

Application

Merpo will start the cooperation, if you agree with the content of our general terms and conditions. When the agreement is made, we will apply these terms and conditions.

Payment Method

The term of payment is 30 days after invoicing. POD is added to any invoices. The client is, at all times, responsible for payment of invoices to Merpo.

Procedure of Registration

Notifications of shipments should be addressed to Merpo at least one day in advance (before 13:00 PM) of pickup-date. Clients take full responsibility and risk for late notifications.

Packaging

Goods offered by clients need to be packed in a safe and solid way, provided with clear packing details. This information needs to be attached to the shipment:

- Type of product
- Complete address of the sender and receiver
- Numbers or characters which are important

The shipping and receiving party should be able to load and unload received goods. Our prices exclude extra services like tail lift or use of fork lifter.

Loading and unloading times

The loading and unloading times are fixed and stated in the transport order. The loading and unloading time should be within one hour for partly loaded trucks. A full truck load requires to be loaded and unloaded within 2 hours. Once these terms exceed for any valid reason, the conditions will be in consultation of waiting time rates. This will be agreed in combination with the terms and conditions of the transport order.

Refusal

In combination with the refusing of a shipment, we will be able to invoice the costs for our client. These costs are depending on reasons that have been given for refusal. After the agreement of refusal, we will take care of the price and handling of the shipment.

Volumes

We apply the following weight and dimension class:

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|---|---|
| One Loadingmeter = 1700 kg | One m3 = 332 kg |
| One Europallet = 690 kg | One Blockpallet = 850 kg |
| Max weight per colli groupage: 1200 kg | Maximum dimensions in groupage: 2,4 m wide, 2,2 m height, 2,3 m long |

Custom formalities

All custom related word, will only be at the and risk of the client.

Rates

Our rates are exclusive VAT and including MAUT. The rates are in Euro and valid until 31 december of the year. Every year these rates will be refreshed. All rates are based on kilograms, pallet, m3 or loading meters. The shipments are calculated in Euros and. We reserve the right to adjust the rates, unless costs increasing occurs.

Palletchange

We only use pallet exchange when this is written in the agreement. If this is not notified in advance, the costs will be charged. The costs depending on amounts, are at least 5% of the freight amount and minimum €25,00 ex VAT.

Process time

We apply process times on behalf of and dependent on:

| | |
|----------------------------|--|
| Driving bans | Extreme weather conditions |
| Customs and other controls | Other causes beyond private management |

Costs for cancellation

The complete agreed freight price, when it's on the loading date. This also applies to shipments with incorrect quantity of goods, or complete cancelation of freight.

Within the cancellation, one day before loading and before 13:00 pm, we charge 75% of the freight price.

Insurance

When we are handling high valuable goods, we are able to handle an additional insurance. We can arrange this in an consultation.

Liability for costs

The costs will be charged to the relevant party, which is signed in the agreements. The client is always responsible for any hidden costs, Merpo has no influence on.