

LOCAL CONDITIONS ex FRANCE FROM March 31, 2024

The present “Local Conditions” apply to all sales of air cargo transportation departing from France, including services incidental thereto, by or on behalf of Air France and/or KLM (collectively referred to as “Carriers”). These Local Conditions specify the booking conditions and operational specificities which apply to the above-mentioned sales. Local Conditions may be modified by the Carriers at any time and with immediate effect. We advise you to check regularly for updates in particular before any new Booking.

It is reminded that the carriage of cargo is governed by (i) the conditions of the Contract of Carriage displayed on the back of the Air Waybill, (ii) Carriers’ General Conditions of Carriage for cargo (“GCC”), (iii) General Conditions of Sale (“GCS”), (iv) the Specific Conditions of Sale agreed with Carriers, if any, and (v) Carriers’ Local Conditions (“LC”). Those documents altogether qualify as the “Agreement”. In the event of discrepancies and/or inconsistencies, the order of precedence (i) to (v) will apply, unless expressly stated otherwise. GCC and GCS can be consulted at your Local Customer Office or on www.afklcargo.com and myCargo. All bookings for air cargo transportation imply full and entire acceptance of all above mentioned document by the shipper or its representing agent (hereinafter referred to as “Company”).

Notwithstanding the general rule of precedence set forth above, the present Local Conditions shall prevail over the General Sales Conditions.

All capitalized terms used but not defined herein shall have their respective meanings set forth in the GCS.

1. APPLICABLE RATES

- “All in Rates”: Air cargo transportation rates based on the booking information, excluding any applicable taxes, levies, fees and Other Charges (e.g. related to screening, customs, DGR handling, etc.).
- Rates may be adjusted in the event of any change of the booking details.
- Applicable rates, taxes, duties, fees and Other Charges are available at the Carriers’ local Customer Service office and may be modified at any time. We advise you to consult them regularly, in particular prior to making a booking.

2. BOOKING CONDITIONS

- Booking should be made in accordance with the terms of the Agreement, and more particularly with article 2 “Booking” of the GCS.
- Bookings should be made either online via myCargo, via a booking portal, via a direct connection (system-to-system) available on request, or by email, telephone or fax using the contact details below.

Customer Service and booking platform contacts	
E-booking	myCargo, booking portals or direct connexion (system-to-system)
E-mail address	CustomerService.CDG@AFKLCargo.com
Fax number	for AFKL, all numbers accessible at www.afklcargo.com
Telephone number	for AFKL, all numbers accessible at www.afklcargo.com

3. ACCEPTANCE POLICY

- Company is responsible for tendering shipments to Carriers "READY FOR CARRIAGE" in accordance with the terms of the Agreement and more particularly with article 7 “Export Control and Sanctions Laws” of the GCS.
- Specific guidelines may apply per product, which may be consulted at Carriers’ local Customer Service offices.
- Shipments must be tendered before the latest acceptance time (referred to as “LAT”) as shown in myCargo => Shipments => myShipments.

4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY FEES

In the event of no show, cancellation, any discrepancies between Booking and the actual shipment offered at acceptance and/or any change made to the Booking details, additional fees may apply.

4.1 No Show fees:

If a shipment is not handed over to the Carriers before the LAT ("Acceptance Deadline" as defined in the Local Conditions), the following "no show" charges will be applied:

No show fee <i>(For shipments that are not delivered after STD or no cancellation)</i>	
Bookings less than 1 tonne or less than 5m3	25% of the total All-in Rate according to booking.
Bookings between 1 tonne or 5m3 and until 10 tonnes or 60m3	50% of the total All-in Rate according to booking.
Bookings above 10 tonnes or 60m3	100% of the total All-in Rate according to booking.

4.2 Cancellation fees

Cancellation fee <i>(For cancellations within 24 hours of the LAT)</i>	
Booking above 10 tonnes or 60 m3	50% of the total All-in Rate according to booking.
Booking between 1 tonne or 5m3 and 10 tonnes or 60m3	25% of the total All-in Rate according to booking.

4.3 Upward deviation for all bookings from the first kilo onwards

If, on acceptance, the volume (>10%) and/or weight (>20%) received is greater than the weight and/or volume booked, the All-in Rate may be adjusted by 120%. In addition, shipment may be postponed to another flight due to capacity limitations.

4.4 Downward booking deviation for all bookings from the first kilo onwards

If the chargeable weight is more than 20% less than that indicated in the Booking = charge of 80% of the chargeable weight according to the Booking at the All-in rate.

4.5 Late Show

For deliveries after LAT, the Company will be invoiced via Other Charges. The Carriers will make every effort to restore the original shipping plan.

5. OTHER CHARGES

The commodity type, handling, delivery of goods and/or any additional services may give rise to "Other Charges" added on top of the All-in Rate. Other Charges are subject to change and may vary depending on the origin/destination and the local operational situation. For a full overview of the Other Charges or for any additional information, please contact your carriers' local customer service office.

- 1- The list of export Other Charges which may apply to your shipment can be consulted, upon registration, in your myCargo account, at: <https://www.afklcargo.com/WW/en/local/app/index.jsp#/myCargo/othercharges>.

2- The following import Other Charges may apply to your shipment. All charges are in Euros.

Taxes are not included.

https://www.afklcargo.com/WW/common/common/pdf/FRAIS_ANNEXES_FRANCE_15-08-2020_EN.pdf

6. INVOICING AND PAYMENT

Invoices are issued on the basis of the Booking information, the air waybill, its electronic equivalent and adjustments made at acceptance in the event of discrepancies between the shipment details at Booking and those at acceptance, in accordance with the terms of the Agreement and more particularly with article 3 “Invoicing and Payment” of the GCS.

Carriers' invoices will be handled via CASS or other available industry payment facilities agreed with the Company. In case CASS is not available, the Company can open an account locally by entering into a specific contractual agreement with the Carriers.

If the Company wishes to dispute any invoiced amount, it shall notify the Carriers immediately and in any event within six (6) months of the invoice date. If Company does not notify Carriers of a dispute within such time period, the invoice shall be deemed accepted.