

## Product Conditions – Wagon Loads Domestic

### Ordering of Carriage

Orders for carriage shall be placed with Green Cargo's Customer Service in accordance with prevailing agreement by 09.00 hours on the working day (Mondays to Fridays which are not Public Holidays) prior to carriage. In the event that Green Cargo shall supply empty wagon(s) the order must be placed by 09.00 hours on the working day prior to the day on which you wish to commence loading the wagon. Orders must be made in writing and follow the Customer Service's form for the ordering of carriage. The form for the ordering of carriage is available at [www.greencargo.com](http://www.greencargo.com) under “Kundservice”.

Each carriage order shall contain the following information:

- Orderer
- Orderer's contact person, with telephone, fax or e-mail address
- Requested departure date or delivery date for the loaded wagon
- Number of wagons and wagon group type/wagon type
- For unit loads: number of units by unit type, i.e. container/platform/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
- Dispatch station
- Destination station
- Name and customer number of the consignor
- Name and customer number of the consignee
- Options, additions
- Authorisation number for special carriage, when required.

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

Green Cargo's Customer Service shall confirm orders by sending an order confirmation to the orderer within one hour of receipt of the order. The order confirmation shall contain the following information:

- Order number
- Number of wagons
- Dispatch and destination stations
- Consigning and receiving customer
- Estimated time at which the empty wagon will be available
- Date and time when the wagon shall be ready for departure from the dispatch station
- Date and time by which freight documents shall have been delivered to Green Cargo
- Estimated time of arrival (date and time) at the destination station.

Freight documents shall contain details as per the carriage order, plus wagon ID and weight. Freight documents shall be as per SIS consignment note, underlying consignment note data as per the form available at <http://www.greencargo.com> under “Kundservice”.

The CIM consignment note shall be used for consignments to and from Norway instead of the SIS consignment note.

### **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 sender to a receiver. The charge for this service includes transport between the departure and destination points specified in the Price and Production Annexe and, unless otherwise agreed, shunting of the wagon from the departure railway track and shunting of the wagon to the destination railway track. The estimated shunting times shall be specified in the order confirmation.

In the event of closure of a specific tariff charge point Green Cargo shall inform the customer in writing at least one month prior to the decision taking effect.

### **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](http://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. The carrier undertakes to inform the customer in writing about any changes to the Loading Regulations during the contract period.

### **Cancellation**

Cancellation of or changes to carriage orders shall be submitted to Green Cargo Customer Service. Cancellation of confirmed orders later than 10.00 hours on the working day prior to the transport day or the day on which the empty wagon is made available will be liable to charges as specified in the document “Tilläggsavgifter i godstransport på järnväg” which can be read at [www.greencargo.com](http://www.greencargo.com) under “Kundservice”.

### **Disposition Time**

The following shall apply for wagons supplied by Green Cargo:

The consignor is allowed a loading time of 8 hours and the consignee an unloading time of 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 publication “Normalvillkor för Järnvägstrafik” which can be found at [www.greencargo.com](http://www.greencargo.com) under “Kundservice”. Should the customer need further disposition time this can be offered as an additional service.

For a privately owned wagon the disposition agreed with the respective wagon owner shall apply.

In the case of wagons provided by Green Cargo it is the responsibility of the customer to report these as unloaded. A report must be sent to Customer Service using the form on the web or the form "Lossningsanmälan". These forms are available at [www.greencargo.com](http://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.

#### **Advise, notification of imminent arrival**

Green Cargo shall notify the consignor's notification recipient specified in the Production Annexe of the estimated times of arrival of empty wagons at the departure point and loaded wagons at the destination, unless the customer has in writing declined notification.

#### **Reporting of Variances**

Green Cargo's Customer Service shall inform the customer, unless such notification has been declined in writing, if it is estimated that the arrival time indicated in the order confirmation for the empty wagon(s) at the departure station or loaded wagon(s) at the destination station will be exceeded by more than one hour. The notification shall be submitted to the person indicated in the Production Annexe as being the recipient of variance reports. Should the customer request that further persons be notified of variances, an additional option may be offered at the time of signing the agreement. Notifications will be sent out between 0700 and 1700 hours on working days and contain information about the new estimated time of arrival.

#### **Where carriage to the dispatch station has been agreed**

The agreed price includes carriage from an agreed collection address to the agreed dispatch 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 Vägverkets Publikation 1999:74 "Säkring av last" which can be found at [www.yrkestrafiken.se](http://www.yrkestrafiken.se). The price includes one hour of disposition for loading. Collection will be carried out between 0700 and 1700 hours on working days, unless otherwise agreed. Local deviations from these times may occur. In the event of variance from conditions specified in the agreement a charge will be made in accordance with the document "Tilläggsavgifter i godstransport på järnväg" which can be found at [www.greencargo.com](http://www.greencargo.com) under "Kundservice".

#### **Where carriage from the destination station has been agreed**

The agreed price includes reloading from railway wagon to road transport as well as carriage 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 hour of disposition for unloading. Delivery will be carried out between 0700 and 1700 hours on working days, unless otherwise agreed. Local deviations from these times may occur. In the event of variance from conditions specified in the agreement a charge will be made in accordance with the document "Tilläggsavgifter i godstransport på järnväg" which can be found at [www.greencargo.com](http://www.greencargo.com) under "Kundservice".