

## 1 Scope

This standard establishes contractual status of the international freight forwarder and customer and specifies warranties, exceptions, liability limitations, charges and time bar.

This standard is applicable to all business undertaken by international freight forwarders.

## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1 International Freight Forwarding Enterprise

An enterprise and its branches or subsidiaries lawfully registered with the competent authority Macau Special Administrative Region ("Macau SAR") and engaged in international freight forwarding and logistics. Hereinafter referred to as "enterprise" or "freight forwarder"

### 2.2 Company

An international freight forwarder who undertakes freight forwarding business according to the provisions and requirements in this standard. Here it is specified as Rhenus Logistics (Macau) Ltd.

### 2.3 Customer

Any legal person or natural person concluding contract with the company, accepting the services provided by the company and enjoying rights and undertaking obligations according to the contract, or any legal person or natural person having an interest in the contract, including but not limited to cargo owner, consignee, shipper, consignee or their agents

### 2.4 Instructions

Statements of the customer's specific requirements, including instructions specified on the front of the shippers' Instructions and/or on the front of the company's form of transport document (including the Company's House Bill of Lading)

### 2.5 Cargo Owner

The owner of the goods (including any container or equipment other than those provided by the company or carriers) to which any business concluded under this standard relates and any other person who is or may become interested in them, including the consignee named on the front of the shippers' instructions and/or on the front of the company's form of transport document (including the Company's House Bill of Lading). Hereinafter referred to as "owner"

### 2.6 Goods

Goods include live animals and the containers, pallets or similar transport units supplied by the shipper for consolidating the goods

### 2.7 Dangerous Goods

The goods classified as dangerous goods under International Maritime Dangerous Goods Code (IMDG Code), international conventions or domestic laws and the goods that may pose a threat to people, property or environment due to their nature or characteristics

## 3 Application of these conditions

3.1 This standard constitutes an integral part of the agreement between the company and the customer.

3.2 This standard may be modified or waived in part in writing by agreement between the company and the customer.

3.3 Where the clauses of the agreement between the company and the customer or the clauses of the transport documents issued by the company, which include but are not limited to air waybill, sea waybill, international through rail waybill and multi-modal bill of lading indicating the company as the carrier, are contrary to the provisions of this standard, the clauses of the agreement or the bills shall prevail.

3.4 No omission or delay on the part of the company in exercising its rights shall operate as a waiver thereof, nor shall any single or partial exercise by the company of any such right preclude the further or other exercises thereof or the exercise of any other right which it has.

3.5 The rights and remedies of the company provided in this standard shall not be exclusive of any rights or remedies otherwise provided by laws.

3.6 Each of the provisions of this standard is distinct from the others and if at any time one or more of such provisions is or becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions of this standard shall not in any way be affected or impaired thereby.

## 4 Contractual status of the customer and the company

4.1 The customer entering into any transaction or business with the company hereby expressly warrants to the company that the customer is either the owner or the authorized agent of the owner and that it accepts this standard. Where the customer acts as the agent of the owner, the customer also accepts such liabilities to the company that in respect of such transaction or business the company is entitled to enforce its rights against the customer and the owner jointly and severally.

4.2 Services are provided by the company as agents on behalf of its customers, except in one or more of the following circumstances where the company acts on its own behalf:

a) The customer's goods are actually carried, transported, handled or stored by the company or its employees and the goods are under the actual control or custody of the company, and the company undertakes actually such carrying, transporting, handling or storing business on its own behalf;

b) The owner has demanded in writing the company to give the names of the carriers undertaking the whole or part of the carriage before the goods are taken in charge by the company but the company fails to provide such information within 28 days from receipt of such written demand;

c) The company has expressly agreed in writing to act on its own behalf;

d) The company is held by a court or arbitration agency to act on its own behalf.

4.3 Without prejudice to the provisions in 4.2:

a) The company charges the customer for services of whatever nature at a fixed rate or lump-sum rate and such act does not decide or show that the company acts as agent or as principal;

b) The company provides equipment owned or rented by it and such act does not signify or show that the company acts as agent or as principal in carrying, handling or storing the goods;

c) If the bill of lading or other documents obtained by the company can show that the carriage contract is entered into by other persons with the owner or customer, the company is an agent;

d) The company acts an agent rather than a principal when providing services such as customs clearance, taxation, taking out license, consular documents and certificate of origin, inspection, and notarization.

4.4 The customer warrants that it has taken all the sufficient and effective measures to have a full understanding of the contents of the agreement with the company and of the documents issued by the company for the customer at the time of concluding or accepting such agreement or documents.

4.5 The customer warrants that each and every of the instructions given to the company is lawful, valid and performable.

4.6 The customer warrants that the presentations it made to the company concerning the goods are sufficient and correct.

4.7 The customer warrants that the packing and marks of the goods meet the requirements of carriage. The customer shall comply with the special requirements demanded by the company at the time of receiving the goods according to the nature of the goods and the special conditions of the voyage.

4.8 Except under special agreement made in writing, the customer warrants that the goods are not dangerous goods. Should the customer nevertheless breach the aforesaid warrant, the customer shall be liable for all expenses, losses, damages whatsoever caused, fines and claims in connection with the goods whatsoever arising. Whether or not the aforesaid special agreement has been made, if the goods have constituted or appear to constitute a risk to people, property or environment, or the carriage, handling or storage of such goods may cause the withholding of other property of the company or a third party, the company may destroy, make the goods harmless or otherwise discharge the goods without notice, at the risk and expenses of the customer or the owner and without any liability to the company.

