

Product conditions - Intermodal Flexibility

Green Cargo supplies domestic Swedish transports of standardised loose loading units.

The customer books transport as required according to the following conditions:

1. Transport order

The transport order shall be placed with Green Cargo, related to an existing Intermodal Flexibility Agreement by the latest at 0900 hours on the day before the start of transport is required.

The Order can **only** be placed by the person or agent authorised by the Customer. The Order shall be in writing and in accordance with the form for ordering Intermodal transports, which can be found at www.greencargo.com/Kundservice

The Transport Order shall contain the following information:

- The consignor/orderer
- Contact person at the consignor, telephone nr, fax or e-post address
- Requested date of collection or requested date of delivery
- Number of units specified by unit type, container/flatbed/trailer, and size
- Type of goods
- For hazardous goods – goods declaration as per RID/ADR
- The weight of the goods and the unit's unladen weight (when the load carrier unit is supplied by the customer). When empty units are to be transported, only the unladen weight need be given.
- Unit specification/id
- Agreement number
- Despatch terminal and destination terminal (for terminal to terminal transport).
- Consignor's name, telephone and collection address including postcode, and specification of collection point
- Consignee's name, telephone number and delivery address including postcode, and specification of delivery point.
- Optional and additional information
- Permit number, if relevant, in the case of special transport.

The unit will be booked in the first available departure, or as agreed.

Green Cargo will confirm the order by sending an order confirmation to the consignor and/or other party specified in the Agreement, within two hours of receipt of the order.

2. The scope of the transport service

Green Cargo undertakes to transport, on behalf of the customer, standard loose loading units. In the price is included transport between the addresses specified in the Price and Production Annexe to the Agreement and, when nothing else is specified, one transfer to as well as one transfer from a railway wagon. Additional transfers and other possible services will be charged separately as per the respective terminal's or port's price for the additional service.

3. Special conditions for certain types of goods

Certain types of cargo and objects which are specified below are accepted for transport under special conditions and only after the conclusion of a separate agreement:

- goods which result in an uneven weight distribution in the load carrier
- objects with insufficient packaging
- consumer electronics, white goods
- high-value goods
- living plants
- fresh fish on ice
- food which, according to the Swedish National Food Administration, must be transported at a specific temperature
- other goods which require temperature controlled transport
- tobacco
- wine and spirits
- postal mail, letters
- hazardous goods
- weapons
- dangerous waste and waste
- mobile telephones, computer equipment

4. Cancellation and alteration of transport orders

Cancellation of or changes to confirmed transport orders must be made known to Green Cargo Customer Service. In the case of cancellation or alteration after 1500 hours on the day prior to the planned transport a cancellation charge will be made as specified in Additional Charges for Goods Transport by Rail which is available at www.GreenCargo.com/Kundservice

5. Collection and delivery

The agreed transport price is specified per unit. The customer is allowed one (1) hour in which to load or unload the loading units calculated from the time of arrival at the specified loading/unloading point. If this hour is exceeded waiting time costs will be charged. The maximum excess waiting time permitted is one (1) hour, after which the unit will be off-loaded and a new charge as per the agreed transport price per unit will be made. Any depot/terminal or storage charges will be charged separately as per the respective terminal's or port's price for the additional service.

Collection and delivery will be carried out between 0700 and 1700 hours Monday to Friday if no other agreement has been made. Local deviations can occur as a result of opening times and availability times at the respective terminals.

6. Loading instructions

The consignor, when he carries out the loading of the loading unit, must ensure that goods are loaded securely in accordance with Swedish Road Administration / Swedish Ministry of Transport instructions (VVFS) as well as, in the case of hazardous goods, that goods are secured in the loading units in accordance with the appropriate transport directives (ADR, RID, IMDG etc). It is further the responsibility of the consignor, where necessary, to issue load assurance certificates e.g. Container Packing Certificate (CPC) for transport by sea. For further information about that which the consignor is responsible for observing related to loading, please see www.GreenCargo.com/Kundservice

7. Regulations for hazardous goods

Every country applies special national regulations and instructions for the transport of goods covered by ADR/RID/IMDG codes. The consignor shall, not later than at the time of booking transport for such goods, inform Green Cargo that the consignment in part or in whole includes goods covered by the ADR, RID or IMDG regulations. If a consignment in part or in whole consists of hazardous goods a separate consignment note shall be used for the hazardous goods. The consignor is responsible for ensuring that the goods specified in the consignment note have been declared in accordance with imperative regulations for the respective forms of transport (ADR/RID/IMDG), and that every package in the consignment is marked and labelled in accordance with the ADR, RID or IMDG regulations. The consignor must additionally provide transport signs for all the respective goods types in the languages of all the concerned countries, as well as sender's certificates.

8. Claims

Damage, reduction or loss of goods which is visible shall be reported without delay when the goods arrive at their destination and be noted in the transport documentation (consignment note etc) or other documents. The notation of the damage, reduction or loss shall be confirmed by a Green Cargo representative. The consignee is responsible for, immediately on arrival of the goods, checking if they are in any way affected by hidden damage. Hidden damage shall be notified to Green Cargo, or its agent, as soon as possible and not later than 7 days after the arrival of the goods. Green Cargo will not be responsible for hidden damage which becomes evident in connection with transport if the goods have been previously transported by a third party and have not been inspected with respect to hidden damage prior to start of the transportation by Green Cargo.

9. Deviation reports

Green Cargo will inform the consignor if there is a likelihood of deviation in excess of one hour from the arrival/departure times stated in the order confirmation. This information will be sent to the person specified in the Agreement as contact person for the consignor. A customer that wishes that deviation shall be reported to further recipients can contract for this optional extra service when the Agreement is made.