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Angola

- Consignee must have all the necessary legal records and documentation to start customs procedures and free of debts with the tax authority.
- VAT at 14% applies to all services rendered within Angola.
- Insurance of goods not included.
- Delays, stoppages and other unquoted charges will be charged if not included on the quotation.
- Terms of payment: In advance unless otherwise agreed.

Argentina, Uruguay and Chile

- TIBA ARGENTINA, CHILE & URUGUAY, in its capacity as an International Freight Forwarder, acts solely as a coordinator of shipments and intermediary in the execution of the transportation contracts covered by this offer, which are executed on behalf and in the name of the client. Under no circumstances shall TIBA ARGENTINA CHILE & URUGUAY be considered a carrier or transportation commissioner, as it does not operate in such capacities nor is it authorized to act as a carrier.
- It is the legal and contractual obligation of the client to provide TIBA ARGENTINA CHILE & URUGUAY with complete, accurate, comprehensive, and timely information regarding the cargo. Therefore, the client guarantees the accuracy of the information related to the nature, weight, volume, value, hazardous nature, special care, and other characteristics of the goods. Likewise, it is the client's obligation to pay, fully and on time, the agreed rate with TIBA ARGENTINA, CHILE OR URUGUAY and the costs associated with cargo handling.
- Until such payments are made, TIBA will not be obligated to release the cargo.
- TIBA ARGENTINA, CHILE & URUGUAY, as an intermediary, limits its role to managing the acquisition of spaces and bookings, as airlines and shipping lines do not guarantee space reservations. Therefore, it does not assume responsibility for partial shipments or shipment delays. The client acknowledges and accepts that transit times are estimated and subject to changes without prior notice. Any additional commercial or logistical and Customs operation costs arising from these changes must be borne by the client, consignee, beneficiary, or the cargo owner.
- TIBA. is not responsible for delays, losses, damages, or other issues, as the responsibility and indemnification lie directly with the shipping line, airline, or insurance company chosen by the client. Our quotations do not include international transport insurance.

- TIBA ARGENTINA, CHILE & URUGUAY assume an obligation of means and a duty of diligence in the proper selection of carriers and other service providers, as well as in the proper execution of the corresponding contracts, based on the information provided by the client.
- TIBA ARGENTINA, CHILE & URUGUAY do not assume responsibility for delays, damages, or loss of goods while under the custody of carriers or other contracted service providers.
- Argentina is country subject to ISPM 15 regulations regarding the treatment of wooden packaging materials.
- If courier service is required, it will be invoiced. Payment method: TRANSFER.
- All claims must be submitted by the client within 48 hours from the date the goods were delivered or should have been delivered, including the necessary supporting documents to substantiate the claim legally.
- The provision of the services covered by this offer is also subject to the terms of the freight forwarding contract, the text of which can be consulted on our website: www.tibagroup.com/co.
- It is recommended that your cargo travels insured, since TIBA ARGENTINA CHILE & URUGUAY are not responsible for damages, accidents, theft, total or partial loss of the cargo, since it travels at the expense and risk of the Shipper/Consignee.
- TIBA ARGENTINA, CHILE & URUGUAY Approval: If cargo is shipped without our approval, TIBA will not be responsible for any resulting additional/extraordinary charges.
- TIBA's quotations do not include special charges, such as but not limited to, insurance premiums, inspection charges, postage or courier fees, legalization expenses. Any such fees will be charged extra unless explicitly mentioned in the offer and accepted by TIBA ARGENTINA CHILE or URUGUAY.
- Subject to extra charges in case of dangerous goods not been notified.

Inland Pick Up Service – Conditions

- Rates quoted are per unit.
- Rates valid for general cargo.
- VAT must be added to the quoted values.
- Rates do not include items not mentioned in the quotation.
- Please remember that the cargo must be insured. Before being insured by TIBA, we must inform the insurance company to review the rates.
- If they are not insured by customer's decision, they must send us a signed note exempting TIBA and VAT Code from liability in case of any eventuality.
- If the cargo is insured directly by the customer, you must send us a certificate of insurance coverage and exemption clause to the carrier on behalf of TIBA and VAT Code. Depending on the value of the cargo, armed custody may be required. If so, it should be quoted at the time of knowing the value of the cargo.
- Availability of units: 72 working hours in advance.
- If the vehicle order is cancelled less than 24 hours in advance, costs may be incurred. And if the truck is cancelled once it is positioned, extra costs may also be generated.
- In case of considerable cost adjustments, the rate must be updated.
- Rates consider that customer facilities are prepared for the quoted vehicle to perform the operation.

LCL Export & Import Conditions

- Rates are valid for general, stackable cargo.
- Rates are applicable based on the BL rate.
- Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Given the current global situation, port congestion, and schedule disruptions, please note that announced transit times, departure/arrival dates, and shipping dates are only "estimated" times.
- The packaging of the goods must be appropriate for consolidated maritime transport. Neither TIBA nor its agents will be responsible for any damage caused to the cargo due to inadequate packaging.
- Maximum dimensions and weights per package: 2.50m length / 2.00m height / 2500 kg. (Packages exceeding these limits must be reviewed on a case-by-case basis and may be subject to additional charges).
- Cargo must be delivered with the appropriate pictograms for proper handling (e.g., IMO CARGO, DO NOT STACK, FRAGILE).
- The absence or omission of pictograms will be at the exporter's expense and risk.
- Rates do not include international cargo insurance; cargo is transported at the shipper's own expense and risk.
- Quotations are subject to variations based on the final weights and dimensions of the cargo.
- Transit times are referential and may vary without prior notice.
- Subject to space availability.

AIR Export & Import Conditions

- The rate applies to general, stackable cargo.
- The provided rate is a standard rate without a confirmed reservation. If a confirmed departure is required, a priority quote must be requested.
- Service is airport-to-airport.
- The weight-to-volume ratio for air transport is 1m³ equivalent to 167 kgs.
- Dead freight applies if cancellation occurs within 72 hours of the scheduled ETD.
- Transit time is referential.
- Flights, connections, and rates are subject to change without prior notice.
- Subject to flight and space availability.
- Subject to local origin and destination surcharges.
- Subject to penalties for reservation cancellations, which will be invoiced to the offer requester.
- Any other concept not mentioned in this offer is not included.
- TIBA will not be held responsible for any damage, loss, delay, cancellation, cost, penalty, or harm of any kind caused by circumstances beyond its control.
- For export shipments, please consider the following points:
 - Entries made after 5:00 PM will incur additional costs (subject to review).
 - For entry, boxes, pallets, or packages must be properly packed (coordinate with operations before entry).
 - Partial entries will incur additional costs (subject to review).
 - If the shipper fails to correctly declare the product (instructions) and it is detected that the cargo contains batteries, fuel residues, or cargo classified as DGR, a surcharge will apply (subject to review).

FCL Export Conditions

- Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Service is port-to-port. Rates are subject to destination surcharges.
- Standard free days for demurrage at the destination apply.
- Rates are applied based on the sailing date.
- Rates apply to standard dry equipment, not special equipment.
- Rates are subject to equipment and space availability.
- Rates are subject to increases by the shipping line without prior notice.
- Rates are subject to congestion and surcharges, which will be notified if applicable.
- Rates are subject to booking cancellation fees, late arrival/transmission fees, GRR, PSS, congestion fees, and other applicable surcharges valid on the sailing date.
- Our service offer is liner, subject to space/equipment availability and transportation by the shipping line.
- Rates do not include international cargo insurance, and goods travel at the shipper's own expense and risk.
- All goods travel at the shipper's expense and risk, and they are solely responsible for the stowage and count of the product.
- Rates are dynamic; this is crucial due to changes with or without prior notice from the shipping line.
- Subject to booking cancellation charges once confirmed.
- Shipping lines are not assuming charges for storage, demurrages, or vessel rollovers caused by situations beyond their control.
- For cargoes that are exported in transit via Chilean ports, and that use the Cristo Redentor International Pass (Mendoza), TIBA ARGENTINA will not be responsible for any extra costs, damages to the merchandise and/or costs for delays generated by the closure of the crossing due to climatic factors or any other factor beyond TIBA ARGENTINA's control.
- Given the current global situation, port congestion, and schedule disruptions, please note that announced transit times, departure/arrival dates, and shipping dates are only "estimated" times.

FCL Import Conditions:

- Rates are valid only for general cargo.
- Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Rates apply to standard dry equipment, not special equipment.
- Rates are subject to equipment and space availability.
- Rates are subject to increases by the shipping line without prior notice.

- Rates are subject to congestion and surcharges, which will be notified if applicable.
- Rates are subject to booking cancellation fees, late arrival/transmission fees, GRR, PSS, congestion fees, and other applicable surcharges valid on the sailing date.
- Our service offer is liner, subject to space/equipment availability and transportation by the shipping line.
- Rates do not include international cargo insurance, and goods travel at the shipper's own expense and risk.
- All goods travel at the shipper's expense and risk, and they are solely responsible for the stowage and count of the product.
- As long as the space and equipment crisis persist, rates are dynamic; this is crucial due to changes with or without prior notice from the shipping line.
- Subject to booking cancellation charges once confirmed.
- All terminal entries are by appointment, and we are subject to this. In case of saturation or inability to enter the container, additional storage charges may apply.
- Shipping lines are not assuming charges for storage, demurrages, or vessel rollovers caused by situations beyond their control.
- For cargoes that are imported in transit via Chilean ports, and that use the Cristo Redentor International Pass (Mendoza), TIBA ARGENTINA will not be responsible for any extra costs, damages to the merchandise and/or costs for delays generated by the closure of the crossing due to weather factors or any other factor beyond TIBA ARGENTINA's control.
- Given the current global situation, port congestion, and schedule disruptions, please note that announced transit times, departure/arrival dates, and shipping dates are only "estimated" times.

China, Hong Kong

Export

- All documents need to be reviewed by the shipping lines when booking, so please confirm in advance
- Any charges not mentioned on this offer are not included.
- Transport rates do not include: loading/unloading cargo; Wood material treatment, packing, cargo custody, special handling (if required), special certification (If required), labeling.
- Rates valid for General Cargo , Not Dangerous, Not Oversized, Not Overweighted, Non Perishable.
- Full dead freight will occur once cancellation happens within 72hrs before ETD.

Import

- T/T is the shipping line's estimation in days of the transit time from port of loading to port of discharge. It is subject to change without prior notice.
- CHINA P.R. :This country is subject to ISPM 15 regulations regarding the treatment of wooden packaging materials
- Any service requested or incurred will be invoiced separately.
- Any charges not mentioned on this offer are not included.
- Demurage, detention, storage and cargo/container inspection, when/if incurred and not quoted specifically, are not included.
- Payment method: In absence of agreed payment terms, we request cash payment. Should you require financing, our Sales Department will check with our credit insurance partner. A list of common terms and acronyms in shipping and airfreight cargo.

