



Terms & Conditions

Carriage Road

January 2024



An updated version is always available at www.intereastgroup.com/sv/

Part 1

Commitments InterEast

All shipments offered by InterEast must be ordered electronically (web service, EDI, TA system or similar) in an agreement with InterEast. All shipments must be booked and documented by a standardized CMR/Bill of Lading. Regular exceptions for this can be agreed upon in certain services for an extra cost. Assignments that are not ordered electronically for temporary reasons are charged for with a higher handling fee (see further under surcharges/conditions). For assignments that are not ordered electronically, InterEast's agreed route list does not apply as these goods are treated with a lower priority, further, e-services such as tracking, cannot be offered for these assignments.

Fees and optional costs

For additional/optional services that do not count as basic commitments, costs are added that are determined by agreement with the sender / freight payer (also applies for collect charges).

Depending on the nature of the consignment and the safety aspect in handling of the goods, an assessment must be made about how loading / unloading should be handled. In case of extra effort, removal or significant additional work during loading / unloading, a separate agreement should be made.

Terms of payment

Credit assessment

The time span for customer credit stated in the quotation is based on a credit assessment that is made upon acceptance of a deal. Credit assessment is carried out continuously, which means that the customer credit period may be adjusted.

Invoice date

Invoicing of all shipments will be issued from the date of departure. Costs should be obtained at the time of transport order booking. As soon as a shipment has resigned, InterEast Transport AB has fulfilled its commitments by the act of starting the booked service.



Invoice procedures

Transports are performed in accordance with NSAB 2000. Invoicing takes place in accordance with the agreed terms. If necessary, the claim will be transferred to an external debt collection company.

Reminders

In the event of late payment, InterEast Transport AB is entitled to interest on arrears, take out a reminder fee, and other fees and compensation to which the company is entitled according to the law.

Debt Collection

If necessary, the claim is forwarded to an external debt collection company.

Dispute

Disputes due to assignments or quotations/agreements shall be settled in the order specified in NSAB 2000.

Complaints

Visible damage, reduction or loss must be reported immediately upon receipt of the goods and must be noted on the CMR, transport document or other relevant documents.

The consignee is obliged to check in immediate connection with the receipt if the goods have damage hidden by the packaging.

Hidden damage must be reported to InterEast as soon as possible, but no later than seven (7) calendar days from receipt of the goods. InterEast is not responsible for hidden damage that is reported ahead of transport if the product has previously been transported or handled and has not been checked for before the last transport. Remarks about damage to goods that have been detected as a result of the cargo space not keeping the agreed temperature range must be made upon delivery of the goods.

GDPR

In order to perform the service that the customer orders from InterEast, InterEast needs to process personal data. The personal information is used to be able to mediate shipments but also to be able to communicate with customers and recipients when needed. Because the processing of personal data is a prerequisite for any part of the agreed service that InterEast provides, InterEast independently determines the purposes and means for the processing, InterEast is responsible for personal data for all processing of personal data that takes place within the framework of the performance of the service.

Personal information that will be processed by InterEast includes contact information for the customer's employee such as name, telephone number and email address, as well as personal information attributable to recipients of items, either employed by the recipient or in the form



of a private person, such as name, address, telephone number and email address.

The personal data processing carried out by InterEast takes place in accordance with current personal data legislation. Personal data legislation refers to all applicable laws, regulations, ordinances and rules that apply to the processing of personal data, including but not limited to EU Data Protection Regulation 2016/679 ("GDPR") *, law (2018: 218) with additional provisions to EU the Data Protection Ordinance and the Electronic Communications Act (2003: 389) as well as any amendments to, additions to or regulations that replace such laws, ordinances, regulations and rules.

Force majeure

InterEast is released from the obligation to complete assignments if InterEast is hampered by circumstances beyond which InterEast could not control or within reasonable doubt would be impossible to anticipate. InterEast shall immediately inform the customer when such a circumstance occurs or ceases.

A party has the right to terminate the agreement with immediate effect or terminate an agreement, when such a circumstance has lasted longer than one (1) month, or when a certain notice period has been agreed, after a period corresponding to the notice period.

Other

Costs / fees, which are not specified in the InterEast Terms and Conditions of Carriage regarding certain types of transport or goods, etc, will be debited in addition to specified services. If customer's specific wishes, the transport is conducted in a way that deviates from InterEast's normal routines, a special agreement on terms and costs must be made.

