

Kuehne+Nagel Logistics B.V. Terms & Conditions (Business Unit Road Logistics)

General:

1. Kuehne+Nagel Logistics B.V. (Business Unit Road Logistics) (hereinafter also to be referred to as: "K+N") exclusively acts as a freight forwarder. These conditions apply to all our activities and agreements ([Click here to download the most recent version](#)), as well as the Dutch Forwarding Conditions, filed by FENEX (Dutch organisation for forwarding and logistics), ([click here for FENEX Terms & Conditions](#)), at the Registries of the District Courts in Amsterdam, Arnhem, Breda and Rotterdam, whereby the latest published versions will always apply.
2. Agreement is automatically reached that the client has accepted the quotation, as well as the above-mentioned conditions, as soon as an order is placed.
3. The regulations included in K+N's Terms & Conditions will always prevail in case of contradictions between the Dutch Forwarding Conditions (FENEX) and K+N's Terms & Conditions.

Order placement:

4. Orders must be placed in writing (email) or electronically (EDI, Internet).
 - Export and Benelux shipments < 2,500 kg and/or < 2 loading metres (hereinafter to be referred to as: groupage), a maximum of 1 working day for collection before 16:00 hours on the next working day.
 - Import groupage shipments, a maximum of 1 working day for collection before 14:00 hours on the next working day.
 - Export and Benelux shipments > 2,500 kg and/or > 2 loading metres (hereinafter to be referred to as: LTL /FTL), a maximum of 1 working day for collection before 13:00 hours on the next working day.
 - Import LTL/FTL shipments, 1 working day for collection before 11:00 hours on the next working day.
5. Costs for manually entering shipments (not electronically registered): € 12.50 per shipment.
6. Dead freight and/or cancellations: we will minimally charge 75% of the agreed freight rate if a shipment is cancelled 1 working day before collection after 12:00 hours on the next working day. We will charge 100% of the agreed freight rate if a shipment is cancelled on the day of collection.
7. Changing delivery conditions retrospectively (Incoterms): € 32.50 per shipment.
8. K+N has opted for completely paperless distribution within the EU. However, if documents are nevertheless still required, these must be affixed to the shipment in a clearly visible place with a sticky document holder. This doesn't apply to customs goods or ADR goods.
9. The customer is responsible for providing correct dimensions (length, width, height) and weights. K+N will charge a minimum of 0.4 loading metres per pallet if the full dimensions are not included on a transport order.
10. Shipments must be provided with the recipient's clearly visible and legible name and address details. The omission of this information will lead to longer transit times.
11. Registration (written/electronic) of shipments at the recipient: € 15.00 per shipment.
12. A surcharge will apply to deliveries to a private address (B2C) (incl. registration): 25% in addition to the agreed rate (minimum of € 29.50 per shipment).
13. Any surplus deliveries (more packages found than registered) will lead to a longer transit time and extra costs, which will be passed onto the customer.

Goods:

14. The goods to be transported are properly packaged, non-hazardous merchandise. K+N reserves the right to refuse any goods which have not been properly packaged. K+N can never be held liable for damage resulting from a (hidden) packaging defect, even if this shipment has been erroneously received.
15. Goods must be supplied on pallets. Costs for palletising loose boxes/cartons will be charged at € 39.50 per hour.
16. An order to transport ADR goods must be submitted in writing, including all the information required to execute the transport within the legal requirements. The goods must be packaged in accordance with the applicable legislation. K+N reserves the right to refuse any goods which haven't been properly packaged.
17. ADR surcharge: a surcharge generally applies to the transport of ADR goods in addition to the transport rates stated in the quotation, depending on the country of destination. The standard transit time will be extended by 1 day as a result of the relevant ADR documentation checks. An IMDG code requirement will apply if the goods supplied form part of the "Limited Quantities" category and must be transported overseas.
ADR surcharges:
 - a. ADR shipments within the Benelux: 15% in addition to the agreed entire shipment rates (min. € 17.50 and max. € 125.00 per shipment).
 - b. ADR shipments to Greece, Cyprus: upon request
 - c. ADR shipments to Ireland, the UK, Finland, Norway, Sweden or Denmark (1000 to 4900): 10% in addition to the agreed entire shipment rates (min. € 95.00 and max. € 295.00 per shipment).
 - d. ADR shipments to other EU destinations: 10% in addition to the agreed entire shipment rates (min. € 35.00 and max. € 295.00 per shipment).
 - e. A number of classes/goods may not be transported within the K+N network. Please refer to our website for more information (<https://nl.kuehne-nagel.com/-/services/road-logistics/groupage-shipments>)
18. The rates quoted for the collection/delivery of groupage shipments using a car with a tailgate are inclusive. There is a surcharge per shipment for the collection/delivery of LTL/FTL shipments with a tailgate. The surcharge amounts to 15% of the freight costs, with a minimum of €125 per activity (loading or unloading). The standard transit times may differ for these shipments.
19. The maximum weight for shipments which must be collected/delivered with a tailgate is 800 kg per package. A loading or unloading aid must be available for shipments with a gross weight of 430 kg or more.
20. Organising the transport of non-divisible loads larger than 240 x 120 x 220 cm (length x width x height) is only possible upon request.
21. The maximum groupage shipment height is 240 cm within the Benelux and 220 cm outside of the Benelux. The maximum groupage shipment dimensions are 240 x 120 x 220 cm and the maximum weight is 1,250 kg per package. Shipments may need to be repackaged if these limits are exceeded. Additional charges would apply to this at € 37.50 per hour.

