

LOCAL CONDITIONS ex Norway FROM 1 January 2025

The present “Local Conditions” apply to all sales of air cargo transportation departing from Norway, 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”).

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 using the contact details below.

Customer Service and booking platform contacts	
E-booking	myCargo, booking portals or direct connection (system-to-system)
E-mail address	CustomerService.NE@afklmpcargo.com Quotationdesk.NE@afklmpcargo.com Fresh.NE@afklmpcargo.com
Telephone number	+47 3771 5004

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.

For deliveries after the LAT, Carriers will do their utmost to restore original forwarding plan. Additional costs incurred will be invoiced to the Company at cost. Any missed connections due to the late tendering of a shipment will be subject to a no show fee (see article 4 of these Local Conditions).

4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY FEES

4.1 Notwithstanding anything to the contrary in article 2.2 of the General Conditions of Sale, in the event that bookings above 1 tons or 5 m3 are cancelled after ten (10) AM local time the day before the day of scheduled departure, a fee up to 100% of the total All-in Rate according to the booking shall be applicable. This article 4(1) is complimentary to article 2.2 of the General Conditions of Sale, available at our website [Legal Conditions](#).

4.2 In the event of any discrepancies between Booking and the actual shipment offered at acceptance and/or any change made to the Booking details, additional fees may apply. The additional fees are specified in article 2.2. of the General Conditions of Sale.

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.

- 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>.
- The destination list, for which CC charges are applied, is published on our website; https://www.afklcargo.com/WW/common/common/pdf/CC_CG_destination_charges_list.pdf
- Air waybill origin is leading for which other charges are applied.

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.

7. OTHER LOCAL SPECIFICITIES

- **GENERAL INFO ON AWB 057 and 074**
- The name of the Product (General, Specialized, etc.) must be included in the “Accounting Information” on the Air Waybill.
- On the Air Waybill, the Airport of Destination IATA code must always be shown (i.e. GRU or VCP should be shown instead of SAO).

- **ULD PIVOT WEIGHTS**
- Lower Deck Container: 717kg
- Lower Deck Pallet: 1667kg
- Main Deck Pallet: 3000kg