Colombia

- TIBA COLOMBIA S.A.S., in its capacity as an International Freight Forwarder, acts solely as a coordinator of shipments and intermediary in the execution of the transportation contracts covered by this offer, which are executed on behalf and in the name of the client. Under no circumstances shall TIBA COLOMBIA S.A.S. be considered a carrier or transportation commissioner, as it does not operate in such capacities nor is it authorized to act as a carrier.
- It is the legal and contractual obligation of the client to provide TIBA COLOMBIA S.A.S. with complete, accurate, comprehensive, and timely information regarding the cargo. Therefore, the client guarantees the accuracy of the information related to the nature, weight, volume, value, hazardous nature, special care, and other characteristics of the goods. Likewise, it is the client's obligation to pay, fully and on time, the agreed rate with TIBA COLOMBIA

S.A.S. and the costs associated with cargo handling. Until such payments are made, TIBA COLOMBIA S.A.S. will not be obligated to release the cargo.

- TIBA COLOMBIA S.A.S., as an intermediary, limits its role to managing the acquisition of spaces and bookings, as airlines and shipping lines do not guarantee space reservations. Therefore, it does not assume responsibility for partial shipments or shipment delays. The client acknowledges and accepts that transit times are estimated and subject to changes without prior notice. Any additional commercial or logistical and customs operation costs arising from these changes must be borne by the client, consignee, beneficiary, or the cargo owner.
- TIBA COLOMBIA S.A.S. is not responsible for delays, losses, damages, or other issues, as the responsibility and indemnification lies directly with the shipping line, airline, or insurance company chosen by the client. Our quotations do not include international transport insurance.
- TIBA COLOMBIA S.A.S. assumes an obligation of means and a duty of diligence in the proper selection of carriers and other service providers, as well as in the proper execution of the corresponding contracts, based on the information provided by the client. Its liability as an agent is regulated by the terms of the commercial mandate contract with representation. The maximum limit of its liability will be as determined by the applicable law for the segment where the damage occurred, or, failing that, one US dollar (USD 1.00) per kilogram of the gross weight of the transported goods. TIBA COLOMBIA S.A.S. does not accept responsibility based on the declared value of the goods. In any case, the total and cumulative indemnity for any event that TIBA COLOMBIA S.A.S. must pay to the client will not exceed a sum equivalent to USD 10,000.
- TIBA COLOMBIA S.A.S. does not assume responsibility for delays, damages, or loss of goods while under the custody of carriers or other contracted service providers.
- All claims must be submitted by the client within 48 hours from the date the goods were delivered or should have been delivered, including the necessary supporting documents to substantiate the claim legally.
- If, due to requirements arising from Colombian customs legislation, TIBA COLOMBIA S.A.S. issues a multimodal transport document or a house B/L, the parties understand and agree that this document will be issued solely for customs purposes, without altering the responsibility of TIBA COLOMBIA S.A.S. in any way.
- If the client, as principal, the consignee, or the cargo owner abandons the cargo for any reason, fails to pay despite being requested, ceases contact, or disappears, they authorize TIBA COLOMBIA S.A.S. to, within five (5) business days of the payment request, request and obtain the removal of containers and cargo from the corresponding port terminal to ensure their timely return to the shipping line and avoid indefinite delays caused by untimely returns. Any delays caused will be invoiced to the client or consignee.
- The provision of the services covered by this offer is also subject to the terms of the freight forwarding contract, the text of which can be consulted on our website: www.tibagroup.com/co.

LCL Conditions

- Rates are valid for general, stackable cargo, up to 15m³ and 10 tons. Rates are applicable based on the BL rate. Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Given the current global situation, port congestions, and schedule disruptions, please note that announced transit times, departure/arrival dates, and shipping dates are only “estimated” times.
- The packaging of the goods must be appropriate for consolidated maritime transport. Neither TIBA nor its agents will be responsible for any damage caused to the cargo due to inadequate packaging.
- Maximum dimensions and weights per package: 2.50m length / 2.00m height / 2500 kg. (Packages exceeding these limits must be reviewed on a case-by-case basis and may be subject to additional charges).
- Cargo must be delivered with the appropriate pictograms for proper handling (e.g., IMO CARGO, DO NOT STACK, FRAGILE). Any omission or lack of pictograms will be at the expense and risk of the exporter.
- The rate does not include international cargo insurance, and the cargo is transported at the shipper’s own expense and risk.
- Quotations are subject to variations based on the final weights and dimensions of the cargo.
- Terminal entry notes: MSL entry terminal ALFOSAC; CRAFT entry terminal VILLAS OQUENDO.
- Transit times are referential and may vary without prior notice. Subject to space availability.

AIR conditions

- The rate applies to general, stackable cargo.
- The provided rate is a standard rate without a confirmed reservation. If a confirmed departure is required, a priority quote must be requested.
- The service is airport-to-airport. The weight-to-volume ratio for air transport is 1m³ equivalent to 167 kgs.
- Dead freight applies if cancellation occurs within 72 hours of the scheduled ETD. Transit time is referential.

- Flights, connections, and rates are subject to change without prior notice. Subject to flight and space availability. Subject to local origin and destination surcharges.
- Cancellations of bookings will be billed to the offer requester.
- The rate does not include any concept not mentioned in this offer.
- For export shipments, please consider the following points:
- Entries made after 5:00 PM will incur additional costs (subject to review).
- For entry, boxes, pallets, or packages must be properly packed (coordinate with operations before entry).
- Partial entries will incur additional costs (subject to review).
- If the shipper fails to correctly declare the product (instructions) and it is detected that the cargo contains batteries, fuel residues, or cargo classified as DGR, a surcharge will apply (subject to review), as we are subject to suspension by the MTC.
- Only shipments from companies with RUC 20 are accepted, and shipments from individuals with RUC 10 will be reviewed on a case-by-case basis (subject to authorization).
- With MSL, note that we currently accept a maximum of 6MT-10CBM per shipment.

FCL Export conditions

- Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo. The service is port-to-port.
- Rates are subject to destination surcharges. Free days for demurrage at the destination are standard.
- ONE and COSCO are subject to penalties for cancellations or rollovers. Rates are applied based on the sailing date.
- Rates apply to standard dry equipment, not special equipment. Rates are subject to equipment and space availability.
- Rates are subject to increases by the shipping line without prior notice. Rates are subject to congestion and surcharges, which will be notified if applicable.
- Rates are subject to booking cancellation fees, late arrival/transmission fees, GRR, PSS, congestion fees, and other applicable surcharges valid on the sailing date.
- Our service offer is liner, subject to space/equipment availability and transportation by the shipping line.
- Rates do not include international cargo insurance, and goods travel at the shipper's own expense and risk. All goods travel at the shipper's expense and risk, who is solely responsible for the stowage and count of the product.
- Please note that rates are dynamic, which is essential due to changes with or without prior notice from the shipping line.
- Subject to booking cancellation charges once confirmed.
- Shipping lines are not assuming charges for storage, demurrages, or vessel rollovers caused by situations beyond their control.
- Given the current global situation, port congestion, and schedule alterations, please note that announced transit times, departure/arrival dates, and shipping dates are only "estimated" times.

FCL Import conditions

- Rates are valid only for general cargo. Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Rates apply to standard dry equipment, not special equipment. Rates are subject to equipment and space availability.
- Rates are subject to increases by the shipping line without prior notice. Rates are subject to congestion and surcharges, which will be notified if applicable.
- Rates are subject to booking cancellation fees, late arrival/transmission fees, GRR, PSS, congestion fees, and other applicable surcharges valid on the sailing date.
- SADA requests and direct unloadings: Payment must be made on the day of the arrival notice, within 24 hours, to initiate the corresponding procedures.
- Our service offer is liner, subject to space/equipment availability and transportation by the shipping line.
- Rates do not include international cargo insurance, and goods travel at the shipper's own expense and risk. All goods travel at the shipper's expense and risk, who is solely responsible for the stowage and count of the product.
- As long as the space and equipment crisis persists, rates are dynamic. It is crucial to consider this due to changes with or without prior notice from the shipping line.
- Subject to booking cancellation charges once confirmed.

- All terminal entries are by appointment and subject to availability. In case of saturation or inability to enter the container, additional storage charges may apply.
- Shipping lines are not assuming charges for storage, demurrages, or vessel rollovers caused by situations beyond their control.
- Given the current global situation, port congestion, and schedule alterations, please note that announced transit times, departure/arrival dates, and shipping dates are only “estimated” times.

Ecuador

- The issuance of original BLS has a cost of \$35 + VAT.
- Subject to VGM FEE.
- The issuance of a new invoice due to client responsibility will have a value of \$45 + VAT.
- Rate does not apply to hazardous or oversized cargo.
- Rate is subject to confirmation, vessel space, and equipment availability.
- Schedule is subject to change.
- TIBA will not be responsible for unforeseen delays or force majeure events during cargo transit.
- Charges payable to Contecon, TPG, Banapuerto, or any port operator are the importer’s responsibility.
- Any additional item not included in this offer will be charged as a reimbursement.
- To proceed with the registration process, written acceptance of the proposal is required.
- Schedule is subject to change.
- Transit times are estimated and subject to variation by the shipping line.
- If courier service is required, it will be invoiced.
- Demurrage, storage, and additional inspections will be invoiced if not explicitly quoted in this offer.
- The packaging of the cargo must be appropriate for international transport.
- Exchange rates may vary upon vessel arrival.
- Subject to exchange rate upon cargo arrival.
- It is the responsibility of the shipper or consignee to insure the cargo.
- In the event of booking cancellation, a fee will apply, the value of which will depend on the shipping line.

El Salvador

AIR export

- The rate is valid for general cargo (non-IMO, non-perishable).
- Weight/volume equivalence: $1\text{m}^3 = 167\text{ kg}$.
- The transit time indicated in this proposal is indicative, and TIBA cannot be held responsible for any changes in the arrival date.
- Customs clearance includes up to 10 HS codes; thereafter, USD 2.00 per additional HS code.
- Customs clearance does not include export licenses or permits; if an Export License is required, the cost is USD 25.00 each (up to 10 HS codes).
- Does not include storage fees; 1 free day at the airport (day of departure).
- Does not include customs inspection fees or any other inspection.
- Does not include loading at the consignee’s location or any additional services (lashing, etc.).
- Customs inspection (random process), if applicable, ranges between USD 125.00 and USD 250.00.
- Destination charges are not included.
- Rates are in USD.

FCL

- Goods: FAK (General Cargo) Non-IMO, Non-perishable, Non-refrigerated.
- Maximum gross weight: 21,000 kgs (+ container tare); beyond this, a charge for a 3-axle chassis will apply USD 100.00 additional.
- Drayage service includes 2 free days after driver and equipment are assigned (additional day USD 100.00).
- Customs clearance includes up to 10 tariff items; thereafter, USD 2.50 per item.
- Customs clearance does not include licenses or export permits. Does not include customs inspection fees or any other inspection.

- Does not include loading at the exporter's facilities or any additional services (lashing, etc.).
- Customs inspection (random process), if applicable, ranges between USD 250.00 and USD 350.00.
- Destination charges are not included.
- Rates are in USD.
- Due to fuel price increases, drayage and fuel rates must be verified at the time of service.

