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(RATE) CONDITIONS & SURCHARGES CTS GROUP 2024

Unless otherwise agreed, the following surcharges and additional costs are applicable to all shipments carried out by CTS GROUP or its partners.
For additional shipment conditions we refer you to the CTS GROUP general distribution and payment terms as well as the General Transport Conditions (AVC) and Conditions for Logistics Services.

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) and load- unloading options for 13.6 trailer without tail lift.		
Quotations:	Rates are quoted in Euro per shipment, excluding a fuel surcharge. This surcharge is calculated on the gross rates.		
Rate listing:	Depening on the fuel price, a fuel surcharge may apply. For the fuel clause and further information please see the CTS GROUP portal.		
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:	In centimeters: L 240 x W 120 x H 220 • 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 cartons per shipment • max 50 kg per colli • ≤ stadard 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-, volume- 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 as not stackable.		
Calculation non stackable pallets:	Shipments will be charged based on the actual-, volume- 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 CTS GROUP portal or CSV/XML files. With each booking, you confirm that you agree with the CTS GROUP General Terms and Conditions, Rate Conditions, General Transport Conditions (AVG) and Conditions for Logistics Services (see www.ctsgroup.nl/en/general-conditions-and-rate-conditions). If a shipment is manually created by CTS GROUP, a surcharge of €7,50 per shipment applies.		
Shipment data:	Consigner accepts responsibility for complete and correct shipment data, e.g. complete address, loading/unloading references, dangerous goods documentation, private adress, 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" stating the expected load and latest delivery date. Pick-up and/or delivery days may differ from mentioned days without impacting 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 to calculate 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:	Shipment tracking and tracing is available on CTS GROUP portal (log in codes available on request from sales@ctsgroup.nl).		
Proof of delivery (IOD/POD):	CTS GROUP provides a free of charge digital proof of delivery (IOD: Information of Delivery) for all shipments. IOD's can be found on the CTS GROUP portal. A digital hard copy proof of delivery (POD) is only provided on request at €7,50 per POD. The POD shows relevant unloading information on a local consignment note. The lead time for providing POD's differs per destination.		
Transit Times:	As stated on the rate sheets and transit time tables		
Service level:	Based on the service levels stated in the rates, you can choose the transit time you want. If no service level is stated on your order or the service level does not correspond to the desired unloading day, CTS GROUP will use the indicated unloading day to determine the duration (service level) (see distribbloks overview).		
Transit Times:	Transit times are stated in maximum number of working days calculated from the day of departure, not including the day of loading, based on delivery on route between 08:00 AM and 5:00 PM.		
Collection day:	The collection day stated on the order confirmation is just an indication. Unless this impacts the maximum delivery time, CTS GROUP reserves the right to pick up the shipment later than specified. This does not apply to fixed date collections.		
Delivery day:	The delivery date stated on the order confirmation is based on the maximum delivery duration, but delivery could take place earlier. This does not apply to fixed date deliveries.		
Pick-up and delivery	Pick-ups and deliveries take place during office hours (8:00 AM - 5:00 PM). If calculated from 8:00 AM up to a maximum of 5:00 PM - there is a maximum timeframe of 6 hours or less available for loading or unloading, a time frame surcharge applies.		
Time frame surcharges*:	Time frame	Benelux	Other European destinations
	≤ 6 uur:	€ 22,50,-	€ 35,-
	≤ 4 uur:	€ 35,-	€ 45,-
	≤ 2 uur:	€ 50,-	€ 60,-
	exact tijdstip of ≤ 1 uur:	€ 65,-	€ 75,-
	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 service level.			
PRIORITY deliveries & deliveries outside normal office hours upon request.			