22. Shipments can be stored at the depot free of charge for 3 days. Costs will be passed on after this period: € 7.95 per pallet per day or € 1.50 per 100kg per day (1m³ = 333kg) for unpalletised shipments.
FENEX's 2014 Logistical Service Conditions (LSV) will apply to goods stored at the depot for more than 3 days.
23. Costs for physically neutralising shipments are € 39.50 per shipment.
24. Costs for (re)labelling are € 17.50 per shipment.
25. K+N will not transport the following goods: Gemstones, jewellery, paper money, coins, securities or certificates, works of art, paintings, sculptures, *non-packaged furniture, personal effects, live animals and plants, weapons and ammunition and goods prohibited by law.*
26. If the value of the shipment to be transported is € 50,000 or more, the value must be communicated in writing before the start of the transport.

Financial:

27. General
 - a. Our payment terms are 30 days from the invoice date, with a maximum credit limit of € 3,000, unless otherwise agreed in writing. We apply a 3% credit restriction (DPP = Duty Payment Provision), which will become due if the agreed payment terms are exceeded.
 - b. K+N reserves the right to grant certain (natural) legal persons no/less credit and/or impose shorter payment terms.
 - c. Any possible extension of the standard payment terms and/or credit limit must be requested from K+N before the start of a possible collaboration.
 - d. The freight costs must be paid in advance if the freight payer doesn't have a VAT number.
 - e. Any claims against carriers or K+N will not suspend the payment obligation of K+N's invoices.
 - f. Any costs associated with the possible collection of monies in the event of the payment terms and/or credit limit being exceeded will always completely be at the freight payer's expense. The applicable commercial interest is due from the day after the payment terms expired.
28. Rates
 - a. The rates quoted exclude VAT.
 - b. The rates apply to one loading and one unloading address.
 - c. The rates are based on a kg, pallet or loading metre scale per shipment and are calculated in EURO (€).
 - d. The volume calculation is determined as follows:
 - Gross weight (kg) = actual weight
 - 1 m³ (cbm) = 333 kg
 - 1 loading metre (ldm) = 1,850 kg
 - 1 non-stackable euro pallet (max. 80 x 120 cm) = 0.4 loading metre (max. 740 kg)
 - 1 non-stackable block pallet (max. 100 x 120 cm) = 0.5 loading metre (max. 925kg)
 - Rates for goods with a length > 240 cm and a gross weight > 25 kg are calculated based on the highest paying gross weight, cbm or ldm weight.
 - Rates for goods with a length > 240 cm and a gross weight < 25 kg are calculated based on the highest paying gross weight or cbm weight.
 - Rates for goods with a length > 240 cm and a gross weight > 25 kg will be subject to a 25% length surcharge in addition to the agreed entire shipment rate.
 - e. The following aspects are included in the international rate calculation:
 - Goods lower than 120 cm and explicitly stated as being stackable by the client, see article g.
 - The minimum of the rate scale is equal to the maximum of the previous rate scale.
 - Rounding off of the paying weight: < 1,000 kg by 10 kg, > 1,000 kg by 100 kg.
 - ADR goods are calculated as non-stackable by kg or cbm or ldm weight for safety reasons.
 - f. The following aspects are included in the rate calculation for distribution in the Benelux:
 - a. All shipments will be charged as non-stackable.
 - b. The minimum of the rate scale is equal to the maximum of the previous rate scale.
 - c. Rounding off of the paying weight: < 1,000 kg by 10 kg, > 1,000 kg by 100 kg.
 - d. ADR goods are calculated as non-stackable by kg or cbm or ldm weight for safety reasons.
 - g. Pallets are deemed to be stackable if it's possible and permitted to position two of the same pallets on top of each other, without this resulting in an increased risk of damage during transport and transshipment. This doesn't apply to shipments in the Benelux.