Spain

GENERAL CONDITIONS

General goods, particularly perishable products (excluding temperature-controlled goods), glass and/or crystal packaging and bottled liquids (including () alcoholic beverages), ADR goods (excluding explosive and/or radioactive items), () used goods (excluding relocations, personal effects, and luggage), used machinery, vehicles and vessels, caravans, and trailers of any kind, new and/or used, except for the goods listed in articles 8 and 9 of the General Terrestrial Conditions, which are excluded. Also excluded are copper, nickel, aluminum, alloys of these metals in any format, automotive parts and spares, hams, and medications. All goods must be properly packaged and/or conditioned according to commercial practices and in accordance with their type and nature to ensure the correct protection of the goods during their transport and the warranty period provided by this policy.

(*) **COVERAGE CONDITIONS FOR ALCOHOLIC BEVERAGES:** In the event of an incident affecting these goods, special taxes, seals, and/or labels will not be indemnified.

(*) **COVERAGE CONDITIONS FOR USED GOODS/MACHINERY (EXCLUDING RELOCATIONS, PERSONAL EFFECTS, LUGGAGE), VEHICLES AND VESSELS, CARAVANS, AND TRAILERS OF ANY KIND, NEW AND/OR USED:** It is expressly stated that the coverages provided by this policy extend to the indicated goods, as long as the damages occur due to or as a consequence of one of the events listed in Articles 1 and 2 of the General Conditions of the Freight Insurance Policy.

All information related to insurance can be found at: [Cobertas de seguros de TIBA](#)

For any questions or clarifications, please contact your sales representative or email insurance@tibagroup.com.

Guatemala

Export AIR

- The rate is valid for general cargo (non-IMO, non-perishable).
- Export customs procedures include a maximum of 10 lines.
- Weight/volume equivalence: 1m³ = 167 kg.
- The transit time indicated in this proposal is indicative, and TIBA cannot be held responsible for any changes in the arrival date.
- FOB export expenses include:
 - Air freight: Air freight, applicable surcharges, ISR.
 - Origin includes: Pickup, documentation, export.
 - Rate does NOT include: COMBEX storage.
 - Insurance (upon written request): 0.60% of the C&F value of the goods.
- TIBA Guatemala assumes no responsibility for damages and/or losses that the goods may suffer during transport.
- The country is subject to ISPM15 regulations.
- Any other concept not mentioned in this proposal is not included.
- Rate is expressed in USD and GTQ.
- USD charges include ISR, and GTQ charges include VAT (12%).
- Rate is subject to changes depending on the booking/reservation obtained and market behavior.
- COVID-19 testing for the pilot is not included, should it be required at the cargo reception warehouse.

FCL

- Goods: FAK (General Cargo) Non-IMO, Non-perishable, Non-refrigerated.

- Maximum gross weight: 21,000 kgs (+ container tare); beyond this, a charge for a 3-axle chassis will apply USD 125.00 additional.
- Drayage service includes 3 free days after driver and equipment are assigned (additional day USD 125.00).
- If an Export License is required, the cost is USD 25.00 each (up to 10 HS codes).
- Customs clearance includes up to 10 tariff items; thereafter, USD 2.00 per item.
- Customs clearance does not include export licenses or permits.
- Does not include customs inspection fees or any other inspection.
- Does not include loading at the exporter's facilities or any additional services (lashing, etc.).
- Destination charges are not included.
- Rate is expressed in USD/GTQ.
- Due to fuel price increases, drayage and fuel rates must be verified at the time of service.

Mexico

General Considerations – Maritime Import

- Service bookings must be made at least two weeks in advance to guarantee space.
- Rates are subject to change without prior notice by the shipping line.
- Rate valid for general cargo (excluding IMO and REEFER).
- VAT not included for destination charges.
- The rate does not include taxes, customs clearance, handling, storage, tolls, cargo insurance, custody, etc.
- Cargo travels at the consignee's risk; if international insurance is required, please contact our commercial department.
- Additional charges for local transport at origin due to sudden changes in container cut-off times at the port are not included.
- Transit and delivery times are estimates.
- Any booking that is modified or canceled will be subject to surcharges by the shipping line, which will be communicated by your account executive.
- Subject to "misdeclaration of dangerous goods" penalty: USD 15,000.
- General Cargo (GCR): Wooden packaging must be certified and fumigated.
- Prohibited products:** Personal effects, animals, cigarettes, used cars, scrap, weapons, automobiles, and companies or individuals without an import license.
- To issue your invoice correctly, you must notify via email the CFDI USAGE, PAYMENT METHOD, and PAYMENT FORM; otherwise, any change will incur a re-invoicing fee of USD 25.00 + VAT.
- House BL: If release is against the original HBL, the document must be sent to TIBA MEXICO, S.A. DE C.V., Jaime Balmes 8 - 201, Los Morales Polanco, Miguel Hidalgo, Mexico City 11410.
- For HBL SWB or Telex, only an electronic copy is required.
- If you have your own customs broker, please share the BROKER NAME AND LICENSE via email for MBL validation.
- For clients without credit, the release instruction to the shipping line or consolidator will be sent once payment is firmly confirmed by the credit and collections department. Confirmation time may vary depending on the bank and transaction schedule.
- Once the instruction is sent to the shipping line or consolidator, we are subject to their accreditation times and procedures. We recommend making payments in advance of the ETA to avoid delays.
- For FCL shipments, free days for demurrage at destination begin once the container is unloaded from the vessel and end when the empty container is returned. We kindly request your support in completing customs clearance promptly, as free days cover up to the date of empty return. In case of demurrage, no credit is available, and charges must be paid in full to release the cargo and/or continue the operation.
- For shipments with **ON-BL DELIVERY, DAP/DDP**, your customs broker must request inland transport service at least 48 to 72 hours before customs clearance. If cancellation is necessary, it must be done in advance; otherwise, a false freight charge will apply, meaning the unit was reserved and/or dispatched but not used.
- Please provide the required information for the **Carta Porte Complement** to properly initiate your request; otherwise, it will not be considered.
- DAP/DDP shipments** travel at the client's own risk. If not insured through us, our liability is limited to Article 66, Section V, Chapter II of the Mexican Federal Roads and Bridges Law.
- Insurance:** It is strongly recommended that your cargo be insured, as TIBA MEXICO, S.A. DE C.V. is not liable for damages, accidents, theft, or partial/total loss of cargo, which travels at the consignee's risk.

- **Container insurance:** We recommend requesting a quote. In the event of an accident, theft, loss, or damage, the shipping line will charge demurrage until the empty container is returned. Unless the line authorizes payment of a depreciated value, this is the only way to stop demurrage. The depreciated value varies depending on the container's condition and year of manufacture.
- We kindly request your cooperation in returning empty containers in optimal condition—clean and without recent damage—to help the shipping line efficiently manage logistics and expedite EIR issuance for demurrage cutoff. Please send EIRs to: tibamxmexequcon@tibagroup.com
- TIBA MEXICO, S.A. DE C.V. may intervene in the application of instructions and release with the shipping line when both HBL and MBL are involved.
- Under **DAP terms** in Mexico, the DAP Incoterm excludes the following services: import customs clearance, DTHC, and all services related to terminal handling, storage, custody, and duties/taxes. TIBA MEXICO, S.A. DE C.V. assumes no responsibility or involvement.
- Under **DDP terms** in Mexico, the DDP Incoterm includes: air carrier import charges, import customs clearance, customs declaration (pedimento), standard terminal handling (DTHC), and delivery to the consignee's warehouse (excluding unloading maneuvers).
- Under **FCA terms** in Mexico, the FCA Incoterm includes cargo pickup service (excluding handling) and international ocean freight. Export customs clearance and all related costs must be covered by the exporter through their customs broker, with no responsibility or involvement from TIBA MEXICO, S.A. DE C.V.

LCL Cargo – General Considerations

- Unlike FCL, LCL cargo can only be released once the consolidator provides the tally sheet.
- The applicable rate is based on the sailing date and is subject to fuel variation.
- Service bookings must be made at least one week in advance.
- Rate valid for general cargo (excluding IMO and REEFER).
- VAT not included for destination charges.
- The rate does not include taxes, customs clearance, handling, storage, tolls, cargo insurance, custody, etc.
- Cargo travels at the consignee's risk; if international insurance is required, please contact our commercial department.
- IMO cargo is subject to approval based on review of the DGD.
- Transit and delivery times are estimates.
- Please consult your account executive if your cargo exceeds 2.4 meters in height or is overweight, as such shipments are quoted on a case-by-case basis.

General Considerations – Maritime Export

- At the beginning of the operation, we will request your assistance in completing our instruction letter in order to proceed with the booking request to the shipping line.
- For dangerous goods, we will require the DGD and MSDS. Unlike general cargo, dangerous goods are subject to approval by the shipping line's hazardous materials department, which must verify compatibility with other cargo on board. There is no guaranteed timeframe for acceptance of this type of cargo.
- Sailing dates, documentation cut-off, and physical cut-off are subject to change without prior notice and without liability for the shipping line.
- The estimated sailing date may be affected by congestion at previous ports or the port of origin, cut-and-run operations, delays, or bad weather. In case of roll-over, it will be subject to review by the shipping line or consolidator, with no liability for TIBA MEXICO, S.A. DE C.V. We recommend taking precautions regarding empty container pickup, positioning, and terminal entry.
- Free days for demurrage at origin begin once the empty container is picked up from the port terminal or container yard. These free days cover from the pickup date until the vessel's departure. In case of demurrage, no credit is available, so it is important to ensure payment to release the cargo at destination.
- If you are responsible for inland transport and/or customs clearance, we recommend delivering the full container to the terminal no more than 3 days before the customs cut-off to avoid storage charges at the port terminal. This is especially important given the current high demand for FCL services.
- For customs clearance, it is mandatory to have an invoice with the Foreign Trade Complement integrated into CFDI version 4.0. TIBA MEXICO, S.A. DE C.V. will not be responsible for additional costs resulting from non-compliance.
- Once the HBL is sent for approval, we request your feedback within 24 hours to avoid late correction charges.
- Service bookings must be made at least one week in advance to guarantee space.

- Rates are subject to change without prior notice by the shipping line.
- Rate valid for general cargo (excluding IMO and REEFER).
- VAT not included for destination charges.
- The rate does not include taxes, customs clearance, handling, storage, tolls, cargo insurance, custody, destination charges, etc.
- Cargo travels at the consignee's risk; if international insurance is required, please contact our commercial department.
- Additional charges for local transport at origin due to sudden changes in container cut-off times at the port are not included.
- Subject to "misdeclaration of dangerous goods" penalty: USD 15,000.
- Any booking that is modified or canceled will be subject to surcharges by the shipping line, which will be communicated by your account executive.
- To properly identify and enter your cargo into the port, it must be correctly labeled with at least the following: marks, quantity, weight, booking number, vessel, voyage, POD, and consignee. We recommend sending photos of the label.

