

These Local Sales Conditions apply to all sales of air cargo transportation departing from **Norway** including services incidental thereto, by or on behalf of Emirates SkyCargo. These Local Sales Conditions set out the specific booking and operational conditions which apply to Emirates SkyCargo cargo transportation sales in **Norway**.

We reserve the right to modify these Local Sales Conditions at any time and without notice we therefore, advise you to check the latest document regularly for updates and in particular, prior to making any new bookings.

Carriage of Cargo by Emirates SkyCargo is governed by the following:

- (i) Conditions of Carriage for Cargo and Conditions of Contract as displayed on the back of the Air Waybill can also be found at; <https://www.skycargo.com/conditions-of-carriage/>
- (ii) Local Sales Conditions, as applicable by country

These Local Sales Conditions are governed by and in accordance with the above-mentioned conditions. Except as otherwise stated, in the event of any discrepancies and/or inconsistencies the order of precedence shall be as listed above (i) to (ii).

The Shipper and/or the representing Agent (referred to as "Customer" hereinafter) are deemed to accept the above-mentioned documents in full for all bookings for Carriage of Cargo by Emirates SkyCargo.

Rate Applicability

Emirates SkyCargo rates for cargo transportation are based on the booking information provided by Customer, excluding any applicable surcharges, taxes, levies, fees, and other charges (e.g., related to screening, customs, DGR handling, etc.). Rates may be modified in the event of any change in the booking details.

Rate applied is as per product code captured at the time of booking and may only be modified in the event of any change in product detail prior to delivery of shipment. After flight departure no change in product will be permitted and rate applied will be based on the booking detail. It is the agent's responsibility to ensure the product code matches the rate applied prior to shipment departure. All rates are based on the issuance date of the Air Waybill (AWB).

The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in **NOK** excluding fuel surcharge. The calculation of the applicable fuel surcharge will be as per the fuel surcharge mechanism available at <https://www.skycargo.com/shipping-services/fuel-index/>

Emirates SkyCargo reserves the right to terminate rates on the published tariff sheet with two (2) weeks' notification. Emirates SkyCargo also reserves the right to amend, add or subtract surcharges (subject to applicable laws and regulations) on fuel, security, or external cost factors beyond its control and any such changes will be published with seven (7) days' notice.

Weight breakpoints are only applicable for Emirates SkyCargo's net-rates, as specified on the published tariff sheet. For Perishables (PXS/PXD) containing fresh- and/or live seafood, the minimum chargeable weight is 100kg.

1. Spot Quotes

A spot quote is a one-time rate offered based on shipment details provided at time of the quote. All spot quotes are valid for seven (7) days only and should be accepted and booked within that period to avail the quote price.

The spot quote reference numbers should be provided at the time of booking to avail the spot quote rate. Capacity on spot-based cargo is subject to availability and approval by Emirates SkyCargo.

2. Charges Collect

Charges Collect is not allowed to/from Norway.

3. Other Charges

Applicable surcharges, taxes, duties, fees and other charges are applicable as mentioned in this document (see Annexure 1) or through your local Emirates SkyCargo office. We advise you to consult them regularly in case of changes, and particularly, prior to making a booking.

Ground Handling Agents ("GHA") may apply additional charges not included in the surcharges and other charges specified in this document. Please check with the local Emirates SkyCargo office for details.

4. Booking Conditions

Cargo shipment bookings for Emirates SkyCargo should be made in accordance with the terms of the Local Sales Conditions, either online via www.SkyCargo.com or via other contracted booking portals, or via a direct connection (system-to-system), by email, or by telephone using the contact details of the Emirates SkyCargo customer service office at your respective station(s).

Find your local Emirates SkyCargo office details on <https://www.skycargo.com/contact-us?tab=2>.

5. Cancellation Policies

5.1. Low-Show Policy

A Low-Show is where the chargeable weight on the booking is reduced by more than **one (1) tonne** without giving a notice of at least **forty-eight (48)** hours (or 2 working days) before departure.

The tonnage reduction is the difference between the tendered chargeable weight and the chargeable weight of the last booking confirmation. In this instance, Emirates SkyCargo will charge **50%** of the tonnage reduction at the booked rate on freight amount as per booked product.

5.2. No-Show Policy

A No-Show is a booking that is not cancelled or rebooked at least **forty-eight (48)** * hours (or 2 working days) before departure or which is delivered after the cut-off time.

Any cancellation of a confirmed booking will result in a **100%** cancellation penalty. In case of a No-Show, the AWB will be frozen and cannot be reused. The applicable No-Show fee will be charged to the AWB used for the booking on freight amount as per booked product.

*For Sunday and Monday departure, the Customer may cancel a booking no later than Friday 10.00 local time.

6. Large Tonnage Agreement (LTA)

A Large Tonnage Agreement (LTA) is an agreed signed document required for shipments over:

- (i) **Five (5) tonnes** or more on a **passenger** flight
- (ii) **Ten (10) tonnes** or more on a full **freighter**

Cancellation charges will be applied as per Emirates SkyCargo's LTA policy mentioned below.

