



GENERAL DELIVERY TERMS AND SURCHARGES

TRAILER DIVISION
2026



General Delivery Terms and Surcharges Trailer 2026 are applicable starting from 2026 January 1st and will be valid until further notice.

1.1 GENERAL DELIVERY TERMS

All services are subject to the General Terms and Conditions of A2B-online B.V. The most recent version can be found at our website: <https://a2b-online.com/general-terms-downloads/>

The Customer/Owner of the goods/Consignor is liable for: (1) proper packaging,(2) securing of goods against movements inside the packaging or on pallets,(3) for proper loading into the trailer and (4) for proper spread of the load on the trailer. (5) clear labelling on the pallets.

Shippers are responsible for ensuring that the cargo is adequately and suitably packed for transport by road and sea.

Any cargo requiring restowe or rework due to the above not being followed will result in extra handling costs, including but not limited to restowe costs, extra shunt costs, labour, trailer rental and additional mileage.

Any fines or penalties incurred will not be accepted

A surcharge will be applied for evening and night deliveries, available on request and subject to haulage availability

No pallet exchange possibilities

ADR/IMDGas well as High Value requirements must be advised at time of booking

The shipper is responsible for supplying the correct labels in case of ADR/IMDG transports and ensuring each pallet is correctly labelled and for the supply of all required labels for transit.

Shipper is responsible for the supply of correct customs documentation or if A2B are arranging the clearance then supply of all correct documentation which relates to information required to clear customs must be received within 2 hours

We do not supply any original CMR or other documents after delivery. Transport documents can be downloaded from your online dashboard via A2B-online.com or can be requested by e-mail: fullloads@a2b-online.com

PODs or CMRs are available between 5-8 working days after delivery or on request

A2B-online B.V. rejects all liability if not agreed upon upfront and holds the customer liable for any fines or consequential costs resulting from the aforementioned actions.

A2B-online B.V. can allocate the loads to its third parties, unless explicitly agreed upon otherwise in writing.

Any changes or cancellations relating to bookings for UK import transports must be communicated no later than 16:00 on the preceding working day. In the absence of timely notification, a fee may be imposed, up to a maximum cancellation charge of 70% of the agreed freight rate.

Any changes or cancellations relating to bookings for UK export transports must be communicated no later than 12:00 on the preceding working day. In the absence of timely notification, a fee may be imposed, up to a maximum cancellation charge of 70% of the agreed freight rate.

1.2 CARGO

Excisable (duty) goods (alcohol, tobacco, etc.), Electronics (finished product), Carriers of Software (CD, DVD, etc.), veterinary and phytosanitary goods, Medicines, Perfumes, Cosmetics, Hazardous Cargo, Telecommunications - and Data processing products or any other dual use goods. Exceptions need to be agreed upon in advance with A2B-online management. approval will only be valid if confirmed by A2B-online in writing.

It's the customer's responsibility to clearly state up front (of order acceptance) if a load exceeds the current CMR limit. A2B-online preserves the right to reject loads exceeding the current CMR limit.

A2B-online does not sign for the number of individual packages on a pallet but for the pallet as a whole. Load, stow and count are the responsibility of the shipper / freight payer.

Customers are responsible for transport & seaworthy packaging. Goods should be packed and stacked in a way that these can be handled safely. Goods and packaging should fit within the sizes of the pallet. Goods and packaging should be securely shrink-wrapped to a pallet. Any damage caused by not following these instructions is for the responsibility of yourselves.

Length consignments will be charged for against full loading meters. The minimum rate will be the rate of 3 loading meters for the specific destination. Length consignments need to be transhipable

1.3 GENERAL DELIVERY & COLLECTION SURCHARGES

The first two hours for loading and unloading for Full-loads are free. After this period, charges will apply on an hourly basis or for any part of a half-hour. Partloads have 1 hour waiting time free. € 60.00

An additional surcharge will apply for hazardous cargo (ADR). € 75.00

Waiting costs will be charged per day for delays occurring within the Netherlands. €750.00

Waiting costs will be charged per day for delays occurring within the United Kingdom. € 750.00

A surcharge may apply for loading or unloading operations conducted on a Saturday, Sunday or a Bank Holiday. On request

Incorrect delivery or load references may be charged per instance. € 50.00

Any pre-agreed driver handling during loading/unloading must be conducted in a safe working area away from pedestrians and via the rear trailer door, under the full custody and liability of the customer. € 75.00

1.4 ADDITIONAL DELIVERY & COLLECTION SURCHARGES

Cut off time for customs clearance enabling a next day delivery is 15:00 hrs CET or 14:00 hrs UK - failure of the trailer to clear customs by these times may result in a wasted haulage charge with possibility of further charges to be incurred by quay rent if over the 48 hours as below. € 250.00

Quay rental: The first 48 hours (inc of day of arrival) are free of quay rental, after this time charges of per day/part day will be applicable. € 250.00

Once the trailer is loaded we will allow 2 hour for the required customs details to be added/ communicated to the booking free, whereafter this will be charge per hour or part hour. € 60.00

Failure to provide customs clearance which results in a trailer being diverted to an off quay storage facility will result in a minimum shunt charge - Continent charge. € 275.00

If shipping via GVMS, the export document and the CDS import document should be provided on the day of loading. Failure to do so will result in additional charges. € 275.00

Failure to provide customs clearance which results in a trailer being diverted to an off quay storage facility will result in a minimum shunt charge - UK charge. € 100.00

After unloading, the trailer needs to be cleaned. Trailer beds left dirty due to residue from the load may be charged. All packaging must be removed including any dunnage, pallets and wrapping. € 150.00

1.5 GENERAL LOADING & SITE CONDITIONS

Max. payload NL 27500kg.

Max. payload BE 27500kg.

Max. payload DE 25000kg.

Max. payload UK 27500kg.

Starting from front of the trailer, 10 tons may be loaded on first 6 floor meters; remainder of the cargo to be spread evenly over the remaining floor up to the rear doors.

Height of load. Where the height of the load leaves less 18 inches / 45cms from the roof for strapping then sites must provide a suitable gantry for the drivers to use to secure loads. If the load cannot be secured then the driver may ask the site to unload, this might result in a cancellation charge.

Delivery/Collection Sites must have suitable access to take delivery of a 44 tonne articulated Heavy Goods vehicle at approx 16 metres total length. In the event the site is not suitable and delivery is not possible then all associated costs will be charged.

Any fines relating to access to sites (double yellow lines, time restrictions etc) will be charged at the rate of the fine

If cranes, additional equipment, or extra staff are hired to assist with loading or unloading, this must be communicated at the time of quoting and prior to booking. Failure to provide this information may result in delays to shipment and additional time on sites, for which we will not be held liable for any associated costs or consequences.