Air Import – General Guidelines

Air Waybill Consignment:

- MAWB must be consigned to: TIBA MEXICO, S.A. DE C.V., Jaime Balmes No. 8, Interior 201, Col. Los Morales Polanco, C.P. 11510, Miguel Hidalgo, Mexico City
- HAWB must be consigned to the consignee and notify the customs broker handling the release, or the same consignee.
- Required Documents:
 - MAWB, AWB, commercial documents, and if applicable, copies of DG, EUR1, certificates, or other documents received at origin.
 - EUR1: Note that cargo with EUR1 cannot be sent to Mexico without prior destination approval. Indicate the tracking number for the original document or specify the delivery method.
 - The original document must be sent via courier at the client's expense. If the client does not cover this cost, TIBA MEXICO, S.A. DE C.V. is not responsible for loss or damage of any original document sent with the physical cargo.
 - The EUR1 shipping address will be confirmed by the Operations Executive according to consignee instructions.
- Pre-alerts must be received in Mexico at least 48 hours before the cargo's arrival.
- NOTE: If TIBA MEXICO, S.A. DE C.V. receives the notification late, a penalty of USD 35.00 will be automatically invoiced. If this delay affects clients by postponing arrival notification and cargo availability, resulting in storage charges, TIBA MEXICO, S.A. DE C.V. will not assume responsibility. These charges will be billed to the origin station if no GL was requested, pre-alerts were not sent on time, and/or contact information was not provided.

Temperature Control:

- Indicate temperature control details on both the MAWB and AWB.
- Confirm storage instructions, including:
 - Temperature range
 - Set point
 - Container number
- For B2B temperature-controlled cargo (Back to Back), specify:
 - Rental time
 - Cargo location upon arrival (i.e., type of warehouse: default is dry warehouse, temperature-controlled [15°–25°C], or refrigerated [2°–8°C]).

Dangerous Goods (DG) Cargo:

- Indicate the tracking number for the original document or specify how it is being sent.
- Clearly state the UN-IMO number.

Prepaid Shipments (PP):

- Upon arrival, only the HAWB revalidation and any services specifically requested by the client in Mexico will be charged.
- Once the customs broker or client submits an updated Letter of Authorization and payment is confirmed, the HAWB will be revalidated to the client's customs broker to proceed with customs clearance.

Collect Shipments (CC):

- Upon cargo arrival, we must have authorized credit or confirmed payment in order to revalidate (release) the HAWB to the client's customs broker.

DAP and DDP Shipments

- These shipments will only be accepted with prior GL (Green Light) from the operations team in Mexico.
- If shipments under these INCOTERMS are sent without prior GL, TIBA MEXICO, S.A. DE C.V. will automatically invoice (with prior notice) any additional costs to the origin station that the consignee refuses to assume. These may include:
 - Storage
 - Custody
 - Cargo handling
 - Any other charges resulting from this situation

Note: The consignee must have a customs broker or be registered with ours.

Storage

- All cargo is transferred to the warehouse of TIBA MEXICO, S.A. DE C.V. (IMM, Interpuerto Multimodal de México).
- Clients are granted 2 free days of storage starting from the date of cargo arrival.

Misrouted or Crossed Shipments

- These cases will be managed according to the type of service and Incoterm.
- Resolution time is undefined due to the nature of the issue.
- Any additional costs incurred will be charged to the origin station.

Abandoned Cargo

- When cargo is not revalidated and released on time, it is considered abandoned and is retained by customs.
- The consignee has a specific timeframe to claim and release the cargo, assuming the corresponding storage costs.
- It is therefore essential to follow the pre-alert and operational process to avoid this situation and the associated costs.

Scenarios to consider:

- If the client chooses not to release or recover the cargo, TIBA MEXICO, S.A. DE C.V. will transfer the revalidation cost to the origin station.
- If the client eventually proceeds with the cargo release, they must assume all storage costs incurred.

Road Transportation Service

- It is the sole responsibility of the cargo owner to provide complete, accurate, and truthful information for the issuance of the Carta Porte Complement, a mandatory document for transporting goods within Mexican territory.
- For the transportation of dangerous goods, the MSDS (Material Safety Data Sheet) is required. Without it, the service cannot be provided.
- The quoted rates include toll road usage. If a specific route is required, it must be evaluated with the provider and may result in a rate adjustment.
- Rates are subject to VAT.
- The quoted rate does not include the cost of permits for transit through restricted metropolitan areas. If required, obtaining the permit is the responsibility of the party contracting the ground service.
- The quoted ground freight rates do not include: any type of handling, customs procedures, tensioners, fumigation, or any other service not specified in the initial request. If additional services are needed, they must be quoted at the time and will only be provided once the cost is accepted.
- Transit times are estimates.

For LTL services:

- Transit time may vary depending on the transport route, as the cargo travels with goods from different clients in the same unit.
- Pickup hours are open from 08:00 a.m. to 06:00 p.m. Any request outside this range will incur an additional cost after feasibility review.
- Any change in dimensions, weight, and/or packaging from the original quote will result in a cost adjustment.
- Maximum dimensions and weight: 2 meters per side, and weight must be under 1,500 kg per piece.

Weight limits:

- Max weight per container on a single trailer: 25 tons including tare.
- Max weight on a full articulated trailer: 48 tons including tare, across both containers.

Overweight or oversize cargo:

- Not included in the quoted rates.
- If the loaded weight exceeds the indicated limit, a 35% surcharge will apply to the base freight rate.
- The provider may refuse service due to associated risks.
- Any fines resulting from overweight cargo must be paid by the cargo owner.

Equipment availability:

- Subject to availability.
- Please book at least 48 hours in advance for general cargo and 72 hours for dangerous or refrigerated cargo.
- Due to current market conditions and multiple factors affecting ground equipment availability, TIBA MEXICO, S.A. DE C.V. is not responsible for consequential expenses due to pickup/delivery delays, such as:
 - Shipping line demurrage
 - Port terminal storage
 - Labor
 - Extraordinary services, among others.

Route changes or partial deliveries:

- If a route change or partial delivery stop is required during the service, the rate will be adjusted accordingly and must be accepted before proceeding.
- If the change is requested after the service has started, it will be subject to the transport provider's availability, as not all carriers operate in all Mexican states due to security and permit restrictions.

FTL – Container Haulage (Dry, Hazmat, Reefer):

Equipment Type	General Cargo (per 8 hrs)	Hazmat Cargo (per 8 hrs)	Reefer Cargo (per 8 hrs)
20', 40D, 40HC Container	USD 300	USD 400	USD 600***
53', 48', 40' Box Truck	USD 300	USD 400	USD 600***

- *** Note: If additional diesel is required to keep the generator running and maintain the cold chain, extra charges may apply based on diesel consumption.
- * Detention charges apply starting from the 9th hour, and every additional 8-hour block thereafter.
- * Free hours begin counting from the unit's arrival at the loading/unloading site or scheduled appointment time.

FTL – Loose General Cargo Units:

Unit Type	Free Hours	General Cargo (per hour)	Hazmat Cargo (per hour)	Reefer Cargo (per hour)
1 ton	2 hrs	USD 20	USD 30	USD 50
3.5 tons	3 hrs	USD 25	USD 35	USD 55
Rabón	6 hrs	USD 40	USD 50	USD 70
Thorton	6 hrs	USD 50	USD 60	USD 80

- * Add 20% for hazmat cargo and 35% for reefer cargo.

LTL Detention:

- A flat fee of USD 190.00 per LTL service applies once free minutes are exceeded at the airport, yard, or pickup location.

False Freight:

- 100% of the freight value will be charged if the service is rescheduled or canceled less than 24 hours before the scheduled appointment.

Security-Restricted Products

- The following products are subject to security restrictions and require a specific security protocol before service can be provided:
 - Clothing
 - Fabric
 - Footwear
 - Toys
 - Jewelry
 - Wine
 - Tequila
 - Any other product with a declared value exceeding USD 50,000 per container/unit
- A tailored security scheme must be reviewed and approved for any shipment falling under these categories.
- Cargo Insurance is available through TIBA MEXICO, S.A. DE C.V. at a cost of 0.65% of the insured value.
- Container Insurance is also available through TIBA MEXICO, S.A. DE C.V. and must be reviewed on a project basis.
- Liability Disclaimer: TIBA MEXICO, S.A. DE C.V. limits its liability in accordance with Mexican legislation: Federal Roads, Bridges, and Motor Transport Law. Please refer to Articles 66 and 67.
- To activate cargo insurance:
 - A written order (email) is required, specifying the value to be insured (cargo, cargo + freight, etc.).
 - Depending on the type and value of the cargo, additional precautions may be required for domestic transport (e.g., extra GPS devices, physical escort).
 - Failure to comply with these requirements will void the insurance policy.

Important:

- Please review the shared policy to understand all terms and conditions.
- If any information is unclear or incorrect, consult your operations executive before the service begins.
- If the cargo insurance is contracted and the first or last domestic mile is handled by a third-party provider, that provider must:
 - Be a legally registered company
 - Have GPS in the cabin
 - Avoid stops in high-risk areas (any stop must be in a secure, well-lit location such as a gas station, toll booth, or fenced yard with access control)

In case of an incident:

- You have 5 calendar days to notify the insurer. Delays may result in immediate claim rejection.
- You must provide evidence of the incident and the damage to the insured goods, including:
 - Photos of the damage
 - POD (Proof of Delivery) noting the damage or shortages
 - Reports from competent authorities in case of accidents or theft
 - Additional documents such as commercial invoice, packing list, and a formal claim letter addressed to TIBA MEXICO, S.A. DE C.V.
- The insurer may request further documentation during the review process, and the insured party is obligated to provide it.
- Do not dispose of recovered/damaged goods until the insurer issues a formal assessment and confirms the next steps.
- TIBA MEXICO, S.A. DE C.V.'s response to a claim will be exactly as determined by the insurer's final ruling.

Customs Notes

- Prices do not include taxes or duties.
- The importer/exporter must be registered in the Importers/Exporters Registry and have all necessary authorizations from the relevant authorities to carry out customs clearance.
- Once customs clearance is initiated and the cargo is assigned and the client registration process is underway:

- The client's FA (Authorization Form) will be confirmed with the assigned customs broker, or the goods will be pre-classified if necessary.
- The exporter/importer will be informed of the requirements they must meet to complete customs clearance.
- Applies to shipments with a value under USD 100,000 per container/shipment.
- These rates do not apply to:
 - Sensitive/vulnerable cargo
 - Perishables
 - Refrigerated goods
 - High-value shipments
 - Dangerous goods
 - Overweight or oversized cargo (quoted per event)

Additional considerations:

- Handling charges may vary depending on the terminal/warehouse and type of inspection.
- Prices do not include:
 - Double inspections
 - Exhaustive inspections
 - Repacking
 - Day laborers
 - Storage
 - Demurrage
 - Extraordinary or special handling
 - Labeling
 - Transfers
 - Cargo subdivision
 - Reconditioning materials
 - Inspections by PROFEPA, SAGARPA, or other authorities
 - Escort services
 - Handling for special equipment (open top, flat rack)
 - Taxes and duties
- These items will be quoted per event based on the type of goods, weight, days in customs, and operator.
- Customs Inspection (Red Light) will be quoted per event. If applicable, additional coordination fees and handling charges required by the authority must be considered.
- Quotation amounts may vary once full information about the goods to be cleared is available.
- If you accept this solution, please notify your TIBA sales representative to initiate your registration with our customs brokers prior to shipment arrival.
- Any other item not mentioned in this offer is not included.

