

Notes of the maritime or air service

Operating conditions:

- Freights and services offered by us such as forwarders and intermediaries of trucking are subject to changes of air, ocean and inland rates.
- Fuel and freight charges are subject to changes at moment of shipment.
- Freights will be invoiced with the Exchange rate or according to invoice conditions.
- a. hartrodt colombia s.a.s reserves the right to request an adjustment in case the fluctuation of the currency exceeds unpredictable rates.
- If the invoice appears in a currency other than the Colombian peso, it must be canceled at the exchange rate on the day of payment according to the currency of issue of the billing date, provided that it is not lower than the base exchange rate that appears on the invoice. T.R.M. from the date of the invoice, plus \$ 35.00.
- To guaranty that rate offered will apply properly by our forwarder, we request send confirmation of quotation by email in order to give you information and support timely.
- Please inform to the providers that wrong information with documents (volume, quantity of pieces, ect.) could cause harm to the operation. Importer will assume the cost of corrections, customs penalties caused by wrong information given from exporter, also warehousing and container delays ocasionated by events unrelated to the management of a. hartrodt colombia s.a.s (for example: strike, holidays, change of itineraries, cases of force majeure, etc).
- In case of our forwarder assumes liabilities as transporter, his responsibility cannot exceed in neither manner the responsibility assumed by sea carriers, airlines or trucking companies or any other intermediary whose intervenes in the operation.
- Please note that airlines and shipping lines do not guaranty booking space and they do not assume responsibility for split or delay shipments, so, the extra costs must be assumed by the client.
- Our contractual responsibility dos not exceed in neither case, the limits of official rules valid for maritime, air or trucking transport according to the mentioned to the back of the corresponding shipping documents.
- In this sense, for purposes of the advance filing of the import declaration, it is up to the client directly or through his Customs Agency to be aware of and verify with our customer service department the possible itinerary changes reported by the airlines or shipping companies with respect to the arrival of their cargo. This in order to comply with the deadlines stipulated by the DIAN for compliance with customs obligations.



- International Standard for Phytosanitary Measures - ISPM No. 15 (ISPM 15: information to our customers who are exclusively responsible for the proper compliance with the standard on wooden packaging a. hartrodt colombia sas does not assume any responsibility for the consequences that generates the breach of said national and international legal regulations.
- a. hartrodt colombia s.a.s is limited to the achievement of spaces and reserves acting as an intermediary and therefore does not represent the owners of the cargo or the transporters and / or their representatives agents involved in transport.
- Invoices issued by a. hartrodt colombia s.a.s. for services rendered and the object of this contract constitute an enforceable title and will become enforceable on their due date without the need for additional acceptance.
- a. hartrodt colombia s.a.s has the freedom to select the carrier according to the reservations and subject to space availability. All prices are based on current rates and changes in force, and are subject to change without notice.
- **INSURANCE OF THE MERCHANDISE:** All merchandise must have insurance taken by the client for the protection of it. If this insurance does not exist, one must be taken in the specific policy modality through the loading agent and charged at the agreed rate.
- All claims submitted by the contracting client of the operation will be handled via subrogation. This provision constitutes a contractual condition and of mandatory compliance.
- For purposes of claim handling, the provisions of the Hague Visby rules, the Montreal agreement, and other regulations that complement and / or modify them will be applied.
- The deductible applied by the insurer of the client, will be assumed by him, that is, he will not be able to recover it to a. hartrodt colombia s.a.s