



Apollo Freight Solutions Cargo Trading Terms & Conditions

Where in:

Customer: Person or Company or any entity requiring a shipping service is it air, sea, land, customs brokerage or warehousing or any logistical service to be provided by The Company.

The Company: Apollo Freight Solutions Co. (A.F.S) FZE, A Dubai Free Zone Company represented by its legal Address in Dubai-U.A. E

SECTION A: Pricing:

- 1- Rates are usually valid till date of the quote; however rates might change without any notice from airlines, shipping lines and therefore it shall be applied and passed on to final customer invoice without any claims or responsibilities on The Company unless a valid verified contract is in place between the customer and The Company.
- 2- Fuel surcharges, War risks or any other complementary freight surcharges from airlines; BAF, CAF, Security seal or any other complementary surcharges from steam ship lines shall be Quoted as per given at the time of the price request, therefore any changes thereafter shall be applied and passed on the final customer bill without the need of any clarifications or claims on The Company.
- 3- Freight rates are given at the time of request taking into consideration the best The Company practices within the industry provided the rates are given at the capability of The Company at that time and with consideration of the service levels, The Company past experience, transit time and prices.
- 4- Pricing standard timing is 48working hours from the date of receiving the rate request; however, The Company shall try its best to treat inquiries on first in basis and to shorten the sending time whenever possible.
- 5- Upon receiving the order; it is considered the shipment approval, with no further need for signature or stamp on the original quote without any later claims on The Company if defaulted to do so by the customer.

SECTION B: Payments, Invoicing and Collections;

- 1- Invoicing shall be made as per the original quote; The Company shall be liable at its best to provide the final invoice as per the quotation provided to customer given that there was no any changes in freight or any other surcharge or scope of operation nor terms from the actual time of quoting, The Company has the right based on its best practices to final bill the customer any additional service requested during, before or after the shipment execution without any further claims or deductions to be made.
- 2- Invoice pages consists of one white (original) and one pink (copy) where the white copy is the customer property for verifying and payment action while the pink copy is for The Company collections and invoice tracking purpose.
- 3- In the event of customer losing the original invoice; The Company might at its own will to issue a new invoice with a new number or to issue a verified duplicate copy and at that time it shall be considered liable to be paid in either manner.
- 4- Invoice claims or revisions may be raised within 3 working days of invoice receipt signature or else considered liable without any further deductions.
- 5- Personal effects shipments, walk-in clients or none The Company credit holding customers are liable to pay the full invoice amount before shipment full execution against a shipping document draft; therefore The Company shall be committed to fully execute the shipment as per the service terms required and as per the quotation provided, any other charges resulting in either origin or destination country due to unforeseen events such as but not limited to (Taxes, customs duties, demurrages..Etc...) are considered liable to pay amounts with no further need of clarification or documentation.
- 6- The Company at its own will has the right to take whatever action it see fit when a none responsive manner toward collection, Payment confirmation or commitment from the customer is not proven by written consent that includes but not limited to; Holding the customer cargo, Deduction from other customer accounts or offsets and legal action, all measure The Company see adequate to collect its pending amounts.

SECTION C: Cargo Claims, Insurance & Deliveries;

- 1- Insurance is an available service upon the customer request for any quotation.
- 2- Insured shipments amounts are shown in the quoting section under “marine insurance, cargo insurance or insurance”.
- 3- Any executed shipments without insurance policies provided by The Company are considered none insured shipments and The Company shall not be responsible for any damage, shortages or claims that result in any unfortunate events afterward whatsoever.
- 4- The Company shall work at its best to assist the customer for any executed un-insured shipments by providing shipments’ shipping documents and any other related shipping document they possess with taking into consideration its level best intention with no liability toward the customer or his claimed amount whatsoever.
- 5- The customer shall explicitly and clearly states confirmation on the insurance policy and the insurance amount billed by The Company in the event of execution of an insured shipment prior to executing the service, other else the shipment will be considered none insured and therefore The Company shall not be liable of any claims for damages afterwards whatsoever.
- 6- The insured amount of any insured executed shipment is taken based on original invoice stating the original value, any misleading information toward cargo value or verbal confirmation shall not be liable to The Company or their insurance The Company, and therefore compensation might be given based on The Company’s’ own will and without any liability toward the customer of his claim whatsoever.
- 7- Delivery times are all estimated times (ETA) therefore the company shall not be liable Compensate or redeem or at any point of time remunerate the customer for any delay in Transit, delivery or execution for the cargoes for any reason beyond its control.
- 8- The Company shall maintain its best intentions and service levels all the time taking into consideration The Company relation and business generated with the customer.