Mozambique

- Terms of payment: TO BE AGREED
- For any shipment with final destination is Mozambique, will be apply the local Vat 16% for domestics and foreign entities.
- Insurance of goods not included
- Consignee must have all the necessary legal records and documentation to start customs procedures
- It does not include any concept of billing that is not mentioned in this offer.
- Any delays, stoppages, warehousing and additional inspections will be charged if they are not included explicitly in the quotation sent.
- It is understood and accepted by your company, your will be responsible for freight and fees applicable to boarding reservations and transport carried out in accordance with this quote or contract, even if the company is not listed as executor of the reservation, charger / receiver or another in the bill of lading.

DEFINITIONS

- Freight Forwarder or Transport Operator refers to TIBA. In general, TIBA acts in its capacity as a freight forwarder, transport operator or logistics operator and coordinates transport. TIBA may use all modes of transport and sub-

agents to transport the goods, and such modes of transport and sub-agents may be used in the name and on behalf of the Customer.

- Customer means the party that has procured TIBA's services, as well as the party to whom the estimate, quote, booking, correspondence, and e-mails are addressed and to whom the shipper, sender, consignee, recipient, or any other intermediaries, agents or dependants thereof report. The Customer is liable for the full payment of services provided by TIBA.

BASIS OF THE CONTRACT.

- All of the services provided by TIBA will be governed by these general terms and conditions (and, where applicable, by TIBA's bill of lading clauses or any other transport document used in conjunction with these services), which are deemed to be agreed to in full at the time that the shipper places its service order. By hiring TIBA, the Customer agrees that these general terms and conditions apply to any service request delivered verbally, by telex/fax, email or other means, even if no specific reference is made to these general terms and conditions. The limitations of legal liability set forth in these general terms and conditions also apply to any claim, whether civil, commercial, criminal, judicial, extrajudicial, contractual, extra-contractual or of any other type. The Customer also undertakes to inform any third parties that it may have hired of the existence, term, validity and acceptance of these terms and conditions.
- If the Customer does not agree to these terms and conditions, they must notify TIBA of this expressly and unambiguously in writing immediately after initially receiving them or receiving notice of their applicability. After a period of seven days following receipt or notice of the applicability of the terms and conditions, or after the Customer has requested the services of TIBA, they shall be deemed valid and applicable.

TRANSPORT DOCUMENTATION.

- The procured transport services will be covered by a consignment note, bill of lading, delivery note, etc. issued by TIBA or its agents. Such documents must comply with any applicable national standards and international conventions, the terms of which will be enforceable between TIBA and the Customer. If there is any discrepancy between these documents and these general terms and conditions or if any information is missing, the following order of prevalence will apply: 1. The bill of lading from TIBA and/or WCL Shipping Ltd.; 2. These general terms and conditions; 3. Any other transport document that may have been used.

DESCRIPTION OF GOODS AND PACKAGING.

- The Customer guarantees TIBA that the description of the goods is accurate with respect to their characteristics, description, labelling, numbers, quantity, weight and volume. The Customer is liable for any loss, damage, failures and/or penalties sustained by third parties as a result of inaccuracies in the abovementioned information or as a result of inadequate, defective, or incorrectly used packaging that causes damage or harm to the goods or to the handling equipment or means of transport, even if such inaccuracies or inadequacies occur during operations not performed directly by TIBA, to whom the Customer will also pay compensation or any additional costs arising therefrom. The Customer expressly states that the packaging provided is capable of withstanding the procured service. Unless the Customer provides specific instructions to TIBA, the packaging will not receive any special handling, for which the Customer assumes full liability.
- The Customer must inform TIBA if the goods submitted for transport, storage or handling are hazardous in nature. Likewise, the Customer must inform TIBA of any precautions that must be taken. The Customer must previously provide TIBA with the goods' safety data sheet.
- The Customer understands and agrees that neither TIBA nor its agents or representatives are capable of verifying the veracity of the information referred to in this clause, and in particular the condition of the goods. In the event of omission of or insufficient or erroneous information, the Customer will assume liability for resulting damage, and TIBA shall be entitled to be reimbursed for any costs resulting therefrom. In such cases, TIBA shall also be freed from any liability if the goods had to be unloaded, destroyed or neutralised, in accordance with the related circumstances, and they shall have no obligation to pay compensation to the Customer.

LEGAL LIABILITY.

- The Customer agrees that TIBA may implement the contract, follow any other instructions and coordinate the transport, handling, carriage and storage of the goods entrusted to them at their discretion, unless the Customer provides express, specific instructions sufficiently in advance via any of the abovementioned means of communication.

- As a freight forwarder, consignor of goods and logistics operator, TIBA will assume responsibility for the coordination of transport and will be liable for breach of its contractual obligations as provided for under Mozambican law and in applicable international conventions, and always under the same circumstances and with the same status that would be applicable to the actual carrier.
- As a storage agent and custodian, TIBA will only assume liability for damage to the goods resulting from a breach of its contractual obligations in the cases and under the circumstances provided for in applicable regulations. TIBA's liability will begin from the time the goods are handed over to its employees, and it will end when these goods leave its storage facilities for transport.
- As a customs broker, TIBA will only assume liability for damage caused through its own fault or negligence, and it will not be liable in cases in which it has followed the Customer's instructions. Likewise, the Customer agrees that they are the party liable for taxation and any other payments to the State or other official entities, and that TIBA is acting solely according to their instructions.
- TIBA's legal liability is defined as follows:
 - It will only be liable for the material damage caused to the goods, and under no circumstances will it be liable for consequential or pecuniary damage or for loss of profit.
 - Any legal action brought against TIBA's permanent or temporary employees and/or dependants may not exceed the limits and circumstances set forth under clauses 5 and 6.
 - Such limits may not be exceeded even in cases where legal actions are brought against TIBA and its employees and/or dependants, whether permanently or temporarily hired, or whether such action is taken jointly or separately, with these limits deemed to be a combined maximum for all parties involved.
 - TIBA will assume liability related to the selection of and instructions provided to subcontracted agents such as carriers, freight forwarders, warehouse operators, etc., but the company shall be released from any liability if the agent was selected in accordance with instructions given by the Customer, shipper or any party involved with the goods, and if the instructions were given to the subcontracted agents in accordance with orders received from the Customer or shipper. In such cases, TIBA may waive its rights against the subcontracted agents by transferring them to the Customer/shipper.
 - TIBA's liability may never exceed that of the party it has procured for the provision of the services.

LIMITATION OF LIABILITY.

- TIBA may only be held liable up to the value of the goods and in accordance with the monetary limits set out below:
 - Domestic overland transport of goods and any other activity not mentioned in the following paragraphs (e.g. storage and logistics) are subject to the provisions of the Mozambican applicable legislation, and TIBA's liability may not exceed €4.5 per kilogramme of gross weight of the damaged or lost goods.
 - The international overland transport of goods is subject to the Convention on the Contract for the International Carriage of Goods by Road (CMR), and TIBA's liability, where applicable, may not exceed 8.33 SDR per kilogramme of gross weight of the damaged or lost goods.
 - The international maritime transport of goods is subject to the Convention for the Unification of Certain Rules of Law Relating to Bills of Lading (Hague-Visby Rules), and TIBA's liability, where applicable, may not exceed 666.67 SDR per package or 2 SDR per kilogramme of gross weight of damaged or lost goods.
 - The domestic maritime transport of goods is subject to Mozambican applicable law, and TIBA's liability, where applicable, may not exceed 666.67 units of account per package or unit, or two units of account per kilogramme of gross weight of goods lost or damaged, whichever of these two limits is greater.
 - International air transport of goods is subject to the Montreal Convention and its subsequent amendments (in accordance with protocols in force in Mozambique), and TIBA's liability, where applicable, may not exceed 17 SDR per kilogramme of gross weight of the damaged or lost goods.
 - The national transport of goods by air will be subject to Mozambican applicable law, and TIBA's liability will be limited to 17 SDR per kilogramme gross weight of goods damaged or lost.
 - Under no circumstances shall the declaration of the value of the goods in the bill of lading, shipping document, navigation document or any other document issued by TIBA or its agents be considered a declaration of "actual value" that prevents TIBA from limiting its liability. Such declarations of value are mere statements with no inherent content, relevance or value since TIBA is unable to verify the truth or veracity of values declared by the Customer.
- TIBA may only be held liable for late delivery under the circumstances expressly set forth in applicable laws, in which case its liability will be governed by the terms set forth in said laws. TIBA's liability may never exceed the compensation that would be owed pursuant to the contract entered into with TIBA. The delivery periods stated to the Customer will always be approximate, and they will be subject to changes in the means of transport used. If

the Customer wishes to be guaranteed delivery of goods within a specific period, they must expressly state this when procuring transport services, and for such terms to be binding they must be expressly agreed to in writing by TIBA. The Customer understands and accepts that the applicable Hague Rules and/or the Hague-Visby Rules prohibit TIBA from being held liable for delays, and thus TIBA will not be liable for any delay. TIBA will under no circumstances assume responsibility for more than 2.5 times the freight proportional to the delayed goods and proportional to the transport section affected by the delay.

- In cases of liability arising from events or acts occurring during transport, if the freight forwarder was required to assume such liability, under no circumstances may this liability exceed that assumed by railway companies, airlines, road carriers, storage facilities or any intermediary involved in transport under the same circumstances in accordance with applicable domestic laws and international conventions.
- These limits apply to all claims brought against TIBA, irrespective of whether the claim is based on contractual liability or on extra-contractual liability or whether the claim takes the form of a lawsuit, counter-claim, arbitration, amicable claim or otherwise.
- Special Drawing Rights (SDRs) means the unit of account as defined by the International Monetary Fund.

