



**Lufthansa Cargo  
General Conditions**

**Belgium  
effective 26 March 2023**

**For all e-Services:**  
<http://eservices.lufthansa-cargo.com/LoginPage.jsp>  
**Service Center:**  
**Monday to Friday 08.30 - 17.30 hrs:**  
**TEL. : +32 (0)2 255 83 50**  
**eMail : sales-bru@lufthansa-cargo.com**

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



**Lufthansa Cargo**  
Networking the world.

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1. In case of delivery of a non-eAWB shipment, the "Paper-to-eAWB" (P2e) service will convert paper-AWB into electronic shipment data at local goods acceptance. The paper-AWB will not be transported as legally valid document. All other freight accompanying paper documents, e.g. pouch, remain unaffected. For shipments already delivered as eAWB, the process remains unchanged. The chargeable "Paper-to-eAWB" service replaces the former Paper AWB Fee.
2. All rates and fees published are in EURO and replace any previous publication.
3. Rates and all information published in this SRS (Standard Rate Sheet) are subject to change without prior notification.
4. Rates listed are net/net per kilogram chargeable weight excluding commissions, surcharges, taxes and fees.
5. e-capable consignments shall be booked through e-Channels only. For shipments that cannot be booked electronically, please contact your local Lufthansa Cargo office.
6. Rates are based on weight/volume ratio 1:6 (kilogram/liter). Different rates may apply for cargo with lower- and/or higher density
7. 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 otherwise specified.
8. 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.
9. Rates mentioned on AWB may not undercut the applicable net/net rate. B+K rates not allowed!
10. 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 Sales Team
11. 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"
12. If top load is not possible 160cm height for LD and 244 cm for MD will always be calculated.
13. Shipments will be charged at the rate valid on the day of confirmed departure.
14. For all surcharges the date of AWB issue applies
15. LCAG can only take invoicing disputes into consideration within a period of 6 months 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.
16. The SRS is to be treated as confidential and must not be passed to third parties.
17. The conditions of carriage specified on the reverse side of the AWB apply. For e-freight business as agreed upon in the EDI agreement.
18. Embargoes or restriction to any destination have to be checked prior to booking.
19. 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).
20. 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 defined and published in the central list of fees on [www.lhcargo.com](http://www.lhcargo.com)
2. Administration fee: € 40,00 for BCAA approval (WEA, AMU)  
In case LCAG needs to arrange overfly, transit and/or import permits on behalf of shipper, € 500,00 per AWB will be charged
3. For POD (Proof of delivery) requests a fee of € 35,00 per AWB will be charged.
4. For LC (Landing certificate) requests a fee of € 35,00 per AWB will be charged
5. Proof of Export Manifest a fee of € 35,00 per AWB will be charged
6. A) In case a routing is terminated at any European LCAG Hub, freight charges of € 0,80 all in p/kg are due and an administration fee of €100,00 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 €100,00 will be charged (storage- and/or special handling charges excluded).
7. FHL and FWB transmission by the forwarder is required for all shipments worldwide.  
Following fees apply (AAMS fee):  
A) € 1,00 per MAWB/HAWB for every electronic data transmission.  
B) € 12,00 per MAWB/HAWB for manual disposal.
8. No show fee / Cancellation fee / Booking updates / Non-Compliances  
In case of cancellation up to less than 48 hours before LAT, 25% of the freight rate, including Airfreight Surcharge, will be debited and up to less than 24 hours before LAT, 50% of the freight rate, including Airfreight Surcharge, will be debited as follows:  
A) td.Pro shipments, and all shipments of products with Speed Option td.Pro, with a chargeable weight of more than 1000 kgs.  
B) td.Flash and Courier shipments with a chargeable weight of more than 300 kgs.  
The amount will be debited by issuing a debit note.  
Cancellations should be communicated during the office hours of the working week (Monday-Friday 08:30-17h30 hours)  
C) BUP non-compliance fee of €500,00 will be charged for any BUP delivered at Swissport "not ready for Carriage"
9. Fees and surcharges as per TACT apply unless stated otherwise.
10. Pharma temperature deviation report: a fee of € 300,00 applies for requesting investigation into temperature excursions and the resulting report hereof.
11. P2e (Paper-to-eAwb) fee of € 24,00 will apply for for each non-eAWB shipment
12. The following add-on applies for shipments not booked or bookable through eChannels:  
A) General Cargo and Specials other than Dangerous goods: € 12,-  
B) Dangerous goods: € 12,-
13. Pharma check : 40 Eur.  
Recheck fee as per Handling Agent charges
14. DGR fee : 78 Eur + 6 Eur/piece as from the 6<sup>th</sup> piece with a maximum of 600 Eur.  
Recheck fee as per Handling Agent charges



Value Added Services	Service Level		Rate Structure (Chargeable weights may vary based on loading restrictions)	
	td.Pro	td.Flash		
<b>Safe 1 (Valuable Cargo/VAL, Ashes/ASH, Live Human Organs/LHO)</b>		X	300% add-on of applicable td.Flash rate. Minimum € 250,00 per shipment. Additional handling charges "Due Carrier": € 200,00 p/AWB (VAL/ASH only) € 40,00 p/LHO	
<b>Safe 2 (incl HUM)</b>	X	X	SRS + € 0,25 p/kg with a minimum of € 185,00 per shipment SRS + € 0,35 p/kg for WEA with a minimum of € 185,00 per shipment	
			For HUM: 250% of applicable td.Flash N rate. Additional handling charges "Due Carrier": € 118,00 p/HUM	
<b>Cool Active</b>	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 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
<b>Cool Passive</b>	X	X	All loose premium temp. sensitive freight (e.g. pharma's, diagnostics)	SRS + € 0,35 p/kg. (ICE surcharge included)
	X		In combination with Dangerous Goods (DGR)	SRS + € 0,65 for PAX/OK SRS + € 1,05 for CAO. Minimum +DGR fee
<b>Care (Dangerous Goods) -Rates for cars are calculated individually. Please contact your local LCAG office for offers-</b>	X	X	Radioactive + REX Class I Radioactive in excepted packages	SRS + € 0,70 p/kg. Minimum € 185,00 per shipment.+DGR fee SRS + € 0,30 p/kg. + DGR fee
			PAX OK PAX OK incl. excepted quantities	SRS + € 0,30 p/kg. + DGR fee SRS + € 0,30 p/kg. + DGR fee
			CAO	SRS + € 0,70 p/kg.+ DGR fee
<b>Dry Ice</b>	X	X	ICE	SRS + € 0,30 p/kg + DGR fee €40,00
<b>Lithium Batteries</b>	X	X	DGR,CAO,ELI,ELM	DGR fee € 40,00
<b>Live</b>		X	AVI	Rates on request. Please contact your local LCAG office.
<b>Emergency.Solutions</b>		X	BXO	Rates on request. Please contact your local LCAG office for "Money Back Guarantee" regulations. (Minimum CWT 100kg)
<b>Fresh</b>		X	PER	SRS + € 0,15 p/kg

