

(RATES) CONDITIONS & SURCHARGES CTS GROUP 2021

Unless otherwise agreed, the following surcharges and additional costs are valid on all shipments undertaken by members of the CTS GROUP. For additional shipment conditions we refer you to the CTS GROUP general distribution and payment terms.

Postcode format:	Rates and conditions are applicable to shipments collected or delivered in the NL postcode area as indicated on your rate sheet. For postcodes outside of this area, delivery times and charges are available on request.		
Delivery conditions:	Rates are quoted based on; postcode of sender where shipment is collected up unto the free delivery receiver, Business to Business (unless otherwise agreed).		
Rate listing:	Rates are quoted in Euro per shipment, excluding a fuel surcharge. This surcharge is calculated on the gross rates.		
Fuel surcharge:	Depending on the height of the fuel price, a fuel surcharge may apply. For the fuel clause and further information please see www.ctsgroup.nl		
Conversion key:	1 CBM = 330 kg • 1 LDM = 1750 kg.		
Chargeable weight calculation:	Volume weight = L x B x H x 330. Loading meter weight = L x B x 730.		
Standard sizes:	L x B x H = 240 cm x 120 cm x 220 cm • shipments > 3 blockpallets maximum 240 high • odd sizes in consultation		
Maximum weight:	Europallet = 700 kg • blockpallet = 875 kg • other pallets = 1000 kg.		
Length surcharge:	For shipments > 240 cm a surcharge is applicable.		
Calculation collo:	Max. 9 loose collo per shipment • max 50 kg per collo • ≤ standard sizes • > 23 kg can be handled on a handtruck or provided with handles. ≤ 240 cm long will be charged based on the actual- or volume weight (highest weight). > 240 cm long + ≤ 23 kg will be charged based on the actual- or volume weight (highest weight) + length surcharge > 240 cm long + > 23 kg will be charged based on the actual- or loading meter weight (highest weight) + length surcharge		
Calculation stackable pallets:	A pallet with a flat top allowing other pallets to be stacked above and can be stacked itself. Pallet is within the standard sizes and is ≤ 120 cm high en ≤ 250 kg. Shipments will be charged based on the actual- or volume weight (highest weight) until 8 cbm per shipment. Shipments above 8 cbm will be charged not stackable.		
Calculation non stackable pallets:	Shipments will be charged based on the actual- or loading meter weight (highest weight) • 1 europallet = 700 kg • 1 blockpallet = 875 kg. Shipments with 1 europallet (120x80 cm) are charged based on a 3/4 europallet if ≤ 500 kg. Shipments with 1 blockpallet (120x100 cm) are charged based on a 3/4 blockpallet if ≤ 650 kg.		
Booking:	Via mijn.ctsgroup.nl or CSV/XML files. With each booking, you confirm that you agree with the CTS GROUP general terms and conditions of trading and tariff conditions.		
Shipment data:	The orderer accepts responsibility for complete and correct shipment data, e.e. complete address, loading/unloading references, dangerous goods documentation, private address, additional instructions e.g. the correct totals, weights and volumes together with a complete description of the goods. If all the above data is not present or is incorrect, this can delay the shipment and may result in additional costs.		
Confirmation:	As confirmation of your booking you will receive an "order confirmation" from us stating the expected load and latest delivery date. Pick-up and/or delivery days may differ from mentioned days without influencing the lead time. The order confirmation serves as the opportunity to check and confirm that all details and requirements have been correctly detailed by CTS GROUP.		
Checks on size and weight:	CTS GROUP reserves the right to verify specified dimensions and weights. The outcome of this check is used in the pricing of rates. The amended details will also be sent to you. If for any reason no weight or length information is received at the time of booking, CTS GROUP will endeavour to measure and weigh the items where possible. If this is not possible, the maximum pallet size will be charged.		
Documentation & shipment identification:	Orderer takes care of labeling with CTS GROUP freightlabel provided with barcode or customer label with SSCC code. All documentation that accompanies the shipment such as packing lists, invoice copies etc, must be placed on the goods, with the exception of MRN* and ADR documents. CTS Group is not responsible for missing documents. *See also article about MRN items.		
Tracking & Tracing:	Shipments are traceable via mijn.ctsgroup.nl (log in codes available on request from marketing@ctsgroup.nl).		