EXEMPTION FROM LIABILITY WITH RESPECT TO TRANSPORT ORGANISED BY THIRD PARTIES

- TIBA may not be held liable for any loss, damage or expense including loss of profit, loss of clientele, fines, penalties, lawsuits for losses due to depreciation or penalty clauses, fluctuation in currency exchange rates or in the value of the goods, or taxes or duties imposed by the authorities, irrespective of the reason. The following exemption clauses shall apply:
- TIBA shall assume no liability in any of the following circumstances:
 - Fault or negligence on the part of the Customer or their authorised representative.
 - A lack of or defective packaging, labelling or stacking, provided that TIBA did not perform the packaging, labelling and stacking of the goods. Likewise, TIBA will not be liable for the packaging of goods when the contents thereof cannot be verified.
 - War, rebellion, revolution, insurrection, usurpation of power or confiscation, nationalisation or requisition by or under the orders of a government or a public or local authority.
 - Strike, lock-outs or other labour disputes that affect work.
 - Damage caused by nuclear energy.
 - Natural disasters.
 - Force majeure.
 - Theft.
 - Circumstances that TIBA was unable to prevent and whose consequences were unforeseeable.
 - Defects and nature inherent to the goods.
 - Piracy.
 - Incorrect labelling or marking.
 - Any other grounds for exemption laid out in agreements or legal provisions in force.
- TIBA may not be held liable for loss or damage to the goods unless such loss or damage occurs while the goods are under TIBA's custody and control and before they are handed over to the Customer, from which time TIBA will assume no liability whatsoever.
- TIBA may not be held liable in cases where the goods have been transported by the Customer or by the Customer's representative.
- TIBA may not be held liable for the consequences of loading or unloading operations that it has not performed.
- TIBA may not be held liable for loss, damage or expenses arising from inadequacies or errors in relation to the number, content, weight, labelling or description of the goods.
- TIBA may not be held liable for any consequential loss or damage such as loss of profit, loss of clientele, depreciation or penalty clauses.

INSURANCE FOR THE GOODS.

- TIBA will not provide insurance against loss or damage arising from handling, storage or transport of the goods unless the Customer specifically instructs it to do so in writing, in which case the Customer must pay the corresponding insurance costs.
- If the Customer expressly instructs TIBA to arrange insurance for the goods, such insurance will always be taken out in the Customer's name, with TIBA acting as an agent.
- The insurance terms and conditions will be set forth in the insurance policy taken out, which will be provided to the Customer at their express request.

- TIBA may not be held liable in the event of any disputes or claims that arise between the Customer and the procured insurance company relating to insurance covering the goods.

PRICE OF THE PROCURED SERVICES.

- The transport services and other services performed by TIBA are deemed to be procured for payment at the rates valid at the time the services are procured and within the limits set forth therein. The payment terms agreed between TIBA and the Customer are deemed to be included in and part of the price of each procured service. If there are no established rates or if the quotes provided by TIBA or its agents do not include prices for all expenses or services actually performed and/or provided, the price payable will be the usual or market price applicable at the location where the service is provided. Additional expenses arising from events or circumstances occurring after the procurement date or, where applicable, on the date when shipping documents are issued, will be borne by the Customer, provided that such expenses are duly justified and are not the result of fault or negligence by any party
- involved in the provision of the procured services. Payment for services provided or expenses covered by TIBA must be made in cash, unless otherwise agreed in advance.
- Any indication that shipping or freight may be payable at origin, destination, in advance, or that such sums may be left outstanding, or any other indication of this type, will be included at the Customer's request and will not affect the Customer's obligation to pay fees up front in cash for all services provided by TIBA. In the event of late payment, the Customer will be required to pay TIBA any late interest fees, losses associated with exchange rate fluctuations, bank fees or any other financial losses incurred by TIBA or its agents because of late payment. The Customer agrees that they have no right to withhold or deduct compensation from any sums owed to TIBA. In the event of doubt or should the recipient of the freight not be the charterer or the shipper, the freight and other items included in the price and cost of the transport will always be deemed as payable at destination.

COMPLAINTS IN THE EVENT OF DAMAGE TO/FAILURE OF GOODS AND OBLIGATION OF CUSTODY.

- Upon delivery of the transported or stored goods, the recipient must check the condition of the received goods as well as the quantity, number and weight of the packages delivered. If the goods are found to be faulty or damaged or if any item/package is missing, the recipient must make note of any fault/damage or loss observed on the bill of lading or consignment note at the time of delivery.
- In the event of any irregularity, damage or loss of goods that cannot be detected at delivery, the recipient must record their reservations in writing within 24 hours of delivery or under the terms and conditions stated in the consignment notes, bills of lading, transport documents or applicable laws, if the deadline set forth thereunder is shorter.
- As the provisions set forth in the above Sections 9.1 and 9.2 are considered to be procedural requirements, failure to comply with them will annul the right to claim for damages.
- The Customer agrees and understands that in order to bring a claim against TIBA, they are obliged to keep the goods about which they are filing said claim under their cost and custody, and they are also obliged to invite TIBA to assess them in order to obtain sufficient and legally valid proof of the scope and cause of the claimed damage and/or loss. The Customer agrees and understands that not permitting TIBA to carry out such an assessment will leave it in a position of defencelessness, and that being unable to defend the claim shall free TIBA from any liability, and it thus may not be held liable under the claim brought by the Customer.

EXPIRY.

- In the event of a total loss a 1 year statute of limitations, beginning from the delivery date of the goods or from the date on which the goods were supposed to be delivered to the Customer, will be applicable to any actions taken against TIBA, its dependants and/or employees.
- Notwithstanding the foregoing, the statute of limitations for actions relating to the performance of the various transport-related operations will correspond to the time periods stated on the consignment notes, bills of lading, etc., or, where applicable, the periods stipulated in the domestic regulations or international conventions that regulate the various modes of transport. Such periods shall be understood to begin on the dates set forth in said regulations or conventions.
- TIBA's invoices for transport and storage services, including costs and expenses, may not under any circumstances be combined with other lawsuits. Unless a legal provision states otherwise, the Customer may not under any circumstances withhold any sums owed to TIBA nor use such sums as payment for potential or presumed pending compensation.

LIMITATION OF THIRD-PARTY LIABILITY.

- TIBA is authorised to select and hire freight forwarders, carriers, warehouse operators, customs agents, shipowners, shipping companies, airlines, charter brokers and any other agents that may be needed for the transport, storage, handling and delivery of the goods, all of which will be considered agents independent from TIBA.
- The goods will be entrusted to such parties and subject to all of these terms and conditions (such as liability limits for losses, damage, expenses or delivery delays) and all applicable rules, regulations, stipulations and conditions, whether written, printed or stamped, that appear on routing documents, consignment notes, bills of lading and receipts issued by such freight forwarders, carriers, warehouse operators, etc., as well as the provisions laid out in applicable domestic laws or international conventions.

LIABILITY OF EMPLOYEES/DEPENDANTS.

Any direct legal action against TIBA's employees and/or dependants, irrespective of whether they are permanent or temporary, for loss or damage to the goods may not exceed the limits set forth in clauses 5 and 6. In the event of legal action brought jointly against TIBA and its employees, irrespective of whether they are permanent or temporary, the maximum allowable compensation may not exceed the limits stipulated in Clause above.

LIEN AND NOTARIAL PROCEDURES.

- TIBA is entitled, in general and, in particular, to withhold the transported goods and documentation from Customers who have not observed the payment terms agreed with TIBA for the services they have requested. In such cases such agreements shall be considered void and unenforceable, and all unpaid sums will be deemed immediately and automatically due and payable, and TIBA shall have rights of retention for any goods that are in their possession. In addition, TIBA may enforce any other liens that are legally admissible.
- TIBA shall have the right to request any notarial deed permitted by law.
- The Customer will be held liable for any damage or deterioration sustained by the goods, particularly if these goods are perishable, as a result of the lien exercised by TIBA or its agents.
- If the goods for which the lien or notarial deed are to be exercised are lost or destroyed, TIBA shall have the same rights as mentioned above with respect to compensation paid by insurance companies, transport companies, etc.

FLEXITANKS.

- For logistic and transport operations carried out by means of flexitanks, TIBA merely acts as a supplier of flexitanks owned by different companies. If you wish, you have the right to know the contact details of these manufacturers prior to making the shipment and procuring the services of TIBA. This information may be provided to you at any time.
- Such companies, whose flexitanks TIBA makes available to you, own the flexitanks used by TIBA, and TIBA only makes them available to the party that wishes to procure a particular transport or logistics operation.
- In case of transfer, filling or emptying operations, TIBA will act as the agent of the company performing the operation if this company is not the Customer. TIBA will state the name, address and telephone number of that company prior to confirmation of the budget, booking or quote.
- TIBA reserves the right to provide the flexitank or any other supplementary equipment, device or machinery, as well as the right to change or replace it after it has been provided, if in their judgement the circumstances of the logistic or transport operation so require, without this creating any kind of liability for TIBA.
- Minimum and maximum load parameters: the Customer declares knowledge of the minimum and maximum load parameters of the flexitanks, as well as the maximum and minimum temperatures for their use. If the Customer does not know such parameters, must request them before using the flexitanks. TIBA and its provider (manufacturer of the flexitank) will be exempt from any liability if these load parameters are not followed.
- The Customer must provide TIBA with a detailed description of the goods that intend to introduce into the flexitank before the relevant operation is authorised. If the Customer does not expressly state anything to the contrary, any goods shall be deemed suitable for introduction into the flexitank and the Customer will be held liable for any damage to the flexitank. The use of flexitanks for dangerous goods, including radioactive, flammable and/or substances classified as hazardous by the International Maritime Organisation (IMO), is expressly prohibited.
- After the flexitank has been provided, the Customer is required to verify that it is in proper condition for the loading and transport of the relevant goods, or for logistic operations such as filling, transfer or emptying. The Customer must notify TIBA, in writing and immediately before the performance of the procured operation, of any damage or defect in the flexitank so that it may request the manufacturer to change, replace or repair it as soon as possible.

- The Customer may not use, manipulate, install, uninstall, repair or modify the flexitank without the express consent and approval of the manufacturer as expressed through TIBA.
- If during the procured operation any complication or impediment arises that would necessitate some type of extraordinary disbursement not initially budgeted, TIBA will not perform the same without first having immediately received it from the Customer, without prejudice to subsequent identification of the party responsible for the same.
- Unless otherwise stated, when the goods must be collected at a place stated by TIBA and delivered by road, whoever delivers the goods will be responsible for loading and whoever receives them will be responsible for unloading them from the vehicle in which they are transported, and TIBA will not be obliged to provide any type of machinery or manpower for such operations.
- When the installation of the flexitank or the loading of the same with the liquid to be transported has been carried out by the Customer, and in particular by the shipper, their agents or subcontractors, TIBA will assume no liability for damage occurring either because of the way in which the container and/or flexitank were loaded, or because of the characteristics of the goods loaded and the lack of suitability of the same for transport in the container and/or flexitank. This provision includes failure by the Customer to check for defects or circumstances that, had they been detected, would have prevented damage which occurred because the Customer did not place the seal on the container or had done it improperly, or because specific instructions for flexitanks (monitoring of load parameters, non-opening of the left door of the container or others) had not been followed.
- When TIBA, or any of its agents or subcontractors, are entrusted with complementary tasks such as flexitank positioning, assembly, dismantling, filling, emptying, transferring, transshipment, setup, internal transport in port or depot, and/or any other activity or task related to the flexitank, and a loss, damage or loss of any of these activities occurs when the goods are in the custody of TIBA or its agents or subcontractors, or when TIBA has been hired to carry out a transport service and the appropriate bill of lading is not available, TIBA's liability shall be limited to the lesser of the following three sums:
 - a) The value of the damaged goods according to the commercial invoice at the time of loading.
 - b) The sum resulting from the application of US \$500 per metric tonne of weight of the merchandise actually lost or damaged.
 - c) The sum of US \$12,000 per flexitank.

