General terms and conditions

1 General cargo service
Shipments are generally delivered within 24 hours across all of Switzerland and the Principality of Liechtenstein. The standard door-to-door service comprises pick-up, transportation and delivery to the recipients. Goods are picked up and delivered at the loading platform or kerb.

2 Goods in transit
Goods of any size and type are generally transported (with the exception of live animals, watches, precious metals and securities), provided the goods can be loaded into covered trucks and covered railway carriages.

The Client or sender is responsible for ensuring that goods are packaged appropriately for transportation by road and/or rail. Any detrimental effect on the goods themselves, on the rest of the cargo, on the means of transportation or on persons is excluded. The Client shall be responsible for ensuring that hazardous goods are packaged, labelled and provided with the required accompanying documents in accordance with ADR/SDR specifications. The following shipments require a special agreement and must be specifically mentioned when the order is placed:
- Unique items with a maximum gross weight of more than 1500 kg
- Goods that are easily perishable
- Live plants

3 Transport order (Consignment note – accompanying shipping papers)
An electronic order request from the client containing no less than the following information is required to process the transportation:
- Complete address for both the sender and recipient
- Type of goods, number of items, type of packaging, gross weight and dimensions of the individual transportation units
- Specific shipping instructions (e.g. notification/scheduling, cash on delivery, appointed times, opening times, etc.)
The «specific shipping instructions» must be notified separately to the relevant transportation department. The freight carrier shall retain in electronic form the transport request and any additional documents that they have received from the client.

The packing units must be provided with the address for both sender and recipient. Hazardous goods must be declared in accordance with statutory regulations. The shipper must also note any instructions for special handling of the goods on the packing unit, such as weight distribution and the like. We offer you the option to exchange data electronically.

4 Price calculation
4.1 Freight price
To determine the freight price we require the following information:
- Post code of the collection and reception points
- Gross weight of the shipment (for bulky goods [item 4.2.] also the dimensions)

The prices apply to towns/cities that are normally accessible by road. Terminal charges for mountain railways etc. are considered additional services.

4.2 Volumes
For large or bulky goods, the following tax weights apply:
- Stackable goods 1 m³ = 250 kg
- Non-stackable goods 1 m³ = 500 kg

Loading metre (LM)
- 1 LM = 1200 kg

4.3 Pallet tax weight
(SBB/EURO pallet, frame, cover) pallets
(max. surface area 1.2 x 0.8 m / excl. overhang)

Euro I
- Total height < 60 cm, min. 125 kg tax weight

Euro II
- Total height 61 - 100 cm, min. 250 kg tax weight

Euro III
- Total height > 100 cm, min. 400 kg tax weight

1 Euro Pal = 500 kg

4.4 Loading equipment
4.4.1 General
For general transportation with loading aids by the shippers or recipients, only intact, transportable loading aids that permit efficient transport and handling (such as EURO/SBB pallets in accordance with the EPAL/UIC standard or equivalent loading aids such as covers and frames) may be used.

4.4.2 Return transportation of the loading aids
The empty standard re-usable aids are transported as outlined below:
- Euro pallet CHF 2/unit
- Frame CHF 6/unit
- Cover CHF 1/unit
- Minimum charge CHF 20/order

4.4.3 Transportation of re-usable aids
When requesting the order, the client must clearly state whether or not loading equipment needs to be exchanged (only standard equipment such as Euro pallets, frames and covers).
A service fee is charged for orders requiring loading equipment and shown separately on the transport invoice:
- 2.5% of the net freight costs for re-usable pallets in accordance with EPAL/UIC criteria
- 4.5% of the net freight costs in cases where frames and covers are used and for pallets used in overseas shipments
- 4.5% of the net freight costs if white re-usable aids need to be delivered

4.4.4 Exchange
If the re-usable aids cannot be exchanged concurrently with the recipient, the freight carrier is entitled to demand payment for the re-usable aids from the Client.

4.5 Surcharge
For hazardous goods, a surcharge of 10% is applied to the freight price (min. CHF 20, max. CHF 50/shipment). For the transportation of Class 1 goods, which require explosion-proof vehicles, a surcharge of 20% is applied (min. CHF 50, max. CHF 130).

