



# Lufthansa Cargo General Conditions

**Luxembourg**  
effective 28 October 2018

**For all Services:**

**[eservices.lufthansa-cargo.com](https://eservices.lufthansa-cargo.com)**

*office hours:*

*Monday to Friday 08:30 to 17:30hrs:*

*Tel. : +352 349496*

*eMail : [sales-ams@lufthansa-cargo.com](mailto:sales-ams@lufthansa-cargo.com)*

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*accounting: [Billingcenter.benelux@icat.dlh.de](mailto:Billingcenter.benelux@icat.dlh.de)*

***For More Information:***

**[www.lhcargo.com](http://www.lhcargo.com)**



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**General Conditions**  
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**Note: e-Bookable consignments below 300KG shall be booked through e-Channels only.**

1. All rates and fees published are in EURO ex FRA and replace any previous publication.
2. Rates and all information published in this SRS (Standard Rate Sheet) are subject to change without prior notification.
3. Rates listed are net/net per kilogram chargeable weight excluding commissions, surcharges, taxes and fees.
4. Rates are based on weight/volume ratio 1:6 (kilogram/liter). Different rates may apply for cargo with lower- and/or higher density.
5. Rates are valid on LH and joint venture partner capacities only unless otherwise specified.
6. Rates to non-published destinations are on request only. Destinations and availability of services (td.Pro,td.Flash) are subject to change without prior notification.
7. Rates mentioned on AWB may not undercut the applicable net/net rate. B+K rates not allowed!
8. The SRS rates apply to general cargo only. For special cargo rates (e.g. dangerous goods, live animals, perishables, valuable-/vulnerable cargo, human remains, oversized pieces etc.) please refer to the appendix and/or contact your local Lufthansa Cargo representative.
9. For each ad hoc-rated shipment, promo or "special offer" the reference number (to be asked for upon booking) must be inserted in the AWB box "Accounting Information"
10. If top load is not possible 160cm height for LD and 244 cm for MD will always be calculated.
11. Shipments will be charged at the rate valid on the day of confirmed departure.
12. For all surcharges the date of AWB issue applies.
13. LCAG can only take invoicing disputes into consideration within a period of 6months after the flight date. In case a dispute was made after expiration of this period, LCAG will not take the request into consideration. Every request must be accompanied by a copy of the booking confirmation.
14. The SRS is to be treated as confidential and must not be passed to third parties.
15. The conditions of carriage specified on the reverse side of the AWB apply. For e-freight business as agreed upon in the IATA multilateral eAWB agreement.
16. The exclusive place of jurisdiction is Frankfurt/Main, Germany. The law of the Federal Republic of Germany applies exclusively, without reference to the choice of law provisions thereof (to be adapted only if required by local law).
17. Lufthansa Cargo disclaims any liability for typing errors or misprints.



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## FEES AND SURCHARGES

1. For all amendments on the AWB e.g. shipper's right of disposition (TACT Rules 2.6), rates and/or nature of goods, LCAG will charge a CCA fee of € 50
2. Administration fee: in case LCAG needs to arrange overfly, transit and/or import permits on behalf of shipper, € 500 per AWB will be charged.
3. For POD (Proof of delivery) requests a fee of € 30 per AWB will be charged.
4. For LC (Landing certificate) requests a fee of € 35 per AWB will be charged.
5. A) In case a routing is terminated at any European LCAG Hub, freight charges of € 0,40 all in p/kg (MIN.€ 45 all in) are due and an administration fee of € 100 will be charged (storage- and/or special handling charges excluded).  
B) In case a shipment must be returned ex any European LCAG Hub to the station of origin, freight charges of €1,30 all in p/kg are due and an administration fee of € 100 will be charged (storage- and/or special handling charges excluded).
6. For shipments delivered with or without incorrect FWB, a FWB "data capture fee" of EUR.12 will be charged.
7. HAWB (House Air Waybill) transmission by the forwarder is required for all consolidated shipments worldwide. Following fees apply (AAMS fee):  
A) € 1 per HAWB for every electronic data transmission.  
B) € 12 per HAWB for manual disposal with hardcopies.
8. In case of NO SHOW (shipment exceeding 500kgs chargeable weight) or weight reduction (reduction of more than 500kgs chargeable weight) not reported to Lufthansa Cargo prior to latest acceptance time (LAT) a fee of € 0,10 p/kg chargeable weight will be applied.
9. Fees and surcharges as per TACT apply unless stated otherwise.
10. Cool/td incident report: a fee of € 300 applies for requesting a detailed analysis of temperature excursions and the resulting report hereof.
11. Rates published in this SRS are valid ex FRA. For pre transportation ex LUX an ADD ON of € 0,11 p/kg chargeable weight applies.
12. td.Basic: for significant changes to shipment details e.g. change to departure and/or destination station, shipment not delivered or delivered after the contracted LAT (latest acceptance time) or is cancelled, the product or the contracted LAT is changed, the chargeable weight is reduced by more than 25% the booking charge is € 0,05 p/kg chargeable weight with a minimum of € 50.  
N.B. changes to the booking parameters after receipt of the booking confirmation or at goods acceptance may lead to reassessment of your shipment.
13. For Pharmaceuticals / Pharmaceutical Products (PIL) a check fee of € 20 per AWB will be charged.
14. For shipments delivered on Paper AWB (non EAW/EAP) a fee of € 12 will be charged.
15. A manual booking fee of € 12 per Air Waybill will be charged for all td.Flash and td.Pro bookings initially processed by the Lufthansa Cargo Customer Service or Service Center.