Proof of delivery (IOD/POD):	As delivery confirmation CTS GROUP provides a free of charge digital proof of delivery for all shipments (IOD: Information of Delivery). A digital hard copy proof of delivery (POD) is only provided on request for €7,50 per POD wherein registered that shipments are unloaded on CTS GROUP consignment note or locally used proof of delivery. Digital proof of deliveries (IOD) are available on "mijn.ctsgroup.nl". The time of availability of POD's differs per destination. For further information, please check the information page on our website www.ctsgroup.nl.		
Transit Times:	As stated on the rates sheets and transit time tables		
Service level:	Based on the service levels outlined in your quote you may make a choice for your requested transit time. If at the time of booking no service level is stated or a service level has not been agreed upon, CTS GROUP will decide which service level is used based on the delivery date indicated.		
Transit Times:	Transit times are listed in a maximum number of (working)days counted from the day of departure, not including day of loading, based on delivery on route between 9am and 5pm.		
Collection day:	The collection day stated on the order confirmation is an indication only. If it is more convenient for the planning department to pick up a shipment later than specified, the maximum delivery time will still be guaranteed. Excluding fixed date collections.		
Delivery day:	The delivery date stated on the order confirmation is based on the maximum delivery duration. The shipment may be delivered earlier than is stated if it can be more conveniently included in an earlier planning schedule. Excluding fixed date deliveries.		
Fixed date:	Fixed date shipments (loading and/or unloading on a fixed day) can only be processed within our Road Express service level.		
Pick-up and delivery	Pick-ups and deliveries take place during office hours (9:00-17:00 hour). If there is less than 6 hours available for loading or unloading, a time frame surcharge applies.		
Time frame export surcharges*:	Time frame	Benelux	All other (except East Europe)
	≤ 6 hours	€ 15,-	€ 30,-
	≤ 4 hours	€ 30,-	€ 40,-
	≤ 2 hours	€ 40,-	€ 60,-
	exact time frame of ≤ 1 hour:	€ 50,-	€ 70,-
	In assessing achievement of a time frame the moment of arrival at the unloading location is decisive.		
	Surcharges are based on ROAD EXPRESS and ECONOMY deliveries.		
	PRIORITY deliveries & deliveries outside normal office hours upon request.		

Call in advance:	For calls in advance (announcement of delivery, not booking) a surcharge of €7,50 applies.
Loading & delivery addresses which require booking such as large distribution centres e.g. Amazon.	For shipments which require an advance booking at the loading and/or delivery address, a time frame surcharge applies (see time frame surcharges). A number of addresses have preferred collection/delivery dates for CTS GROUP and her partners. Please inform beforehand if a reservation is possible. For shipments to and from large distribution centre e.g Amazon, Boulanger etc., very strict rules and instructions apply. Shipments must be reserved with all necessary information and documentation. CTS GROUP and/or her partners can not be held responsible for fines due to missed reservations
Import shipments:	Delivery times for import shipments for some destinations can take an extra 1-2 days than the times stated for the export transit times. For import shipments > 3500 kg, we can offer you a delivery time and pricing based on the XXL service , on request. Orders for import shipments must include the following: telephone number and name of a sender contact person, loading references, reference numbers and for "transit cargo" we need to know the destination. Import shipments must be available as of the loading day.
XXL services:	Speciaal voor zendingen > 10 pallets beschikt CTS GROUP over de XXL service . Deze dienstverlening is uitermate geschikt voor deelpartijen en worden vervoerd op basis van een minimaal aantal overladingen. Op basis van zendingdetails bieden wij u de meest concurrerende tariefstelling en looptijd.
Pallet exchange:	Pallets are not exchanged by default. Options available to a limited number of destinations only and only after consultation with the CTS GROUP.
Box trailer:	If a delivery must be made with a box trailer, this must be made clear at the time of booking. Options available and any relevant charges on request.
Tail lift:	If a tail lift is required at either the loading or delivery address, this must be clearly stated on the order. Surcharge: International shipments up to 3 pallets €25-. Charges for larger shipments on request. No surcharge for Benelux.
