

General terms and conditions

Standard services

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 house entrance door.

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)

For transport handling, a consignment note is required in duplicate from the sender, containing at least the following information:

- A complete address for both sender and recipient
- Type of goods, number of items, packaging, gross weight and dimensions for the shipments
- Specific shipping instructions (e.g. notification, cash on delivery, appointed times, opening times, etc.)

The «specific shipping instructions» must be declared separately to the relevant transportation department. The freight carrier shall retain the documents received from the Client or sender in electronic form only.

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 m ³	= 250 kg
Non-stackable goods	1 m ²	= 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

The Client must clearly indicate on the pick-up order and delivery note whether or not loading aids will need to be exchanged (only standard aids such as EURO pallets, frames, covers).

For an order with loading aids, a service fee is charged and recorded separately on the 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 Surcharges

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 is 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

Additional services

5 Inside delivery of goods

Delivery of goods (beyond the house door) into a building, a cellar, etc. only if a request is sent in writing to transportation management and provided accessible with a pallet truck and/or individual items weigh no more than 25 kg. A surcharge of CHF 10/100kg 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. The agreed delivery date must also be clearly noted on the delivery note.

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
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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/time scheduling (telephone, fax, post, email)

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

A charge of CHF 10 is applied each time that proof of delivery is requested.

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.