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Value Added Services	Service Level		Rate Structure (Chargeable weights may vary based on loading restrictions)	
	td.Pro	td.Flash		
Safe/td1 (Human Remains/HUM, Live Human Organs/LHO)		X	500% of applicable td.Flash rate. Minimum € 185,00 per shipment	
Safe/td2	X	X	SRS + € 0,25 p/kg with a minimum of € 185,00 per shipment	
Cool/td Active	X	X	per LD3 / LD9 container	SRS + € 0,55 p/kg. (For related additional charges, please check your local Lufthansa Cargo office)
	For all Cool/td containers: Please check your local Lufthansa Cargo office for rental-, cancellation- and demurrage fees.			
	X		In combination with Dangerous Goods (DGR)	SRS + € 0,85 for PAX/OK SRS + € 1,25 for CAO DGR fee € 75,00
Cool/td Passive	X	X	All loose premium temp. sensitive freight (e.g. pharma's, diagnostics)	SRS + € 0,35 p/kg. Minimum Cont.* € 65 / Intercont.** € 80 (ICE surcharge included)
	X		In combination with Dangerous Goods (DGR)	SRS + € 0,65 for PAX/OK SRS + € 1,05 for CAO. Minimum Cont.* € 65 / Intercont.** € 80 ( unless SRS Minimum is higher ) DGR fee € 75,00
Care/td (Dangerous Goods) -Rates for cars are calculated individually. Please contact your local LCAG office for offers-	X	X	Radioactive	SRS + € 0,70 p/kg. Minimum € 185,00 per shipment. DGR fee € 90,00
			REX Class I	SRS + € 0,70 p/kg. Minimum € 185,00 per shipment. DGR fee € 120,00
			***Radioactive in excepted packages+RDS PAX OK	SRS + € 0,30 p/kg + DGR fee € 37,50
			***DGR in excepted quantities+RDS CAO	SRS + € 0,30 p/kg + DGR fee € 37,50
				SRS + € 0,70 p/kg + DGR fee € 75,00
Dry Ice	X	X	***ICE	SRS + € 0,30 p/kg + DGR fee € 37,50
Lithium Batteries	X	X	DGR, CAO ***ELI, ***ELM	DGR fee € 75,00
Care/td piece fee	Starting with the 6th piece - First 5 pieces included in AWB fee			€ 4,50 p/pc (excluding***)
Live/td (pets etc. excluding live chicks, horses and farm animals)		X	AVI	SRS/td.Flash +80% Minimum charges apply. Cont.* € 130 / Intercont.** €160
Live/td Ornamental Fish		X	AVI	SRS/td.Flash + € 0,20 p/kg Minimum charges apply. Cont.* € 130 / Intercont.** €160
Courier.Solutions		X	ZXO	150% of applicable td.Flash rate. Minimum € 150,00
Emergency.Solutions		X	BXO	Rates on request. Please contact your local LCAG office for "Money Back Guarantee" regulations. (Minimum CWT 100kg)

\* Cont = Intra IATA EU or 5th freedom intra Area

\*\* Intercont = outside IATA EU

\*\*\*Piece fee exclusion



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