If services provided by InterEast are prohibited by law or regulation (national or international, including EU and US legislation), as regards legislation related to trade embargoes or to fight terrorism, InterEast has the right at any time, with immediate effect, to terminate the agreements and services without prior notice and without incurring any liability of any kind against the client/sender, or the person who took his/her place.

Part 2

Distribution

In case the recipient is not present at the place of unloading and delivery could not take place, the return to the terminal and an additional delivery will be charged for. Alternatively, costs for the return shipment are charged. Deliveries will take place between 07.00-17.00 or according to an additional agreement.



Invoicing

Invoicing issued per shipment or in case of agreement with InterEast of consolidation invoice per week or month.

Pickup

Pick-up takes place at the sender's location as per the agreement.

Loading/Unloading

It is the responsibility of the consignor/consignee to arrange for the loading/unloading of vehicles according to the driver's instructions, if met, the driver provides the necessary assistance. In conventional truck transport, the driver shall contribute to ensuring that loading/unloading can take place at the side of the vehicle from/to the loading dock or ground floor in a place protected from weather and external influences.

Load safety

It is the responsibility of the consignor, to secure the goods when he/she is responsible for loading,

On-time delivery

For shipments with optional express service, we provide on-time deliveries. Read more about this under Optional services.

Freight calculation

To easily determine the price for a shipment, we recommend using the InterEast booking platform ELISE or contacting the pricing department at InterEast.

Optional – Terms & costs

Fixed loading / unloading

InterEast can provide fixed unloading with delivery day & time slot as per agreement. The request for a specific delivery date shall be posted electronically to InterEast with a request to use the fixed unloading option and desired delivery date.

Fixed loading 1500 SEK / shipment

Fixed unloading 1500 SEK / shipment

The responsibility owned by InterEast for damage caused by non-fulfilled obligation (delay) is covered up to a maximum of 5,000 SEK per shipment, including shipping costs. Economic compensation is provided upon the receipt of a written complaint. Damage because of the



delay must be proven. Fixed unloading must be ordered before the transport has begun. Fixed unloading for international transports can only be ordered as a written request.

Telephone advice

We offer pre-advice by phone. The sender requests pre-advice on behalf of the recipient. The recipient's mobile number and e-mail must be provided.

Telephone advice 100 SEK / Shipment

Exports to third countries

Assumes that the customer has issued an appendix including product codes, product types and product value per HS code.

Issuance of EUR certificate / ATR / CoO:	500 SEK / shipment
Verification stamp on EUR certificate / ATR / CoO:	650 SEK / Shipment
Export declaration including two HS codes:	295 SEK / declaration
Additional HS codes:	80 SEK / HS code

Customs clearance, import:

Import customs duties in the destination country:	450 SEK including two HS codes
Additional HS codes:	80 SEK / HS code
Application for EORI-Number	150 SEK / application

Imports from third countries (non-EU countries)

Customs clearance, export:

Export customs duties in the country of dispatch	As per agreement
Additional HS codes:	80 SEK / HS code

Declaration of import in Sweden (Simplified import declarations):

Simplified customs declaration:	310 SEK / declaration
standardized declaration of Import:	295 SEK / declaration
Additional HS codes:	80 SEK / HS code

Payment intermediation fee:

In case InterEast handles the payment of customs duties, VAT and other import fees, a payment intermediation fee of 3.2% or a minimum of SEK 350 is charged.

Intrastat accounting for EU goods



InterEast provides intrastat accounting
Additional HS codes in addition to one:

300 SEK /shipment
80 SEK /HS code

Transit to third countries

For the establishment of transit of non-Union goods to third countries are charged:

650 SEK / transit

Express delivery

Express delivery can be ordered as per agreement with InterEast

Cost: As per the agreement

Our liability as a result of damage in the event of an unfulfilled transport promise (delay) is maximized to SEK 5,000 per shipment, including shipping costs. Compensation is provided when a complaint is made and when damage as a result of the delay can be proven. Express cannot be sent as COD. Transport of dangerous goods can only take place by agreement.

Bearing in Gothenburg and its surroundings

Bearing is a one-man service and can be provided upon agreement and availability. Delivery takes place near or inside a door/gate or equivalent place. Maximum weight per package 30 kg.

Weight in kg

1-29	1 person + truck	575 SEK/shipment	30 km outside Gothenburg 07.00-18.00
30-99	2 people + truck	1095 SEK/shipment	30 km outside Gothenburg 07.00-18.00
100-399	4 people + truck	2185 SEK/shipment	30 km outside Gothenburg 07.00-18.00
400-999	Price upon agreement		

Extra staff

Due to the nature of the goods, extra staff is sometimes required for loading/unloading. This procedure must be provided before InterEast load / unload the goods.