<i>Notice of Cancellation by Customer</i>	<i>Agreed Compensation Payable by Customer</i>
Less than 72 hours before the agreed Cut-Off time for the booking	50% of the total charges (including air freight rates and fuel surcharge)
Less than 48 hours but more than 72 hours written notice before the agreed Cut-Off time for the booking	75% of the total charges (including air freight rates and fuel surcharge)
Less than 24 hours written notice before the agreed Cut-Off time for the booking	100% of the total charges (including air freight rates and fuel surcharge)

In addition, below conditions apply for Norway:

<i>Notice of Cancellation by Customer</i>	<i>Agreed Compensation Payable by Customer</i>
After 10.00 local time two (2) days before Day of Departure*	NOK 2000, - for all bookings above 1000 NOK 1000, - for all bookings between 500-1000kg.
After 10.00 local time one (1) day before Day of Departure*	100% of the net airfreight charges for all bookings.

Cancellation fee will be charged as per received FWB and/or confirmed booking (general cargo).

Perishables containing fresh seafood will be charged per received FWB or 24kg/12kg per piece (PXS/PXD).

*For Sunday and Monday departure, the Customer may cancel a booking no later than Friday 10.00 local time.

7. Cut-Off Time

The customer is responsible for tendering the shipment to the carrier as "Ready for Carriage" according to the terms stipulated in Article 3 of the Emirates SkyCargo - General Conditions of Carriage for Cargo.

Shipments departing **Norway** must be tendered before the cut-off time indicated below. Cut-off times may vary based on size, product, and station in the country of origin.

<i>Product</i>	<i>Above 100kg</i>	<i>Below 100kg</i>
General Cargo*	STD – 6 hours	STD – 6 hours
Priority Cargo**	STD – 4 hours	STD – 2,5 hours
Special Products***	STD – 8 hours	STD – 6 hours
BUP / SBU	STD – 3 hours	-

* Priority Cargo includes the following product code: AXA

**General Cargo includes the following product code: GCR

*** Special Products Cargo includes the following special handling codes: PES, COL, PER, FRO, ICE, AVI, HUM, ASH, BIG, OHG, VAL, VUN, DIP and all DG classified SHCs (with and without Shippers Declaration).

*** Cut-Off Time for fresh-, frozen- and live seafood under product PXS/PXD is 07.00 local time all year around, unless otherwise agreed in written.

*** All weight breaks of DG classified SHCs (with and without Shippers Declaration) must be delivered within GHA opening hours day before departure.

Documentation formalities must be completed prior to the above-mentioned cut-off times.

8. Export Trucking

Drop-off location Cargo acceptance conditions

- The acceptance of transport by the carrier or its service provider from a shipper/shipper's agent at drop off location (offline) does not imply that the cargo is ready to uplift.
- Cargo will be uplifted on a booked flight after completing all acceptance, security and safety requirement checks at Carrier's gateway station after unloading of the cargo from the truck.
- Should the acceptance check fail at Carrier's gateway station, the shipper or shipper's agent is responsible to ensure cargo is make ready for acceptance or return it back at their own cost with no liability to Carrier.

9. Claims and/or Complaints

All claims and/or complaints (including requests to investigate temperature deviations) should preferably be sent through the Emirates SkyCargo customer support portal - <https://www.skycargo.com/feedback-and-complaints/>

Emirates SkyCargo do not accept claims for Perishables containing fresh or frozen seafood that are delayed by 24 hours or less. Emirates SkyCargo recommend the following standards of seafood boxes:

- The box and lid must be coated.
- The coating itself must not slip from the lid.
- Three (3) straps of good quality per box. The straps must be tight and strong for the lid not to loosen from the box itself and for the ability to withstand multiple handling processes.
- The box and lid must be of sufficient strength to withstand the pressure from multiple handling processes during its' complete transport from shipper to consignee.

Emirates SkyCargo reserve the right to reject claims where the above-mentioned recommendations are not met.

10. Invoicing and Payments

Any dispute in the invoice amount should be notified to the carrier immediately or up until 90 days of the invoice date. If the dispute is not raised within this period, the invoice shall be deemed to have been accepted. A CCA can be raised up to a maximum of 12 months from AWB issue date and subjected to a CCA Fee.

A Charges Correction Advice ("CCA") fee of **NOK 1000** will apply on all CCA's when issued post 90 days (based on invoice date).

