

Credit Terms

Our Trading credit terms are 30 days from date of invoice, unless agreed otherwise in writing directly with the sales manager. We however reserve the right to request full payment prior to the final delivery of the cargo if we deem necessarily (i.e., Credit terms are withdrawn)

Original Documents

No original documents will be sent regardless to your conditions, and we reserve the right to be paid within the credit terms agreed, not involving any original documents condition.

Waiting Time & Demurrage Fees

When our trucks are transporting orders from your company, we reserve the right to charge waiting time after the free 3hours allowed both for loading and unloading (3hrs loading/ 3hrs unloading) thereafter a charge of €60/hr will be charged, this condition does not need prior notification to you, provided that GPS positions are provided. We offer also 2 hrs free waiting time for customs at any destination, from thereafter a charge of €60/hr will be charged.

Cancellation of Order Policy

Cancellation Policies:

- a. Cancellation of order 3 days before loading: No Charge
- b. Cancellation of order 2 days before loading: 10% of total freight cost
- c. Cancellation of order 1 day before loading: 25% of total freight cost
- d. Cancellation of order same day as loading: 80% of total freight cost

Estimation Arrival of Trucks

Truck ETAs are given with an allowance of +-3hrs.

Fixed Loading Times

We cannot guarantee fixed loading times unless agreed with your sales manager in writing prior to the given order.

Liability CONDITIONS

Liability depends on the method of transport used such as (CMR & Bill of Lading), cargo is not insured otherwise, additional insurance can be quoted extra.

Method of Transport

Transport will be either exclusively by road or in combination (rail/sea transport).

Declaration of Goods

The goods to be transported must be properly declared on the CMR consignment note and loaded/stored and secured both for road transport and for combined transport (by rail and/or by sea).

Loading/Unloading of Cargo

Our drivers do not load or unload cargo from our truck and in case this is the need an extra charge of €200 for each operation will be added the freight charge.

Transshipment of Goods

Unless specifically written or agreed with the sales manager prior to awarding the order, we reserve the right to tranship the goods from one truck to another without prior authorisation irrespective to any conditions on your order.

Driver Details

We are not obliged to give you driver details such as (Name, Surname, License, Mobile Numbers).

Secure Parking

Although we recommend secure parking for our drivers, we are not obliged to park in secure parking's unless agreed prior to awarding the order.

Agreed Rates

Agreed rates may vary even after commencement of order without prior notice due to increases from shipping lines and other providers. Door to Door rates do not include customs clearance or unloading if this is required a further expense will be quoted.

General transport order conditions of Alfaran Trailers Maintenance and Logistics

In addition to this, "ALFARAN TRAILERS MAINTENANCE AND LOGISTICS general transport order conditions" apply. You can find these conditions online at www.alfaran.eu. Upon request we can also send you the conditions via the responsible transport manager.