Waiting time:	Shipments ≤ 3500 kg / 5 euro pallets: max. 0.5 hour free for each address, then €12,50 for each 15 minutes or part thereof. Shipments ≤ 10.000 kg / 15 euro pallets: max. 0.75 hour free for each address, then €12,50 for each 15 minutes or part thereof. Shipments > 10.000 kg / 15 euro pallets: max. 1.0 hour free for each address, then €12,50 for each 15 minutes or part thereof. If a start has not been made to loading/unloading within the specified loading/unloading timeframe, CTS GROUP reserves the right to cancel the collection/delivery. For specified time order bookings, the time of collection/delivery is that which was agreed upon as the arrival time.
False Call:	Cancellation of the order on the day before collection day ≤ 12:00 hour: 10% + > 12:00 hour: 25% of the freight charges. Cancellation of the order on the day of collection up until 2 hours before collection time: 70% of the freight charges. < 2 hours: 100%. If a shipment cannot be delivered and must be returned, a charge of 100% of the freight costs will be incurred. Items that are found to be unavailable at the collection point will also be deemed as false call.
ADR (toeslag):	ADR surcharge: Benelux shipments: €20,- per shipment. International shipments up to 5 pallets: €35,- per shipment. International shipments > 5 pallets on request. Surcharge LQ (Limited Quantity road transport) shipments Benelux: €10,- per shipment. Other destinations: €25,- per shipment. All shipments must be accompanied by complete and correct information which must be received by the CTS GROUP before collection of goods. Every request is tested for transport and transshipment, class 1 and 7 can not be transported or transhipped. ADR shipments are transported as "non stackable" with a minimum taxable weight of 500 kg. There are no guarantees for the delivery times stated on the quote.
Weekend deliveries:	Weekend deliveries or deliveries outside of office hours are possible. Options available – to be discussed.
Bonded goods:	Transportation of bonded goods is possible upon request.
MRN/T-1 shipments (requiring physical transfer of T-1):	Shipments transported under MRN (T-1) status, whereby receipt of the T1 document by final consignee needs to be proven, will be charged based on a minimum of 500 kg per shipment. For shipments above 500 kg actual weight, a supplement of €25,- is applicable. MRN must be given at time of booking. If CTS GROUP is not aware of the customs status of the shipment, it cannot be held liable for consequences arising from non-clearance. In the case of a digital MRN document, the shipment can be transported on the basis of normal conditions (CTS GROUP must be informed of this in advance, the MRN document must then be stuck on the goods). For further explanation, see CTS GROUP FAQ at www.ctsgroup.nl
Export document and customs clearance:	CTS GROUP offers the option of preparing export document and customs clearance for all countries outside the EU. Costs of export document: €35,- including 3 posts + €5,- per additional posts. Costs for customs clearance: €50,- including 1 posts + €10,- per additional post.
Clearance stop:	An extra stop for clearance of goods must be agreed upon with the planning department and is dependent upon the route that is taken. A stop within the Benelux, en route, will cost €45,00 per shipment plus €12,50 for every 15 minutes from the delivery address.
Islands/City centres/ B-locations:	For deliveries made to islands, city centres and other B locations and/or to locations that cannot be reached with a 13.6m trailer, a surcharge may apply. If you require transport with a vehicle smaller than 13,60 meters and/or with a tail lift, please inform at the time of initial enquiry.
Specific addresses:	For example; private addresses, trade fairs, hospitals, apartments, boats and harbour deliveries are available on request.
Private addresses:	In exceptional cases, collections or deliveries can be made to private addresses, if they are located on the ground floor and can be reached by a distribution car. Within the Benelux a surcharge of €15,- applies. Calling in advance included. International destinations on request.
Physical handling:	For handling such as re-stacking, re-labeling, neutralize e.d. the settlement is based on man hours. Tariff on request.
Transport insurance:	Charges upon request
Own risk:	In case of damage claims, depending on the nature of the good, a deductible may apply to the damage payment.
Tariff agreements:	Depending on your shipping patterns and sales forecasts you may qualify for a customized Multi-Destination discount arrangement . If applicable, you will receive a Multi-Destinations discount contract and rebate offers on a net basis (i.e. including discount). Diesel surcharge is calculated on the gross amounts. To be able to continue using the discount you must meet all the conditions as set forth in the MD contracts. Where net project quotations are provided, the MD discount does not apply.
Other:	For all other conditions, rates and surcharges not mentioned in this document, please see the CTS GROUP General Terms and Conditions. This document can be found on www.ctsgroup.nl