Invoice queries should be addressed to skycargoosl@emirates.com

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LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 July 2024



Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL
CB	MAWB Manual Data Entry	NO	Worldwide	-	-	NOK	75.00	Per MAWB	-	01-Jul-22	31-Dec-99
CC	HAWB Manual Data Entry	NO	Worldwide	-	-	NOK	75.00	Per HAWB	-	01-Jul-22	31-Dec-99
CD	HAWB Electronic Transmission	NO	Worldwide	-	-	NOK	25.00	Per HAWB	-	09-Feb-22	31-Dec-99
CG	MAWB Electronic Transmission	NO	Worldwide	-	-	NOK	25.00	Per MAWB	-	09-Feb-22	31-Dec-99
DK	India HUM Release Order	NO	IN	GCR (Emirates AirFreight)	HUM	NOK	345.00	Per MAWB	-	10-May-22	31-Dec-99
IN	Erbil Insurance	NO	EBL	-	-	NOK	1.39/Kg	Per Kg (Chg Wt.)	-	07-Oct-22	31-Dec-99
KA	Local Charges	NO	Worldwide	-	RRY/MIL	NOK	440.00	Per MAWB	-	20-Nov-22	31-Dec-99
MC	Trivandrum Handling Charges	NO	TRV	-	-	NOK	0.5/Kg	Per Kg (Chg Wt.)	-	10-May-22	31-Dec-99
MI	Dhaka Royalty	NO	DAC	-	-	NOK	0.1/Kg	Per Kg (Chg Wt.)	-	01-Oct-19	31-Dec-99
RC	Referral of Charge	NO	Worldwide	-	RGX/RCX/RXS/RXG/RXE/RXD /RXC/RXB/RXB/SWP/MUW	NOK	440.00	Per MAWB	-	15-Sep-22	31-Dec-99
RF	Oman Government Approval & Escort Fee	NO	OM	-	SWP/RXS/MUW	NOK	1,839.00	Per MAWB	-	20-Nov-22	31-Dec-99
	Oman Government Approval	NO	OM	-	RRY/RRE	NOK	1,406.00	Per MAWB	-	20-Nov-22	31-Dec-99
	Jordan - Import Escort Fee	NO	JO	-	SWP/RXS/MUW	NOK	608.00	Per MAWB	-	20-Nov-22	31-Dec-99
	Saudi Arabia - OK To Forward	NO	SA	-	RBM/RCM/RCX/RFG/RFL/RF S/RFW/RGX/RIS/RLI/RLM/RM D/RNG/ROP/ROX/RPB/RPG/RRW/RRY/RSC/RXB/RXC/RXD/RXE/RXG/RXS	NOK	466.00	Per MAWB	-	01-Nov-23	31-Dec-99
	Singapore - Security Escort Fee	NO	SG	-	MUW/SWP	NOK	642.00	Per MAWB	-	01-Jul-24	31-Dec-99
TR	Transit Handling	NO	DXB	PET/AVI	-	NOK	0.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	Worldwide	AVI	-	NOK	1,690.00	Per MAWB	Excluded Commodity Codes: 1024, 1026, 1054, 1059, 1091, 1093	18-Nov-23	31-Dec-99
		NO	Worldwide	PET	-	NOK	1075.00 for first crate + 233.00 for each additional crate	Per PET/Per Cage	-	01-Jun-22	31-Dec-99

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(Continued) Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL
VB	Destination Valuable Handling Charges	NO	MCT	VAL	-	NOK	359.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	SA	VAL	-	NOK	1,293.00	Per MAWB	-	29-Oct-22	31-Dec-99
		NO	IST	VAL	-	NOK	1,121.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	ATH	VAL	-	NOK	302.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	AMM	VAL	-	NOK	448.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	DE	VAL/VUN	-	NOK	3,018.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	DE	-	RXS/SWP/MUW	NOK	3,018.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	FCO	VAL	-	NOK	1,710.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	MXP	VAL	-	NOK	1,006.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	BRU	VAL	-	NOK	4,660.00	Per MAWB	-	10-May-22	31-Dec-99
		NO	COK	VAL	-	NOK	534.00	Per MAWB	-	29-Oct-22	31-Dec-99
		NO	CCU	VAL	-	NOK	534.00	Per MAWB	-	29-Oct-22	31-Dec-99
		NO	BLR	VAL	-	NOK	534.00	Per MAWB	-	29-Oct-22	31-Dec-99
		NO	TRV	VAL	-	NOK	534.00	Per MAWB	-	29-Oct-22	31-Dec-99
		NO	EG	VAL	-	NOK	971.00	Per MAWB	-	15-Sep-22	31-Dec-99
		NO	SG	VAL	-	NOK	562.00	Per MAWB	-	29-Oct-22	31-Dec-99
		NO	LON	VAL	-	NOK	2,544.00	Per MAWB	-	29-Oct-22	31-Dec-99
		NO	PRG	VAL	-	NOK	201.00	Per MAWB	-	29-Oct-22	31-Dec-99
NO	LCA	VAL	-	NOK	645.00	Per MAWB	-	01-Jul-23	31-Dec-99		
NO	KWI	VAL	-	NOK	138.00	Per MAWB	-	01-Jul-23	31-Dec-99		

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Annexure 2 –Local Specificities

A. FWB/FHL Data Transfer

- FWB/FHL data must contain mandatory information according to AWB contract and/or the Multilateral Agreement when using E-AWB.
- FWB/FHL data must also always meet the valid requirements of the destination and/or airline (such as description of goods, consignee address and contact details, VAT number, product information, special handling codes (SHC), SPX info including method of SPX. Please contact your local office to check what is required from your station.
- Emirates SkyCargo can only receive mentioned FWB/FHL one time and cannot be corrected electronically. Incorrectness in received FWB/FHL data is subject to CCA fee of NOK 750