



TERMS OF SERVICE (TOS) AND SERVICE PRICING OF HRX 1.1.2019

1. Applications

The TOS applies to all HRX services

The services which these terms are applied on are listed in the following documents:

1. Transport pricing
2. Service payments
3. Export - and Import schedules

2. Transport contract and common regulations

The transport contract is made when a client orders a delivery to be made or submits a consignment to be transported by HRX.

All transports will be made according to:

- International terms of service for road
- According to the regulations of the CMR convention, in Nordic countries according to NSAB 2015
- Active laws and regulations of the corresponding countries

These limit our responsibility and grant us the right to sell any goods that are in our possession in case the sender does not pay the applicable fees, to cover the costs.

If the documents by the sender and the actual package have inconsistencies, the sender is liable for any costs it may cause.

Transports have a CMR-insurance. HRX is responsible for any broken, missing or otherwise damaged shipments. An all -risks insurance can be applied with a separate contract.

HRX will not transport money, jewels, financial instruments or comparable items. HRX will not transport weapons or ammunition.

HRX also does not take CAD-shipments.

In case a delay, due to lack of documentation or other hindrance caused by the client inflicts additional costs for HRX.

HRX reserves the right to charge the client of these costs.

HRX is responsible for keeping safe all information received from the client that could be wrongly used to cause harm to the client.

3. Ordering shipments

A client-made order should contain the following information:

- name of sender
- address of sender
- pick-up address
- description of the goods
- IMCO or warm-transport
- No.of colli, colli type, weight and volume
- recipient and phone number
- recipients address
- delivery address
- preferable distribution or unloading times
- payer
- special instructions



Aforementioned information can be supplied to us by using our electronic form or by e-mail orders directly to our HRX terminal office(s).

The sender is responsible for supplying correct information and for any additional costs incurred caused by wrongful information supplied by customer to HRX.

The sender may also bring the shipment to one of our terminals/departments.

4. Dangerous substances

The sender must supply the following information for every shipment containing dangerous chemicals or substances:

- official name
- UN - number
- transport class
- packaging class

5. Packaging and pointing of goods

The sender is responsible for proper packaging of the shipment.

The sender must equip each of the packages with at least one sticker that contains the following information: sender's name, recipients name and address of delivery along with the amount of packages involved. Mentions of dangerous or special shipments must be clearly marked on every package.

6. Transport time

HRX delivers shipments according to schedules mentioned separately.

In case HRX has exceeded the arranged time for transport, HRX is responsible for any costs inflicted by the delay, however, maximum payment will not exceed the original cost of transport.

7. Service fees

Fees are determined by the current pricing.

In case the payer is not the same entity as the one that has made the order, and the payer does not pay, the party who made the order is liable for shipment(s) fees.

Taxes and additional costs inflicted by law, regulations or actions by officials raise the prices accordingly.

8. Billing and terms of payment

The payments are due after 7 days if not explicitly mentioned in the contract.

The interest for due payments is according to the law and is mentioned in the contract.

When private entities order shipments, the payment must be made as a whole before the shipment can be made.



HRX SERVICE FEES

1. Transport fees

Prices include pick-up, transport, distribution and a CMR-insurance, unless otherwise stated.

2. Basis for weighing

The following weights will be assumed, if the actual shipment is weighted less than the mentioned values

Volume weight / m ³ (cubic mass)	333 kg / m ³
FIN-pallet weight (120*100)	925 kg / pallet when higher than 120 cm
EUR- pallet weight (120*80)	740 kg / pallet when higher than 120 cm
Half - pallet weight (80*60)	370 kg / pallet when higher than 120 cm
Stackable pallet, free dimensions	According to real weight or volume mass
IBC -container 1000L weight (120*100)	925 kg /container or real weight
IBC -container 1000L, stackable (120*100)	According to real weight or volume mass
Other pallet, free dimensions	740 kg minimum or real weight or volume mass
Loading metre weight (LDM)	1850 kg / LDM

Volume mass 333 kg / m³

The volume of the shipment is calculated by multiplying the maximum dimensions for a shipment (length x width x height).

Volume mass is calculated by multiplying the volume with the cubic mass of 333 kg.

Volume mass is used in for shipments when:

- the actual mass is less than 333 kg / m³
- it is possible to stack items below or under the package
- the package may be stacked above other items

Pallet weight

Pallet weight is used when it is not possible to place packages over or under the shipment, or pallet is higher than 120 cm.

- package is assembled FIN- or corresponding pallet 925 kg / pallet
- package is assembled EUR- or corresponding pallet 740 kg / pallet

The shipment's weight is calculated by multiplying the pallet weight by the amount of pallets used

Loading meter weight 1850 kg / loading meter

Pallet meter weight is used when

- the shipment takes up the whole cargo space by width
- is it not possible to place shipments over, under, or by the sides

Shipment weight is calculated by multiplying the amount of pallet meters used by 1850 kg.

Long items and stacks

Length of object	4,0 - 5,9 m	2 x own weight, however, no less than 250 kg
Length of object	6,0 - 9,9 m	4 x own weight, however, no less than 500 kg
Length of object	10,0 m -	6 x own weight, however, no less than 1000 kg

A weight calculated by a length multiplier has a maximum of the number of pallet places used pallet weight. The carrier is entitled to correct the freight weight of the shipment.

3. Separate fees

Dangerous items (IMO, ADR)	65,00 €
Wasted drive caused by delayed cancel of order	40,00 €
Re-billing caused by false information from the sender	20,00 €
Demurrage	40€/hour



4. Shipment raises

Warm transport raise 15 %
Transport fees will be raised according to the percentage

5. Storage fees

1 day from the arrival date	free
2 - 5 days from the arrival date	0,50 € / 100 kg / day
6 - 15 days from the arrival date	0,70 € / 100 kg / day
16 - days from the arrival date	1,00 € / 100 kg / day

Minimum fee of 10 € / shipment

6. Waybills and address stickers

Waybill	2,00 € / waybill
Addressing	2,00 € / address stickers