The price for this procedure is SEK 575 SEK / person and started hour. The minimum price is 1150 SEK/ assignment. On Saturday, Sunday, and public holidays, 865 SEK / person is charged per hour started, however, a minimum of SEK 1730 / assignment.



Delivery to a private person's address

500 SEK / shipment

Carbon offset

InterEast ensures that greenhouse gas emissions (CO₂e WTW) are climate-compensated through investment in projects regulated by the EU and CDM-certified projects. The amount charged by InterEast goes in full to carbon offsetting's.

Freight collect

For shipments with freight collect:
40 SEK / Shipment

Unloading with tail lift in Sweden

As standard unloading is from the side of the vehicle. Unloading by tail lift can be selected as an option for shipments where each individual package weighs no more than 999 kg and has maximum package dimensions of 2.4 m x 1.1 m x 2.2 m (LxWxH) and is manageable by pallet jack.

1 000 - 2 499 kg	1050 SEK
2 500 - 6 999 kg	1350 SEK
7 000 - 14 999 kg	Price as per agreement
>15 000 kg	Price as per agreement

POD (Proof of delivery)

Electronic copy of proof of delivery/signed CMR

Price: 160 SEK / shipment

Environmental report

As per agreement



Optional services – fees

Order without Load bearer

For individual packages that exceed 30 kg and are not loaded on the load bearer that enables the loading (pallet jack, forklift or equivalent), an additional fee is charged. InterEast can classify it as heavy goods and load it onto a load bearer if InterEast finds it as necessary. The shipment is then calculated for freight, including the cost for the load bearer.

Price as per agreement

Fuel, sulphur, and currency surcharges

InterEast's quotations are based on the currency and oil price situation on the 25th of August 2004. Adjustments are made monthly and vary from country to country. Depending on the currency and the volatile oil price, fuel, sulphur, and currency surcharges are added to the freight cost. The avista rate is based on Euro-Shell and SEB. The fuel surcharge is also affected by the Sulphur Directive (2012/33/EC), which limits the sulphur content of the fuel to a maximum of 0.1% for vessels operating in the Baltic Sea, the North Sea, and the English Channel).

Freight forwarding fee

For others (non-electronic): 195 SEK / shipment

Extended loading/unloading time

The transport times stated in the price list are based on loading/unloading starting immediately after the vehicle has been made available for the sender and recipient, respectively.

1 - 4999 kg	30 min
5 000 - Full truck	60 min

If loading/unloading exceeds the time limit caused by the sender or recipient, an additional fee of SEK 400 is charged for the first 30 minutes, thereafter SEK 600 every 30 minutes-period began.

Invoice fee

Hard copy 100 SEK /invoice



Environmental fee

InterEast reserves the right to issue future environmental levies.

Incomplete or incorrect order information

Incomplete or incorrect order information is charged to the sender/freight payer
200 SEK / document

Metropolitan & ferry traffic

For shipments > 999 kg to Gothenburg, Stockholm and Malmö, a weight-based balanced fee will be added.

Weight in kg	SEK / shipment
1 000 - 2 499	45
2 500 - 6 999	235
7 000 - 20 999	590

Locations with ferry traffic excluding Gotland

Special goods

For goods where the longest side is longer than 2.4 m

Price per agreement

ADR

1500 SEK / Shipment

Road- / Congestion taxes

Congestion taxes applies for certain countries.
For shipments with InterEast, actual tax costs will be added.

Returns and extra deliveries

Return:

If delivery cannot be performed due to the recipient not being available, the goods will be returned at a cost of:

1000 SEK / Shipment



Extra delivery:

Performed to the recipient with a new consignment. The extra delivery is charged to the freight payer. The original goods declaration and any transport card must be attached to the new transport instructions in case it's dangerous goods.

Dead freight

Cancellation of a shipment must be done 48 hours before the day of loading. Otherwise, the shipment will be charged as dead freight with 50-100% of the total shipping cost.

Changes in delivery terms

A change in the terms of delivery refers to cases where the sender changes the order information based on his right of disposal. Changes to orders shall be made during working hours (08:00 - 17:00) The fee for changed disposal is:

250 SEK / shipment

Part 3

NSAB 2000

https://www.svenskhandel.se/contentassets/d588e11f661644288ce4e755f16d8fd7/allmannabestammelser_nsab.pdf