Fixed delivery day (FIXED date):	A surcharge applies for Economy transit time shipments that must be delivered "Fixed" (unloading on a fixed day between 8:00 AM and 17:00 PM)		
	Germany	Austria, Denmark, France, Italy, Ireland, Spain, Switzerland, United Kingdom	Other European destinations
	€ 35,-	€ 50,-	€ 70,-
	For a fixed date shipment in combination with a time frame, a fixed surcharge of €25,- applies on top of the time frame surcharge. FIX surcharge is not applicable for Road Express and Priority shipments, only a time frame surcharge applies if the delivery must be made within a time frame (see time frame surcharges).		
Call in advance:	For calls in advance (announcement of delivery, not booking) a surcharge of €7,50 applies.		
Addresses which require booking such as large distribution centres e.g. Amazon.	For shipments for which a delivery appointment must be made, a time window and FIXED surcharge applies. FIXED surcharge is cancelled if CTS GROUP or its partners make the booking. Bookings are preferably made by CTS GROUP or its partners due to possible existing local agreements. Bookings outside standard unloading times (08:00 AM - 05:00 PM) only in consultation. Strict delivery instructions apply to deliveries to major DCs such as Amazon, Boulanger, etc. Shipments must be provided with all necessary information and documentation. CTS GROUP cannot be held responsible for fines for missed bookings (see also marketplace distribution tab).		
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:	CTS GROUP offers the XXL service especially for shipments > 10 pallets. This service is extremely suitable for partial batches and is transported on the basis of a minimum number of transshipments.		
	Based on shipment details, we offer you the most competitive rate and lead time.		
Non-EU shipments:	CTS GROUP offers the option to carry out customs activities for all countries outside the EU. For further explanation see sheet "Customs" elaborating on preparing export document, customs clearance, customs stop etc.		
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. Availability is on request and additional charges might be applicable.		
Tail lift:	If a tail lift is required at either the loading or delivery address, this must be clearly stated when creating 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 €17,50 for each 15 minutes or part thereof.		
	Shipments ≤ 10.000 kg / 15 euro pallets: max. 0.75 hour free for each address, then €17,50 for each 15 minutes or part thereof.		
	Shipments > 10.000 kg / 15 euro pallets: max. 1.0 hour free for each address, then €17,50 for each 15 minutes or part thereof.		
False Call:	If (un)loading has not started within the specified timeframe, CTS GROUP reserves the right to cancel the collection/delivery.		
	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, 100% of the freight costs will be charged.		
ADR (surcharge):	Items that are found to be unavailable at the collection point will also be deemed as false call.		
	Benelux shipments: €20,- per shipment.		
	International shipments up to 5 pallets: €35,- per shipment with the exception of Finland €75,-, Italy €50,- and Ireland €50,-.		
	Islands and international shipments > 5 pallets on request.		
Weekend deliveries:	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 CTS GROUP before collection of goods. For each ADR shipment we examine if we are eligible to transport the goods. 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. Lead times cannot be guaranteed for ADR shipments.		
Bonded goods:	Weekend deliveries or deliveries outside of office hours are possible. Options available on request		
Islands/City centres/ B-locations:	Transportation of bonded goods is possible upon request.		
Specific addresses:	For deliveries 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.		
Private addresses:	For example; private addresses, trade fairs, hospitals, apartments, boats and harbour deliveries are available on request.		
Physical handling:	B2C deliveries are possible after prior agreement based on the following conditions: delivery to the door/ground floor, accessible by distribution truck AND clearly stated in your order. For B2C a surcharge of € 15.00 per address applies, if not indicated in advance an additional charge of € 30.00 per private address applies.		
Transport insurance:	Options and charges for handling such as re-stacking, re-labeling, neutralizing shipment etc. are available on request.		
Own risk:	Charges upon request		
Tariff agreements:	In case of damage claims, depending on the nature of the goods, a deductible may apply to the damage payment.		
	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.		
Other:	To be able to continue using the discount you must meet all the conditions as set forth in the MD contract. Where net project quotations are provided, the MD discount does not apply.		
	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/en/general-conditions-and-rate-conditions		