

1.

(i) Where A2B-Online undertakes strictly domestic carriage (not part of a cross-border transport) in the UK, the RHA CoC 2009 apply. (ii) In all other cases where A2B-Online is (contractual) carrier: a) the Algemene Vervoerscondities (AVC 2002) apply; b) any dispute shall exclusively be referred to Arbitration in Rotterdam in accordance with the TAMARA Arbitration Rules; where the CMR Convention is applicable, arbitrators shall apply same. (iii) To the extent that A2B-Online undertakes to perform services not as carrier but in other capacity: a) any liability of A2B-Online is excluded; b) the above mentioned arbitration clause applies.

[Click here for the text of AVC 2002](#)

[Click here for the text of RHA CoC 2009](#)



2.

Provision of CMR-copies do not relieve customers from adhering to the agreed payment term.

3.

Faster transit times than agreed upon can be booked, but must be agreed upon beforehand. Demurrage is applicable commencing the 1st day exceeding the agreed transit time.

4a.

Our trailers are equipped with a maximum of 20 span sets. Anti slip mats and corner protectors are to be provided and paid for by the client.

4b.

The trailer fleet for the FTL s have no sideboards / stanchions. All trailers have a sliding roof. In case a Code-XL certified trailer is needed for collection in Germany, clients are requested to put this requirement on the load fax or in the online booking. The trailer fleet for the LTL s have side boards and stanchions or are box trailers.

5.

As soon as we welcome you as a new client, a credit check will be carried out. Based upon that information, credit facility will be negotiated and confirmed. If no credit limit can be granted (regardless of any reason), payment of freight must be done by the client prior to delivery of the cargo. A2B-Online holds the right of retention in case payment has not been done accordingly.

6.

All freight rates mentioned by A2B-Online are in EURO or in Pound Sterling and are exclusive of VAT or any other surcharges (BAF, Diesel, CAF), unless mentioned differently.

7.

In order to maximize our efficiency, we have decided to exclude loads with the following characteristics:

hazardous cargo according to ADR and IMO

collections from and deliveries to exhibitions

goods on T1 status

pallet exchange

cargo on other INCO terms than FOT and EXW

full loads with more than 2 collections and / or deliveries (so called multi drop loads)

deliveries to and collections from the Hebrides, Isle of Man, Isle of Wight, the Channel Islands and the Dutch North Sea Islands.

8.

A2B-Online has the right to terminate and/or give notice to any contract with customers at all times. Should market developments and / or cost developments give reason to do so, A2B-Online holds the right to re-negotiate freight rates before the end date of these freight rates mentioned in the contract / quotation.

9.

Normal collection and delivery times are between 07:00 and 18:00 local time. Collections and/or deliveries outside this time window must be advised to us before hand. It might be possible that additional charges result from deviations from the time window mentioned.

10.

Transport orders must be received by A2B-Online or cancelled by customers until 14:00 local time on the day before collection. Transport orders sent to us at a later stage of the day must be advised to us by telephone first.

11.

Transport orders not containing the necessary information allowing A2B-Online to perform according to standards agreed upon will not be accepted. Customers will be informed about this and will be given the possibility to complete the necessary information before the deadline mentioned under point 9. We encourage customers to use our portal for transfer of transport orders in order to avoid discussions.

12.

Goods must be properly marked or labeled and the final destination must be clearly mentioned. Goods must be packed sea worthy and road transport worthy. A2B-Online cannot be held responsible for claims resulting from non-conformance to these issues by it's customers.

13.

Customers will be given access to our portal by means of a user-id and a password. By logging on, customers will be granted access to information and databases containing information that is available and relevant to that customer and staff of A2B-Online only. All information available on our portal is classified and to be treated confidentially.