

Air & Ocean Quote T&Cs

- DB Schenker is a member of the International Federation of Freight Forwarders Association (FIATA). In the absence of a separate contract signed by both parties on all services of Schenker South Africa (Pty) Ltd, the FIATA Model Rules for Freight Forwarding Services shall apply. A copy is available upon request or can be accessed via www.dbschenker.com. No other terms will apply unless agreed herein.
- Ocean freight services are based on the tariff or freight and other charges (as the case may be) of the NVOCC The Great Ocean Line Pte. Ltd and will be provided strictly on the terms and conditions as expressly set out or referenced in the Bill of Lading of The Great Ocean Line Pte. Ltd., which is subject to the laws and exclusive jurisdiction of Singapore.
- This quotation applies to general cargo only and does not cover any special cargo such as but not limited to refrigerated, hazardous, perishable, non-stackable, oversized, or overweight unless it is explicitly mentioned. Airfreight rates are not valid for goods with a height over 160 cm, same to be treated as oversized cargo and loaded only on cargo aircraft.
- Chargeable weight is applicable to all rates. Total chargeable weight is either actual weight or volumetric weight, whichever is greater. The volumetric weight is based on a 1:6000 weight/volume ratio.
- The chargeable weight for ocean freight shall be at 1000 kgs per cbm with a minimum of 1 (one) cbm.
- VGM (Verified Gross Mass) Administration Charges are excluded from our offer. Any additional charges occurring after the gate-in will be debited as per outlay.
- All charges and surcharges are quoted based on provided shipment details and may be subject to change if shipment details are revised. If any additional fees or charges are imposed by the carrier or other third party before shipment or during transportation, are payable by the customer in addition.
- Schedules or transit time(s) provided in the quotation are estimates only and not binding on Schenker South Africa (Pty) Ltd. They are based on information supplied by the operating carriers and are subject to change due to port/airport congestion, technical problems, failed screening, bad weather or any other reason beyond the control of DB Schenker. DB Schenker does not accept any liability for the consequential effects of any non-loading or non-delivery of cargo in case of any delays.
- The quotation is subject to space and equipment availability. Transport of special cargo is subject to the carrier's acceptance.
- Marine Insurance is arranged only upon request.
- The shipper must provide a full set of documents required by the carrier and/or customs authorities.
- All quotations and/or offers are based on assumption and/or implied representation by the customer that goods are packed and marked by the customer for safe transportation. Airworthy packing is required for airfreight.
- The customer is responsible and shall indemnify Schenker South Africa (Pty) Ltd for and against all duties, taxes, deposits, and charges made by any authority for the shipment and/or any permit fees, fines or penalties which may be levied on the shipment.

- Any quotations and invoices will be in the currency of the issuing country, unless otherwise specified within the quotation. For services which are based on foreign currencies, the rate of exchange on the date of service applies.
- Schenker South Africa (Pty) Ltd shall in no event be liable for:
 - Valuables or dangerous goods unless declared as such at the time of conclusion of the contract
 - Loss following delay unless expressly agreed in writing
 - Loss of or damage to the goods due to inherent defect of the goods
 - Acts or omissions of Customer, its agents or any third party that the Customer employs
 - Improper packing or marking of the goods, unless the packing is part of the services provided.
- All invoices shall be paid without any reduction or deferment on account of any claim, counterclaim or set-off.
- Our quotations are based on today's current valid tariffs and become void if acceptance is not declared in written within 10 calendar days.
- Schenker South Africa (Pty) Ltd shall not be liable for any delay, any failure in the performance of any services, any rate increase if and to the extent that such delay or failure or rate increase is caused by any event of force majeure, including but not limited to any Act of God, natural disaster, adverse weather conditions, disease, epidemic, plague, quarantine restrictions, war, terrorism, riot, civil commotion, strike, industrial action, trade or economic sanctions, or any other circumstances beyond its reasonable control.