4.6 Empty runs/second delivery attempts/waiting time/multiple unloading points
- Empty runs for pick-up orders due to incorrect information having been provided are charged at a flat rate of CHF 50
- For second delivery attempts, a surcharge is applied on a time and material basis
- For waiting times, a surcharge to freight costs of CHF 90/h applied (loading and unloading times are included in the freight costs up to a max. of 5 minutes per 1000 kg)
- Multiple loading or unloading points at the same domicile incur a charge of CHF 60 per additional loading and/or unloading point

Standard services

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Additional services

5 Inside delivery of goods
Delivery of goods (up to the kerb) into a building, a cellar, etc. only if a request is sent in writing and provided accessible with a pallet truck and/or individual items weigh no more than 25 kg. A surcharge of CHF 10/100 kg is applied (minimum charge: CHF 50/shipment).

6 Scheduled deliveries/pick-ups
Time-restricted deliveries or pick-ups must be agreed in advance with the freight carrier’s responsible material planning and scheduling department. Furthermore, the scheduled delivery date must be clearly stated when requesting transport.

Additional charges are incurred as follows:
- **Delivery**
  - Fixed date all day: CHF 80
  - «Before» slot in full hours: before 9.00: CHF 80, after 9.00: CHF 60
- **Pick-up**
  - Applies to third-party addresses after 16.30: CHF 80

7 Collection
Collection commission is 2% of the collection amount, but no less than CHF 30 per shipment. Collection orders must be declared clearly and separately to the freight carrier. The collection order must meet the following requirements:
- Made out in writing by the Client.
- Clearly, visibly noted on the delivery note.
- Only one total collection amount per recipient and recorded in Swiss francs.
- Statement in writing by the Client if cash or cheques made out in Swiss francs may be accepted.

8 Notification (by telephone) & scheduling (by electronic means)
Notifications/time scheduling by telephone, fax, post or email, if this is requested by the Client, is charged at CHF 5/notification or time scheduling. For deliveries to private households, notification takes place automatically and against a charge.

9 Transport insurance
Goods transported under an order from the Client are not covered under property damage insurance (aka ‘transport insurance’) held by the freight carrier. Upon request, we will be happy to arrange transport insurance for you (all risk, loss and damage to goods). Premiums for transport Switzerland and the Principality of Liechtenstein:
- From 0.2% of the value of the goods, min. CHF 30/shipment, in accordance with internal guidelines.

10 Measurements
Are offered individually at cost.

11 Car-free towns/terminal charges
Fees and other expenses such as terminal charges for mountain railways or in towns that are not usually accessible by road (e.g. Zermatt, Saas Fee, Wengen etc.) and special permits are additionally invoiced at cost.

12 Disposal of packaging material
Disposal of packaging material is invoiced at cost.

13 Proof of delivery
Confirmation of delivery to the recipient occurs by means of a digital signature. The proof of delivery can be provided electronically.
A physical proof of delivery may be signed by the recipient if requested by the client. This service is subject to a fee.

Payment conditions

14 Invoicing/payment conditions
Unless otherwise agreed, invoicing is on a weekly basis and in Swiss francs. The freight prices quoted do not include VAT, which is recorded separately.
Invoices must be paid net and without deductions, within 30 days of the invoice date. If payment is not made within 30 days (payment deadline), interest on amounts in arrears of 5% is due from the following day. Any discount deductions will be subsequently charged.
If the Client and freight payer are not the same entity, the Client is jointly liable for ensuring freight payment upon first request.

15 Fuel surcharge
Fluctuations in the price of fuel are recorded and charged separately in the form of a separate fuel surcharge on these transportation tariffs. Our current diesel floater can be seen on our website.

16 Congestion surcharge
Tariffs are subject to a congestion surcharge based on the pick-up and delivery regions. This surcharge is based on the congestion hours calculation by FEDRO (Federal Roads Office).
The current congestion index can be found on our website.

Pricing

Pricing can be found on our client portal.

Expressly subject to changes.