



## 1 APPLICATIONS

The TOS applies to all HRX services. The services which these terms are applied on are listed in the following document.

### 1.1 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. In case a delay due to lack of documentation or other hindrance caused by the client inflicts additional costs for HRX Finland Oy, it reserves the right to charge the client of these costs.

HRX Finland Oy does not transport money, jewels, financial instruments or comparable items. HRX Finland Oy does not transport weapons or ammunition and does not accept COD-shipments.

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

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

## 2 ORDERING SHIPMENTS

A client-made order should contain the following information:

- payer
- sender's name and address
- recipient's name and address
- description of the goods
- No. of colli, colli type, weight and volume
- IMCO or warm-transport
- dangerous goods
- preferable distribution or unloading times
- other special instructions.



## 2.1 PACKAGING AND POINTING OF GOOD

The sender is responsible for proper packaging of the shipment. Shipments over 35 kg must be packed on a pallet or so that it can be handled with a pallet jack or forklift. The sender must equip each of the packages with at least one sticker that contains the following information:

- sender's name and address
- recipient's name and address
- the number of packages
- mention of dangerous or special shipments must be clearly marked on each package.

## 2.2 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.

## 2.3 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.

## 2.4 DAMAGES

Visible damages must be marked on the waybill upon delivery and the driver must be notified immediately. Concealed damages must be reported as soon as the damage is discovered, however no later than seven days after receiving the shipment.

## 3 BILLING AND TERMS OF PAYMENT

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.

The payments are due after 14 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.



## 4 HRX SERVICE FEES

### 4.1 TRANSPORT FEES

Prices include pick-up, transport, distribution from door to door and the carrier's liability insurance which is in accordance with the maximum compensation amount of the CMR convention in international transports (8,33 SDR/kg, ca. € 10,00/kg) or in domestic transports in Finland in accordance with the maximum compensation amount of the carrier's legislation in road transport in Finland (€ 20, 00/kg), unless otherwise agreed. Additional insurance can be provided at the customer's request.

### 4.2 BASIS FOR WEIGHING

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

- Volume weight / m <sup>3</sup> (cubic mass)	333 kg / m <sup>3</sup>
- FIN-pallet weight (120*100 cm)	925 kg / pallet when higher than 120 cm
- EUR-pallet weight (120*80 cm)	740 kg / pallet when higher than 120 cm
- Half-pallet weight (80*60 cm)	370 kg / pallet when higher than 120 cm
- IBC-container 1000 L (120*100 cm)	925 kg / container or real weight
- Stackable pallet	according to real weight or volume mass

The carrier is entitled to correct the freight weight of the shipment.

#### 4.2.1 VOLUME MASS 333 kg / m<sup>3</sup>

The volume of the shipment is calculated by multiplying the maximum dimensions for a shipment (length x width x height (m)). Volume mass is calculated by multiplying the volume with the cubic mass of 333 kg.

Volume mass is used in for shipments when:

- it is a single package
- the height of the shipment is 120 cm or less
- the shipment can be stacked under and on top of other packages.

#### 4.2.2 PALLET WEIGHT

Pallet weight is used when it is not possible to place packages over or under the shipment, the shipment contains dangerous substances or the pallet is higher than 120 cm. The shipment's weight is calculated by multiplying the pallet weight by the number of pallets used.

#### 4.2.3 LOADING METER WEIGHT 1850 kg / ldm

Loading meter weight is used when the shipment takes up the whole cargo space by width or it is not possible to place shipments over, under, or by the sides. Non-standard size shipments are calculated according to loading meters.



Shipment weight is calculated by multiplying the amount of loading meters used (length x width (m) / 2,4) by 1850 kg.

#### 4.2.4 LONG ITEMS AND STACKS

The following weights will be assumed, if the length of the shipment is over 2,40 m:

- Under 30 kg and over 2,40 m long items:
  - The freight price is raised by +30 %, however minimum € 20,00.
- Over 30 kg and over 2,40 m long, stackable items:
  - 2,41-5,99 m                      2 x own weight, however, no less than 250 kg
  - 6,00-9,99 m                      4 x own weight, however, no less than 500 kg
  - 10,00 m                            6 x own weight, however, no less than 1000 kg
- Non stackable, over 2,40 m long items are calculated according to loading meters.

#### 4.3 SEPARATE FEES

- |  |                           |
|--|---------------------------|
| - FIX pick up or delivery                                | from € 40,00              |
| - Dangerous goods IMO, ADR (international transports)    | € 65,00                   |
| - Dangerous goods ADR (transports in Finland)            | +20,00 %                  |
| - IMCO or warm-transport                                 | +15,00 %                  |
| - Wasted drive caused by delayed cancel of order         | € 40,00                   |
| - Re-billing caused by false information from the sender | € 20,00                   |
| - Demurrage  | € 35,00 / starting 30 min |

#### 4.4 STORAGE FEES

According to the price list valid at any given time.

#### 4.5 WAYBILLS AND ADDRESS LABELS

- |              |                        |
|--------------|------------------------|
| - Waybill    | € 2,00 / waybill       |
| - Addressing | € 2,00 / address label |