 - h. A loading metre charge based on pallet spaces applies to shipments consisting of at least 2 pallets, depending on stackability. 2 stackable Euro pallets will be charged for 1 pallet space = 0.4 loading metre and 2 non-stackable Euro pallets for 2 pallet spaces = 0.8 loading metre.
29. The freight prices and rates included in the quotation exclude landfill, toll and boat fees and exclude any rights and existing, or yet to be introduced, (kilometre) levies imposed by a government or third parties. The freight forwarder will pass any of these possible costs imposed on him onto the customer.
30. The collection/delivery of goods in city centres, restricted areas, islands and mountains may result in a surcharge.
31. Freight prices and rates exclude the diesel fuel surcharge (DFS). The DFS is variable and is calculated on the freight rates. Kuehne+Nagel changes the variable diesel fuel surcharge on a monthly basis, based on the previous month's average fuel price and this can never be negative.
(source: TLN excl. VAT <https://www.tln.nl/brandstofmonitor/>)
32. Transport to/from countries with a currency other than EUR may be subject to a CAF (Currency Adjustment Factor) surcharge.
33. K+N facilitates the exchange of Euro pallets/gitter boxes (hereinafter referred to as "packaging") (within the Benelux and from/to Germany) based on floor space and direct exchange, i.e. the recipient must return the exact same number of packaging as was received with the relevant delivery. The packaging to be returned must be ready for the exchange. Any extra possible waiting costs will be passed on (see art. 45). The right to return the relevant packaging will expire in the event of a non-exchange. K+N charges a € 2.75 administration surcharge per euro pallet (max. of 33 pieces) for packaging liable for exchange. K+N thereby applies a 10% depreciation percentage on the balance of the packaging. Prices for returning gitter boxes can only be quoted upon request.

34. Cost price increasing factors imposed by the government and/or other causes which are beyond our control will be passed on as a surcharge, or may lead to an interim rate review.
35. The freight and transport rates quoted are based on the volume and frequency data provided by you. K+N reserves the right to adjust the rates in line with the current situation if, after a certain period of time has expired, this data no longer corresponds to the information provided by you.
36. Delivery receipts can be requested up to a maximum of 60 working days after the shipment date, which would incur the following charges: €17.50 per CMR/BVA.
37. K+N is only bound by a best efforts obligation to provide the proof of delivery once this period of time has expired. The rates quoted also apply to sending the proof of delivery as an invoice appendix.
38. Failure to provide proof of delivery doesn't suspend the obligation of paying K+N's invoices.
39. The costs for sending invoices by physical mail amount to € 7.50 per invoice.
40. Complaints must be submitted in writing within 7 working days of the invoice date, stating the reasons for the complaint.
41. Claims due to damage incurred during transport will be charged to the carrier(s) commissioned by K+N. K+N can assist you with submitting any possible claims against this/these carrier(s).
42. Claims must be submitted in writing and accompanied by invoices, damage reports and any other documentation required for the processing of the claim.
43. K+N can never be held liable for any loss, damage or delay due to circumstances beyond our control, including (but not limited to) adverse weather conditions, pandemics, fire or risks of war and strikes.
44. K+N can never be held liable for any consequential damage, loss of profit or immaterial damage.

