

Product Conditions Special - Wagon Load Transport Domestic

Transport order

Green Cargo can begin providing the transport services at the earliest seven (7) days after the agreement has been signed by both parties.

- Orders for transport in accordance with a valid agreement shall be placed with Green Cargo's Customer Service not later than 14:00 hours two (2) working days or, if the wagon is supplied by Green Cargo, not less than two (2) working days before the Customer wishes to commence loading the wagon.
- The order shall be written or electronic (e.g. via EDI).
- Written orders shall emulate Green Cargo's form for transport orders, which is available at www.greencargo.com under "Kundservice".
- Electronic orders shall be supplied in the agreed format.

Each transport order shall contain the following information:

- Orderer
- Orderer's contact person, with telephone, fax or e-mail address
- Requested collection date or delivery date for loaded wagons
- Number of wagons and wagon group type/wagon type
- For unit loads: number of units by unit type, i.e. container/swap body/trailer
- Goods type number and goods category
- For dangerous goods - goods declaration as per RID
- Gross weight of the goods in kilograms. For unit loads, tare and weight of the goods. For return of empty units, the empty unit's weight shall be the equivalent of the gross weight of the goods.
- Agreement number
- Freight Payment Instructions
- Departure station
- Destination station
- Name and customer number of the consignor
- Name and customer number of the consignee
- Options, additions
- Authorisation number for Special Transport consignments, where applicable

The time at which the order is placed shall be decisive with regard to the prioritisation of allocation of space in trains and the allocation of empty wagons.

Green Cargo shall confirm orders by sending an order confirmation to the orderer and/or other party designated in the contract within reasonable time of receipt of the order. The information in the order confirmation will include, but not be limited to, the order number as well as the date and time at which transport documentation must be made available to Green Cargo.

Transport Documents

Transport documents shall be made available to Green Cargo at the latest by the time stipulated in the order confirmation. Transport documents shall contain details as per the transport order, plus wagon ID and weight. Transport documents shall be supplied in writing or electronically (e.g. via EDI). Transport documents in writing shall be in accordance with SIS consignment note or underlying consignment note data in the form available at www.greencargo.com under “Kundservice”. Electronic consignment notes shall be supplied in the agreed format.

The scope of the transport

Green Cargo undertakes to carry out on behalf of the Customer the transport of one or more railway wagons from a consignor to a consignee. The charge for this service includes transport between the departure and destination points specified in the Price and Product Annexe and, unless otherwise specified in the Production Annexe, one (1) shunting of a wagon from respectively to the departure respectively the destination track or siding.

In the event of changes in Green Cargo’s production network which effect the Customer, e.g. reduction of frequency of traffic or discontinuation of traffic to a specific destination, Green Cargo shall inform the Customer of the change, in writing, not less than one (1) month before the change is executed.

Disposition of wagon(s) for loading and unloading

The following shall apply for wagons supplied by Green Cargo:

The consignor is allowed a loading time of eight (8) hours and the consignee an unloading time of eight (8) hours. Time shall be counted during the period 07:00-17:00 hours on working days from the moment the wagon is put at the disposal of the consignor or consignee. For further information see Green Cargo General Terms and Conditions for Carriage of Goods by Rail which can be found at www.greencargo.com under Customer Support. Should the Customer need further disposition time this can be offered as an additional service.

In the case of wagons provided by Green Cargo it is the responsibility of the Customer to report these as unloaded. A report shall be sent to Green Cargo Customer Service using the form on the web or the form “Lossningsanmälan”. These forms are available at www.greencargo.com under “Kundservice”. Customers with access to Event Management can report unloaded wagons using that system. Wagons which are reported as unloaded shall be made available to Green Cargo at the agreed handover point.

The disposition time and unloading notification for wagon(s) supplied by a wagon keeper other than Green Cargo will be in accordance with the Customer’s agreement with the respective wagon keeper.

Cancellation and changes to Transport Order

Cancellation of or changes to transport orders shall be submitted to Green Cargo Customer Service. Cancellation of confirmed orders will be liable to charges as specified in the document “Additional charges for rail freight traffic” which is available at www.greencargo.com under

Customer Support.

Loading Instructions

To ensure operational safety, at the same time creating good conditions for a high quality of transport, the consignor shall be responsible for the loading and securing of goods according to currently valid legislation, ordinances and loading regulations. Loading Regulations are available at www.greencargo.com under “Kundservice”. Further advice with regard to loading may be obtained from the Green Cargo Customer Service or the sales person responsible for the Agreement. Green Cargo undertakes to inform the Customer in writing about any changes to the Loading Regulations during the contract period.

Notification

Green Cargo will notify, unless the Customer has in writing declined notification, the estimated time at which empty wagons will be made available as well as the estimated time of arrival of wagons at the destination station. The notification will be sent to the person designated in the Production Annexe as the notification recipient. Notification to additional recipients can be offered as an additional service.

Discrepancy reports

Green Cargo will inform the Customer, unless such notification has been declined in writing, in the event that the times for a wagon to be made available for loading at the departure station respectively the time of arrival at the destination station are estimated to be exceeded by more than one (1) hour. The notification will be sent to the person designated in the Production Annexe as discrepancy notification recipient. Discrepancy reports to extra recipients can be offered as an additional service. Discrepancy reports will be sent out between 07:00 and 17:00 hours on working days and will contain a new estimated time for availability of the empty wagon or arrival at destination station.

Where transport to the departure station has been agreed

The agreed price includes transport from an agreed collection address to the agreed departure station as well as reloading from road transport to railway wagon. The consignor is responsible for loading and securing goods in the road transport in accordance with the Swedish Transport Agency Publication 1999:74 “Säkring av last” which can be found at www.yrkestrafiken.se. The price includes one (1) hour of disposition for loading. Collection will be carried out between 07:00 and 17:00 hours on working days, unless otherwise agreed. In the event of variance from conditions specified in the Agreement a charge will be made in accordance with the document “Additional charges for rail freight traffic” which can be found at www.greencargo.com under Customer Support.

Where transport from the destination station has been agreed

The agreed price includes reloading from railway wagon to road transport as well as transport from an agreed destination station to an agreed delivery address. The consignee is responsible for unloading the cargo using his own equipment. The price includes one (1) hour of disposition for unloading. Delivery will be carried out between 07:00 and 17:00 hours on working days, unless otherwise agreed. In the event of variance from conditions specified in the Agreement a charge

will be made in accordance with the document “Additional charges for rail freight traffic” which can be found at www.greencargo.com under Customer Support.