This liability scheme will apply to both contractual and non-contractual claims.

- Under no circumstances shall TIBA be held liable when the loss is equivalent to 1% of the transported goods, or when the damage or loss is a consequence of the acts or omissions of a person or company other than TIBA, or when the damage or loss results from a delay in delivery. Should TIBA be held responsible for not having delivered the goods within a reasonable time period, its liability will be limited to the carriage fee paid for the phase of the service procured through TIBA during which the loss or damage occurred, or to the sum charged for the actions performed in which the loss or damage occurred.
- In the event of death or injury, TIBA's liability shall be limited to US \$500,000 per claim.
- The Customer shall be obliged to defend the interests of TIBA and to minimise any loss or damage that has occurred or that is likely to occur.
- shall be freed from any liability in the event of damage or loss caused by force majeure, including freezing, extreme weather, war, hostilities, quarantine, strikes or other labour disputes, uprising, terrorist acts, epidemics, traffic or cargo congestion, or any other cause that is beyond TIBA's control. If any such circumstance prevents TIBA from performing a task that the Customer has entrusted to it, the performance of such task will be deemed impossible and TIBA shall thus be freed from any obligation to the Customer.

MyTIBA.

- TIBA makes no warranty as to the content of the MyTIBA services (PRISMA) offered through the Web addresses, <http://mytiba.tibagroup.com>, their specific functions, their reliability, their availability or their ability to meet the individual needs of those procuring such services.

SURVIVAL CLAUSE

- If, for any reason, any clause, or portion thereof, contained in these terms and conditions is declared null, invalid or inapplicable, or if it is deemed by a judge or institution with sufficient authority and capacity that TIBA has withheld information, the remaining clauses will remain fully valid and enforceable.

Clause 17. APPLICABLE LAW AND JURISDICTION

- Any dispute arising from this agreement will preferably be resolved amicably between the Parties.

- If an amicable resolution is impossible or if one of the parties cannot consider an amicable solution, the arbitration process may be triggered.
- The arbitration court will be composed of three judges, with each Party being responsible for appointing one judge. The third judge, who will select the functions of presiding judge, will be chosen by mutual agreement by the judges of the designated Parties.
- If the judges do not reach an agreement regarding the appointment of the presiding judge, he or she will be appointed by the Center for Arbitration, Conciliation and Mediation (“CACM”).
- The arbitration will take place in Maputo, at the CACM headquarters, and will be carried out in Portuguese.
- The arbitration will be carried out in accordance with the procedures of the Arbitration, Conciliation and Mediation Center (CACM).
- The arbitral tribunal will judge in accordance with Mozambican legislation and international conventions applicable to the case. (if it is in TIBA's interest, the possibility of a decision in accordance with equity rules can also be provided, if the case so requires)
- The arbitration award relating to the difference submitted for consideration by the judges will be final and binding on the Parties.

Panamá

AIR export

- The rate is valid for general cargo (non-IMO, non-perishable).
- Weight/volume equivalence: 1m³ = 167 kg.
- Air freight includes: Air freight, applicable surcharges, ISR.
- Origin includes: Pickup, documentation, export.
- Rate does NOT include: Storage.
- Rate is expressed in USD.

FCL

- Goods: FAK (General Cargo) Non-IMO, Non-perishable, Non-refrigerated.
- If an Export License is required, the cost is USD 25.00 each (up to 10 HS codes).
- Customs clearance does not include export licenses or permits.
- Does not include customs inspection fees or any other inspection.
- Does not include loading at the exporter's facilities or any additional services (lashing, etc.).
- Customs inspection (random process), if applicable, ranges between USD 125.00 and USD 250.00.
- Destination charges are not included.
- Rate is expressed in USD.

Perú

LCL conditions

- Rates are valid for general, stackable cargo, up to 15m³ and 10 tons.
- Rates are applicable based on the BL rate.
- Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Given the current global situation, port congestion, and schedule disruptions, please note that announced transit times, departure/arrival dates, and shipping dates are only “estimated” times.
- The packaging of the goods must be appropriate for consolidated maritime transport. Neither TIBA nor its agents will be responsible for any damage caused to the cargo due to inadequate packaging.
- Maximum dimensions and weights per package: 2.50m length / 2.00m height / 2500 kg. (Packages exceeding these limits must be reviewed on a case-by-case basis and may be subject to additional charges).
- Cargo must be delivered with the appropriate pictograms for proper handling (e.g., IMO CARGO, DO NOT STACK, FRAGILE).
- The absence or omission of pictograms will be at the exporter's expense and risk.
- Rates do not include international cargo insurance, and the cargo is transported at the shipper's own expense and risk.
- Quotations are subject to variations based on the final weights and dimensions of the cargo.

- MSL entry terminal ALFOSAC. CRAFT entry terminal VILLAS OQUENDO.
- Transit times are referential and may vary without prior notice.
- Subject to space availability.

AIR conditions

- The rate applies to general, stackable cargo.
- The provided rate is a standard rate without a confirmed reservation. If a confirmed departure is required, a priority quote must be requested.
- Service is airport-to-airport.
- The weight-to-volume ratio for air transport is 1m³ equivalent to 167 kgs.
- Dead freight applies if cancellation occurs within 72 hours of the scheduled ETD.
- Transit time is referential.
- Flights, connections, and rates are subject to change without prior notice.
- Subject to flight and space availability.
- Subject to local origin and destination surcharges.
- Subject to penalties for reservation cancellations, which will be invoiced to the offer requester.
- Any other concept not mentioned in this offer is not included.
- TIBA will not be held responsible for any damage, loss, delay, cancellation, cost, penalty, or harm of any kind caused by circumstances beyond its control.
- For export shipments, please consider the following points:
 - Entries made after 5:00 PM will incur additional costs (subject to review).
 - For entry, boxes, pallets, or packages must be properly packed (coordinate with operations before entry).
 - Partial entries will incur additional costs (subject to review).
- If the shipper fails to correctly declare the product (instructions) and it is detected that the cargo contains batteries, fuel residues, or cargo classified as DGR, a surcharge will apply (subject to review), as we are subject to suspension by the MTC.
- Only shipments from companies with RUC 20 are accepted, and shipments from individuals with RUC 10 will be reviewed on a case-by-case basis (subject to authorization).
- With MSL, note that we currently accept a maximum of 6MT-10CBM per shipment.

FCL Export conditions

- Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Service is port-to-port. Rates are subject to destination surcharges.
- Standard free days for demurrage at the destination apply.
- ONE and COSCO are subject to penalties for cancellations or rollovers.
- Conditions with ONE: For all cancellations or rollovers of confirmed bookings for vessels departing on or after April 1, 2023, the following penalties apply: 1) USD 50.00/BOX + IGV for rollovers or cancellations before the cut-off deadlines indicated in our schedules for DRY CARGO; 2) USD 100.00/BOX + IGV for cancellations after the cut-off deadlines indicated in our schedules for RF CARGO.
- Rates are applied based on the sailing date.
- Rates apply to standard dry equipment, not special equipment.
- Rates are subject to equipment and space availability.
- Rates are subject to increases by the shipping line without prior notice.
- Rates are subject to congestion and surcharges, which will be notified if applicable.
- Rates are subject to booking cancellation fees, late arrival/transmission fees, GRR, PSS, congestion fees, and other applicable surcharges valid on the sailing date.
- Our service offer is liner, subject to space/equipment availability and transportation by the shipping line.
- Rates do not include international cargo insurance, and goods travel at the shipper's own expense and risk.
- All goods travel at the shipper's expense and risk, and they are solely responsible for the stowage and count of the product.
- Rates are dynamic; this is crucial due to changes with or without prior notice from the shipping line.
- Subject to booking cancellation charges once confirmed.
- Shipping lines are not assuming charges for storage, demurrages, or vessel rollovers caused by situations beyond their control.
- Given the current global situation, port congestion, and schedule disruptions, please note that announced transit times, departure/arrival dates, and shipping dates are only "estimated" times.

FCL import conditions

- Rates are valid only for general cargo.
- Rates do not apply to personal effects, hazardous, perishable, oversized, or overweight cargo.
- Rates apply to standard dry equipment, not special equipment.
- Rates are subject to equipment and space availability.
- Rates are subject to increases by the shipping line without prior notice.
- Rates are subject to congestion and surcharges, which will be notified if applicable.
- Rates are subject to booking cancellation fees, late arrival/transmission fees, GRR, PSS, congestion fees, and other applicable surcharges valid on the sailing date.
- SADA requests and direct unloadings: Payment must be made on the day of the arrival notice, within 24 hours, to initiate the corresponding procedures.
- Our service offer is liner, subject to space/equipment availability and transportation by the shipping line.
- Rates do not include international cargo insurance, and goods travel at the shipper's own expense and risk.
- All goods travel at the shipper's expense and risk, and they are solely responsible for the stowage and count of the product.
- As long as the space and equipment crisis persists, rates are dynamic; this is crucial due to changes with or without prior notice from the shipping line.
- Subject to booking cancellation charges once confirmed.
- All terminal entries are by appointment, and we are subject to this. In case of saturation or inability to enter the container, additional storage charges may apply.
- Shipping lines are not assuming charges for storage, demurrages, or vessel rollovers caused by situations beyond their control.
- Given the current global situation, port congestion, and schedule disruptions, please note that announced transit times, departure/arrival dates, and shipping dates are only "estimated" times.

Portugal (EN)

FCL

- T/T is the shipping line's estimation in days of the transit time from port of loading to port of discharge. It is subject to change without prior notice.
- In the case of the service of sending specified documentation by courier, a charge will be billed.
- Quoted insurance SILVER/GOLD/PLATINIUM/SMART will only be valid if requested to TIBA by written notification prior to shipment.
- Unless previously indicated these rates will not be valid for transport of perishables, personal effects, dangerous, overweight cargo or oversized, etc.
- No other Billing concept is included that is not considered in this offer.
- Any service requested or incurred will be invoiced separately.
- It is understood and accepted by yourselves that you will be liable for freight and additional charges applicable to any bookings and transportations arranged on your behalf and according to this quotation or contract, even if your company does not state as shipper, receiver, notify on any documentation like customs clearance declaration, Bill of lading, Airway bill, or export declaration.
- Excludes Customs Fees and Taxes.
- Services provided subject to VAT at the current rate, if applicable.

LCL

- T/T is the shipping line's estimation in days of the transit time from port of loading to port of discharge. It is subject to change without prior notice. Subject to space availability.
- Quoted insurance SILVER/GOLD/PLATINIUM/SMART will only be valid if requested to TIBA by written notification prior to shipment.
- Weight/volume equivalence: 1 TON = 3 CBM. PICKUP & DELIVERY 1 CBM = 333 Kg.
- Stowage equivalence: 1 line meter = 1.750 Kg
- Cargo that exceeds 4 meters in length and/or 1.500 Kg in weight will have an increase of 20% on freight.
- Cargo that due to its nature or packing is not stackable, an average height of 2,25 m will be taken for volume calculation.