45. Loading, unloading and transit times (between 08:00-17:00 hours local time on working days):

The loading and unloading times (per loading or unloading address):

- a. Groupage: max. 30 minutes, LTL (max. 8 load metres): max. 60 minutes, FTL: max. 120 minutes.
- b. Once the above unloading times have been exceeded, any additional (waiting) hours will be charged as follows: € 85.00 per hour.
- c. Transit times (if indicated) are in working days, counting from the day following collection (LTL/FTL) or departure (groupage), up to the day when the shipment is delivered to the addressee.
- d. The specified transit times and transport rates apply to so-called A zones (industrialised and/or commercial areas) in the listed countries. Different transit times may apply to locations outside of these zones. These are available upon request.
- e. The transit times quoted will differ for shipments from/to city centres with certain restrictions, for postcodes 43 to 45 (Zeeland) in the Netherlands and for the Wadden Islands.
- f. The transit times quoted may also differ during holiday periods. Transit times and surcharges may differ during (inter)national public holidays and driving bans during a working week.
- g. The specified transit times exclusively refer to unconditioned pallet goods in covered trailers without a tailgate. Deviating terms may apply to all other types of goods or equipment to be used.
- h. The latest version of the transit times can be found on our website ([Click here to download the most recent version](#)).

These transit times are indicative. No rights can be derived from this.

46. Specific time deliveries

Groupage Benelux and EU countries	
Surcharge for deliveries before 10:00 hours	€ 75.00
Surcharge for deliveries before 12:00 hours	€ 45.00
Surcharge for JIT delivery (fixed time) **	€ 125.00

Costs for specific time deliveries LTL/FTL EU and Groupage/LTL/FTL outside of the EU are available upon request.

Delivery on a specific day longer than the indicative regular transit time (fixed delivery date): €50.00

Delivery in working weeks of 4 working days or less: 3% Peak Season Surcharge, calculated on the freight costs

Delivery/collection within a specific time window (on working days between 08:00-17:00 hours)

- 1 hour window within the Netherlands: € 95.00

- 2 hour window within the Netherlands: € 65.00

Collection on working days within the Netherlands between 08:00-12:00 hours upon request

47. A surcharge of € 95.00 per loading address applies to loading in the port of Rotterdam or at Amsterdam Airport.

48. DC Deliveries:

- a. A surcharge of € 49.50 per shipment applies to deliveries to Amazon DCs (at a fixed time on working days from 07:00-17:00 hours). In addition, the regular transit time will be at least one day longer for shipments consisting of up to 4 Euro pallets. Details of possibilities and costs for deliveries outside of the stated times can only be made available upon request.
- b. Details of possibilities and costs for other DC deliveries can only be made available upon request.

Customs goods:

Please refer to the surcharges and costs summary table for the applicable rates.

49. The payment term for excise duties, import duties and turnover tax is 5 days. A 3% disbursement fee will be charged once this period of time has expired.
50. Customs clearance costs in non-EU countries (for DDP export) are only available upon request. Costs for the drawing up of transit documents for FCA shipments are only available upon request and under cover of a collateral amount to be determined.
51. Costs for other customs services can be provided upon request.
52. Costs for not being able to send shipments to the UK as a result of missing essential information, will be passed on (including, but not limited to, administrative costs and storage costs, see art.23).

Other:

- 53. All-risk insurance for goods is only possible upon written request. The insurance premium is charged separately.
- 54. CAD/COD/Cash on delivery deliveries are not possible.
- 55. K+N is not responsible for clearing documents when transporting goods accompanied by customs documents.
- 56. The customer is responsible for the registration of chemical substances on the grounds of REACH, Regulation No 1907/2006/EC and subsequent European legislation. K+N can never be held liable for any damage resulting from your failure to comply with obligations included in this and other applicable legislation.
- 57. Dutch law applies to all K+N's actions, parties submit to the District Court of Rotterdam, the Netherlands' jurisdiction in the event of a dispute.
- 58. Customs examination in the UK (if selected by customs): € 32.50 per scan. These costs exclude any possible extra waiting hours which may have arisen.
- 59. Drawing up standard overviews (e.g. standard shipment reports or quotations in Excel): € 49.50 per hour. (Minimum € 49.50 per overview).
 - a. Related logistic consultancy data, like custom-made KPI reports, etc. € 95.00 per hour
 - b. General logistic consultancy (analysis, advice & reporting) € 125.00 per hour
 - c. ICT related logistic consultancy € 145.00 per hour
- 60. Trailer and/or container costs (demurrage/detention) arising as a result of waiting times in port quays will be passed on.
- 61. You can find our privacy statement on our website (<https://nl.kuehne-nagel.com/>).
- 62. Shipments can be traced free of charge via the MyKN portal. A login code and password will be needed for this. More information about the possibilities can be obtained from the Customer Service department or via your contact person.

