SAR	98.00	Per Pc	Minimum - 352	08-Jun-22	31-Dec-99
VA	VALUABLE HANDLING	SA	WW	VAL	VAL	SAR	188.00	MAWB	-	06-Jan-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	MCT	VAL	VAL	SAR	150.00	MAWB	-	24-Nov-21	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	COK	VAL	VAL	SAR	207.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	KWI	VAL	VAL	SAR	49.00	MAWB	-	20-May-23	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	LCA	VAL	VAL	SAR	224.00	MAWB	-	20-May-23	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	CCU	VAL	VAL	SAR	207.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	BLR	VAL	VAL	SAR	207.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	TRV	VAL	VAL	SAR	207.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	EG	VAL	VAL	SAR	376.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	LON	VAL	VAL	SAR	1,125.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	PRG	VAL	VAL	SAR	78.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	BRU	VAL	VAL	SAR	2,070.00	MAWB	-	24-Nov-21	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	FCO	VAL	VAL	SAR	741.00	MAWB	-	24-Nov-11	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	IST	VAL	VAL	SAR	469.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	AMM	VAL	VAL	SAR	188.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	ATH	VAL	VAL	SAR	126.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	DE	VAL/VUN	VAL/VUN	SAR	1,263.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	DE	GCR	RXS/SWP/MUW	SAR	1,263.00	MAWB	-	10-May-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	SG	VAL	VAL	SAR	218.00	MAWB	-	15-Sep-22	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	MPX	VAL	VAL	SAR	436.00	MAWB	-	24-Nov-21	31-Dec-99
VB	SECURITY(ARMED GUARD.ESCORT) HANDLING	SA	VCE	VAL	VAL	SAR	231.00	MAWB	-	24-Nov-21	31-Dec-99