- Unless previously indicated these rates will not be valid for transport of perishables, personal effects, dangerous, overweight cargo or oversized, etc.
- In the case of the service of sending specified documentation by courier, a charge will be billed.
- No other Billing concept is included that is not considered in this offer.
- Any service requested or incurred will be invoiced separately.
- It is understood and accepted by yourselves that you will be liable for freight and additional charges applicable to any bookings and transportations arranged on your behalf and according to this quotation or contract, even if your company does not state as shipper, receiver, notify on any documentation like customs clearance declaration, Bill of lading, Airway bill, or export declaration.
- Excludes Customs Fees and Taxes.
- Services provided subject to VAT at the current rate, if applicable.

AIR

- Quoted insurance SILVER/GOLD/PLATINIUM/SMART will only be valid if requested to TIBA by written notification prior to shipment.
- Flights, connections, and rates are subject to change without prior notice. Subject to flight and space availability.
- T/T is the estimated transit time between departure airport and arrival airport, excludes export and import merchandise acceptance processes.
- Weight/volume equivalence: AIRFREIGHT 1 CBM = 167 Kg. PICKUP & DELIVERY 1 CBM = 333 Kg.
- Unless previously indicated these rates will not be valid for transport of perishables, AVI, dangerous, goods with extra dimensions, etc.
- Valid for overlapping loads, unless otherwise stated
- Value valid only for the quantities and loading details indicated
- No other Billing concept is included that is not considered in this offer.
- Any service requested or incurred will be invoiced separately.
- In the case of the service of sending specified documentation by courier, a charge will be billed.
- It is understood and accepted by yourselves that you will be liable for freight and additional charges applicable to any bookings and transportations arranged on your behalf and according to this quotation or contract, even if your company does not state as shipper, receiver, notify on any documentation like customs clearance declaration, Bill of lading, Airway bill, or export declaration.
- Excludes Customs Fees and Taxes.
- Services provided subject to VAT at the current rate, if applicable.

LTL / FTL

- The insurance quoted SILVER/GOLD/PLATINIUM/SMART will only be carried out if requested from TIBA by written notification before shipping.
- T/T is the estimated transit time between origin and destination, may vary without notice. Subject to space availability.
- Weight/volume equivalence: 1 CBM = 333 kg.
- Stowage equivalent: 1 linear meter = 1,750 kg
- LTL: Loads that by their nature or packaging are not stackable, an average height of 3.00 m will be considered for volume calculation.
- Unless previously indicated, these rates will not be valid for the transport of products with specific requirements, such as perishables, luggage/personal effects, dangerous goods, out of size and overweight goods, etc.
- Any delays, stoppages, storage and additional inspections will be invoiced even if they are not explicitly included in the quote sent.
- In the case of documentation sending services, specifically express mail, the same will be charged.
- No other billing concept that is not mentioned in this offer is included.
- Any extra service requested or incurred will be billed separately.
- It is understood and accepted by you, who will be responsible for freight and additional fees, applicable to boarding and transport reservations made in accordance with this quote or contract, even if you/company is not listed as the executor of the reservation, loader /receiver or other on the bill of lading.
- Services Provided subject to VAT at the Current Rate, if applicable.

Portugal (PT)

FCL

- Condições gerais do transporte:
- O seguro cotado SILVER/GOLD/PLATINIUM/SMART só será efetuado, se solicitado à TIBA mediante notificação por escrito antes do envio.
- T/T é o tempo de trânsito estimado pela companhia navegação desde o porto de origem ao de destino, pode variar sem pré-aviso.
- Salvo indicação prévia estas tarifas não serão válidas para transporte de produtos com requisitos específicos, tal como, perecíveis, bagagem/bens pessoais, perigosos, mercadorias fora de medidas e sobrepeso, etc.
- Eventuais demoras, paralisações, armazenagens e inspeções adicionais serão faturadas mesmo se não estiverem incluídas de forma explícita na cotação enviada.
- No caso do serviço de envio de documentação, especificamente correio expresso, o mesmo será cobrado.
- Não está incluído qualquer outro conceito de Faturação que não esteja mencionado nesta oferta.
- Qualquer serviço solicitado ou incorrido será faturado separadamente.
- Fica compreendido e aceite por V. Exas, que, serão responsáveis pelos fretes e taxas adicionais, aplicáveis às reservas de embarque e transportes efetuados de acordo com a presente cotação ou contrato, mesmo que a v/empresa não conste como executor da reserva, carregador/recebedor ou outro no conhecimento de embarque.
- Exclui Valores e Imposições Aduaneiras.
- Serviços Prestados sujeitos ao IVA á Taxa em Vigor, se aplicável.

LCL

- Condições gerais do transporte:
- O seguro cotado SILVER/GOLD/PLATINIUM/SMART só será efetuado, se solicitado à TIBA mediante notificação por escrito antes do envio.
- T/T é o tempo de trânsito estimado pela companhia navegação desde o porto de origem ao de destino, pode variar sem pré-aviso. Sujeito à disponibilidade de espaço.
- Equivalência peso/volume: 1 TON = 1 CBM. RECOLHA & ENTREGA 1 CBM = 333 Kg.
- Equivalência de estiva: 1 metro linear = 1.750 Kg
- Cargas que por sua natureza ou embalagem não sejam empilháveis, será considerada uma altura média de 2,40 m para cálculo de volume.
- Cargas cujas embalagens individuais, excedam comprimento 3,00 x Largura 2,25 x altura 2,25 MT, e/ou peso bruto de 3 TON, e/ou, sejam não sobreponíveis, ficam sujeitos a aprovação prévia e aplicação de taxas adicionais.
- Salvo indicação prévia estas tarifas não serão válidas para transporte de produtos com requisitos específicos, tal como, perecíveis, bagagem/bens pessoais, perigosos, mercadorias fora de medidas e sobrepeso, etc.
- Eventuais demoras, paralisações, armazenagens e inspeções adicionais serão faturadas mesmo se não estiverem incluídas de forma explícita na cotação enviada.
- No caso do serviço de envio de documentação, especificamente correio expresso, o mesmo será cobrado.
- Não está incluído qualquer outro conceito de Facturacao que não esteja mencionado nesta oferta.
- Qualquer serviço extra solicitado, ou, incorrido, será faturado separadamente.
- Fica compreendido e aceite por V. Exas, que, serão responsáveis pelos fretes e taxas adicionais, aplicáveis às reservas de embarque e transportes efetuados de acordo com a presente cotação ou contrato, mesmo que a v/empresa não conste como executor da reserva, carregador/recebedor ou outro no conhecimento de embarque.
- Exclui Valores e Imposições Aduaneiras.
- Serviços Prestados sujeitos ao IVA á Taxa em Vigor, se aplicável.

AIR

- Condições gerais do transporte:
- O seguro cotado SILVER/GOLD/PLATINIUM/SMART só será efetuado, se solicitado à TIBA mediante notificação por escrito antes do envio.
- Voos e conexões estão sujeitos a alterações sem aviso prévio. Sujeito a disponibilidade de voo e espaço.
- T/T é o tempo de trânsito estimado entre aeroporto de saída e aeroporto de chegada, exclui processos de aceitação de mercadoria de exportação e importação.
- Equivalência peso/volume: FRETE AÉREO 1 CBM = 167 Kg. RECOLHA & ENTREGA 1 CBM = 333 Kg.
- Válido para carga sobreponível, salvo indicação oposta
- Valor válido apenas para as quantidades e detalhes de carga indicados

- Salvo indicação prévia estas tarifas não serão válidas para transporte de produtos perecíveis, AVI, perigosos, mercadorias com dimensões extras, etc.
- Eventuais armazenagens e inspeções adicionais serão faturadas se não estiverem incluídas de forma explícita na cotação enviada.
- Não está incluído qualquer outro conceito de Facturacao que não esteja mencionado nesta oferta.
- Qualquer serviço solicitado ou incorrido será faturado separadamente.
- Fica compreendido e aceite que V. Exas serão responsáveis pelos fretes e taxas adicionais, aplicáveis às reservas de embarque e transportes efetuados de acordo com a presente cotação ou contrato,
- mesmo que a v/empresa não conste como executor da reserva, carregador/recebedor ou outro no documento de embarque.
- Exclui Valores e Imposições Aduaneiras.
- Serviços Prestados sujeitos ao IVA á Taxa em Vigor, se aplicável.

LTL / FTL

- Condições gerais do transporte:
- O seguro cotado SILVER/GOLD/PLATINIUM/SMART só será efetuado, se solicitado à TIBA mediante notificação por escrito antes do envio.
- T/T é o tempo de trânsito estimado entre a origem e o destino, pode variar sem pré-aviso. Sujeito à disponibilidade de espaço.
- Equivalência peso/volume: 1 CBM = 333 Kg.
- Equivalência de estiva: 1 metro linear = 1.750 Kg
- LTL ::: Cargas que por sua natureza ou embalagem não sejam empilháveis, será considerada uma altura média de 3,00 m para cálculo de volume.
- Salvo indicação prévia estas tarifas não serão válidas para transporte de produtos com requisitos específicos, tal como, perecíveis, bagagem/bens pessoais, perigosos, mercadorias fora de medidas e sobrepeso, etc.
- Eventuais demoras, paralisações, armazenagens e inspeções adicionais serão faturadas mesmo se não estiverem incluídas de forma explícita na cotação enviada.
- No caso do serviço de envio de documentação, especificamente correio expresso, o mesmo será cobrado.
- Não está incluído qualquer outro conceito de Facturacao que não esteja mencionado nesta oferta.
- Qualquer serviço extra solicitado, ou, incorrido, será faturado separadamente.
- Fica compreendido e aceite por V. Exas, que, serão responsáveis pelos fretes e taxas adicionais, aplicáveis às reservas de embarque e transportes efetuados de acordo com a presente cotação ou contrato, mesmo que a v/empresa não conste como executor da reserva, carregador/recebedor ou outro no conhecimento de embarque.
- Serviços Prestados sujeitos ao IVA á Taxa em Vigor, se aplicável.

Rep Dominicana

AIR export

- The rate is valid for general cargo (non-IMO, non-perishable).
- Weight/volume equivalence: $1\text{m}^3 = 167\text{ kg}$.
- Air freight includes: Air freight, applicable surcharges, ISR.
- Origin includes: Pickup, documentation, export.
- Rate does NOT include: Storage.
- Rate is expressed in USD.

FCL

- Goods: FAK (General Cargo) Non-IMO, Non-perishable, Non-refrigerated.
- If an Export License is required, the cost is USD 25.00 each (up to 10 HS codes).
- Customs clearance does not include export licenses or permits.
- Does not include customs inspection fees or any other inspection.
- Does not include loading at the exporter's facilities or any additional services (lashing, etc.).
- Customs inspection (random process), if applicable, ranges between USD 125.00 and USD 250.00.
- Destination charges are not included.
- Rate is expressed in USD.