Summary of surcharges and costs

(several surcharges per shipment are possible)

Surcharge	Costs	Extra info/conditions (see article no.)
Shipments which haven't been electronically registered	€ 12.50 per shipment	5
Dead freight	75-100% of shipment amount	6
Changing delivery conditions retrospectively (Incoterms)	€ 32.50 per shipment	7
Registration of shipments at the recipient (in writing/electronically)	€ 15.00 per shipment	11
B2C delivery	25% of shipment amount (min. €29.50)	12
Palletising, repacking/unpacking of pallets	€ 39.50 per hour	15, 22
ADR surcharge	Dependent on destination/origin	17
LTL collection/delivery with tailgate	€ 125.00 per shipment	18
FTL collection/delivery with tailgate	15% freight rate (and min. € 125.00)	18
Neutralising shipments	€ 39.50 per shipment	24
(Re)labelling shipments	€ 17.50 per shipment	25
Length surcharge	25% on entire shipment rate	29d
Administration fee for packaging liable for exchange	€ 2.75 per pallet (excl. depreciation)	34
Proof of Delivery (POD)	€ 17.50 per POD	37
Printed invoices (by post)	€ 7.50 per invoice	39
Waiting hours	€ 85.00 per hour	45b
Loading at Amsterdam Airport/Port of Rotterdam	€ 95.00 per loading address	47
DC deliveries	Dependent on DC type	48, 49
Specific time groupage deliveries		
(On working days between 08:00-17:00 hours local time)		
Delivery before 10.00 hours	€ 75.00 per shipment	46
Delivery before 12.00 hours	€ 45.00 per shipment	46
Fixed time delivery (JIT)	€125.00 per shipment	46
Delivery on a specific day, longer than the regular transit time (Fixed Delivery Date)		
	€ 50.00 per shipment	46
Specific time LTL/FTL deliveries	Upon request	46
Collection/delivery within a specific time window		
(On working days between 08:00-17:00 hours local time)		
1 hour window within NL	€ 95.00 per shipment	46
2 hour window within NL	€ 65.00 per shipment	46
Collection in NL between	08:00-12:00 hours (upon request)	46
Collection/delivery on non-working days and/or outside of office hours	Upon request	
Customs Examination UK	€ 32.50	60
Standard overviews and reports (shipment reports, etc.)	€ 49.50	61a
Logistic consultancy (Data, Analysis & Advice, ICT)	€ 95.00 - €145.00 per hour	61b to 61d
Customs services costs (per entry)		
Costs		
General rate per shipment/order	€ 27.50	N/A
Customs clearance Import manual data entry (incl. 3 HS codes)	€ 67.55	€ 9.75
Customs clearance Export manual data entry (incl. 3 HS codes)	€ 67.55	€ 9.75
Fiscal representation (per declaration) (Excluding set up rate)	€ 75.00	N/A
Preparation of Transit document T1/T2 (incl. 3 HS codes)	€ 39.50	€ 9.75
Release of Transit document	€ 17.50	N/A
Portbase release (Port of Rotterdam/Ferry terminal handling)	€ 17.50	N/A
Storage in Bonded warehouse (Storage & Outbound booking)	€ 49.55	N/A
Handover fee (shipments in bonded warehouse NL)	€ 72.50	N/A
Handover fee DAP-export shipments**	€ 30.00	N/A
ATR	€ 67.55	N/A
EUR 1/Certificate of Origin	€ 45.00	N/A
Physical Customs Control	€ 95.00	N/A
Physical control service warehouse	€ 55.00 per hour (> 5 hours € 75.00 per hour)	N/A
Onboarding	€ 72.50	N/A
Ad-hoc services	€ 75.00 per hour	N/A

Costs for customs services can be sent upon request.

Costs for import customs for Non-EU countries exclusively available upon request.

Only applicable to DDP Shipment (Delivered Duty Paid):

A 5 day payment term applies to import duties and import VAT.

A 3% surcharge will apply once the payment term has expired.