



# Lufthansa Cargo General Conditions

**The Netherlands**  
effective 27 October 2019

**For all Services:**

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

*office hours:*

*Monday to Friday 08:30 to 18:00hrs*

*Tel: +31 (0) 20 6555100*

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

*claims: [customer\\_relations\\_team2@dlh.de](mailto:customer_relations_team2@dlh.de)*

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

*Emergency.Solutions (BXO/BXD) Hot Line24/7:*

*+49 180 670 70 70*

**For More Information:**

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



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Until further notice from Lufthansa Cargo the present Standard Rate Sheet (SRS) WI 2019/20 is valid from October, 27 2019 (based on Air Waybill (AWB) issue date).

The rates listed are net/net per kilogram chargeable weight in local market currency (EUR) excluding commissions, surcharges, taxes and fees. The applicable rates and surcharges will be charged based on AWB issue date.

The rates shown are valid on LH, EW, OS, SN, XG and XQ routings and on our JV destinations on NH, UA and CX routings only, unless indicated otherwise. For destinations not listed in our SRS, TACT or industry rates for origin/destination apply.

Rates are based on weight/volume ratio 1:6 (kilogram/liter). Different rates may apply for cargo with lower- and/or higher density.

Rates displayed on the AWB must not be lower than the minimum rate level published in this SRS.

Option1 (in case only td.Pro and td.Flash Rates are listed explicitly):

The SRS applies to General Cargo only. Special Products, including rate details, are listed under "Special Products Rates" within this document.

Option2 (in case more products than td.Pro and td.Flash are listed explicitly):

The SRS applies to General Cargo and dedicated Special Products. Rate details for further Special Products are listed under "Special Products Rates" within this document.

Lufthansa Cargo disclaims any liability for typing errors or misprints with respect to any rates published in this SRS.

Lufthansa Cargo reserves the right to change rates, additional fees and/or conditions whenever it becomes necessary. Furthermore, Lufthansa Cargo reserves the right to apply increases and/or fees at any time. In such cases, Lufthansa Cargo is entitled to terminate the SRS with immediate effect.

This SRS is to be treated as confidential and must not be passed to third parties.

The Conditions of Carriage specified on the reverse side of the AWB and the IATA Multilateral Agreement apply to any transport.

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.

Embargoes or restriction to any destination have to be checked prior to booking. For shipments that cannot be booked electronically, please contact our Service Center.



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

## FEES AND SURCHARGES

1. Administration fee: in case LCAG needs to arrange overfly, transit and/or import permits on behalf of shipper, € 500 per AWB will be charged.
2. For POD (Proof of delivery) requests a fee of € 60 per AWB will be charged.
3. For LC (Landing certificate) requests a fee of € 35 per AWB will be charged.
4. A) In case a routing is terminated at any European LCAG Hub, freight charges of € 0,25+ASC p/kg (MIN.€ 45+ASC) 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 € 0,50+ASC p/kg (MIN.€ 45+ASC) are due and an administration fee of € 100 will be charged (storage- and/or special handling charges excluded).
5. HAWB (House Air Waybill) transmission by the forwarder is required for all consolidated shipments worldwide. Following fees apply (AAMS fee):  
A) € 2 per HAWB for every electronic data transmission.  
B) € 12 per HAWB for manual disposal with hardcopies.
6. 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.
7. Fees and surcharges as per [www.lufthansa-cargo.com/charges-fees](http://www.lufthansa-cargo.com/charges-fees) apply, unless stated otherwise within these General Conditions.
8. Cool/td incident report: a fee of € 300 applies for requesting a detailed analysis of temperature excursions and the resulting report hereof.
9. 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.
10. For Pharmaceuticals / Pharmaceutical Products (PIL) a check fee of € 25 per AWB will be charged.
11. For Live Animals (Live/td / AVI) delivered at AMS a check fee of € 45 per AWB will be charged.
12. For shipments delivered on Paper AWB (non EAW/EAP) a fee of € 12 will be charged.
13. 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.
14. For Dangerous Goods (DGR) following "Re-Check" Fees apply:
  1. Radioactive in excepted packages / DGR in excepted quantities + RDS / dry Ice (ICE) € 30
  2. All other DGR € 60+piece fee



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Special Products	Service Level		Rate Structure (Chargeable weights may vary based on loading restrictions)	
	td.Pro	td.Flash		
Safe/td1 (Valuable Cargo/VAL, Live Human Organs/LHO)		X	500% of applicable td. Flash rate. Minimum € 185,00 per shipment. Additional handling charges "Due Carrier" (VAL only): 0-100kgs = € 250 p/AWB plus € 0,50 for each additional kg	
Human Remains (Safe/td2)		X	HUM	200% 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 PAX OK	SRS + € 0,30 p/kg + DGR fee € 40,00
			***DGR in excepted quantities + RDS + MAG CAO	SRS + € 0,30 p/kg + DGR fee € 75,00
			***ICE	SRS + € 0,30 p/kg + DGR fee € 40,00
Dry Ice	X	X	***ICE	SRS + € 0,30 p/kg + DGR fee € 40,00
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
Emergency. Solutions		X	BXO (Hot Line24/7: +49 180 670 70 70)	Rates on request. Please contact your local LCAG office for "Money Back Guarantee" regulations. (Minimum CWT 100kg)
Courier. Solutions in combination with Care.td		X	ZXO/PAX ZXO/CAO	SRS/ZXO +30% Minimum €195 SRS/ZXO +40% Minimum €195

- \* Cont = Intra IATA EU or 5th freedom intra Area
- \*\* Intercont = outside IATA EU
- \*\*\* Piece fee exclusion