4.9 The customer shall not ask the company to stop carriage, return the goods, change the place of destination, or deliver the goods to other consignee or terminate the contract unless, before the company delivers the goods to the consignee, the customers return the full set of transport documents previously issued by the company and shall compensate the company for all the losses incurred to the company due to the modification of the carriage contract.

### 4.10 General provisions on the company

4.10.1 Unless otherwise previously agreed in writing, the company is authorized to enter into contract on its own behalf or on behalf of the customer for the following matters, without notifying the customer:

a) Selecting the carrier, mode and route of transport for the goods;

b) Selecting whether to containerize the goods or not and whether to carry the goods on deck or not;

c) Arrangements for the storage, stuffing and unstuffing, unpacking, transshipment or other handling of the goods;

d) Other arrangement in pursuance to the Instructions of the customer or as deemed necessary by the company.

4.10.2 The company is authorized (but is not obliged) to depart or deviate from the customer's instructions if in the opinion of the company such departure or deviation is necessary or desirable in the customer's interests. The company shall at any time comply with the instruction or orders of the governmental departments and the company's responsibility for the goods shall cease at the time of delivery or other handling of the goods as per the above instructions and orders.

4.10.3 The company is authorized by the customer to act and the company is not required, unless specifically requested by the customer in writing, to inform the customer of details of the acts taken by the company.

4.10.4 At any time when the company deems that impediment, risks, delay or disadvantage is or likely to be affecting its performance of the obligations and the company does not have reasonable methods to avoid these impediment, risks, delay or disadvantage, the company may terminate the performance of obligations by giving a written notice to the customer. The company may hand over all or part of the goods to the customer for control at any place the company deems convenient and the company's responsibility for the Goods shall cease till then. The customer shall, upon request, pay the expenses additionally incurred by the company for carrying, delivering and storing the goods at the above place and other relevant expenses.

4.10.5 If delivery of the goods thereof is not taken by the customer at the time and place notified by the company, the company shall be entitled to store all or part of the goods thereof at the sole risk of the customer, whereupon any liability which the company may have in respect of the goods shall cease.

4.10.6 The company is entitled (but not obliged) to sell or dispose of all or part of the goods at the sole risk and expense of the customer under any of the following circumstances:

a) The company has given a 21-day written notice to the customer when the company at its sole discretion deems that all the goods cannot be delivered as instructed;

b) The goods have deteriorated or are to deteriorate, or have caused or may reasonably be expected to cause loss or damage to other persons or properties.

4.11 Date of arrival or departure

The company shall not be under any liability for the date of arrival or departure of the goods, except and unless under special agreement previously made in writing.

4.12 Special provisions where the company acts as agent

4.12.1 Where the company acts as agent, the company is entitled to enter into a contract on behalf of the customer in the name of the customer or in its own name with any third party. The contract thus concluded shall have direct binding effect on the customer and the third party.

4.12.2 Where the company acts as agent, the company shall not be liable for the loss of the customer unless and except to the extent that the loss is caused by the negligence of the company.

4.12.3 Where the company acts as agent, the company shall not be liable for the loss caused by the acts or omissions of the third party including but not limited to the carriers, warehousemen, stevedoring company, railway bureau and truck company, unless the company has not acted diligently in selecting, instructing and supervising the third party.

4.13 Special provisions where the company acts as principal

4.13.1 The company acts as principal when undertaking carriage with its own means of transport or concluding agreement and issuing transport document in the name of the carrier.

4.13.2 The responsibility period of the company as the multimodal transport operator with respect to the goods under multimodal transport contract covers the period from the time of taking the goods in its charge to the time of their delivery. The responsibility of the company shall be determined by the principle of "network liability system", subject to the laws and regulations governing a specific section of the multimodal transport.

4.13.3 Where the customer accepts the transport document issued by persons other than the company and fails to demand the company to bear the responsibility as the principal within a reasonable time, the company shall no longer bear the responsibility as the principal.

4.13.4 Where the company contracts as principal, it shall be responsible for the acts and omissions of the third party employed by the company in undertaking the carriage contract or other services as if such acts and omissions were committed by the company itself.

4.13.5 The provision in 4.13.4 where the company contracts as principal, does not preclude the company from the benefits of the exceptions and liability limitation under the laws and this standard.

## 5 Special provisions concerning containerized transport

5.1 Where containers are not stuffed or sealed by the company, the company shall not be liable for the loss of and damage to the content in the containers as a result of one or more of the following circumstances:

a) Mode of stuffing or sealing;

b) Unfitness of the goods for containerized transport, unless the company expressly requires the goods to be carried in containers;

c) Cargo-unworthiness of the containers unless the containers are supplied by the company or on its behalf. Even if the containers are supplied by the company, if the cargo-unworthiness of the containers is the result of the failure of the customer to make presentation of the special nature of the goods, the company shall not be liable.

5.2 The customer shall hold the company harmless from any circumstance under 5.1 and shall indemnify the company for any loss incurred.

5.3 Where the customer asks the company to supply containers, the company is not obliged to supply containers of special type or quality that fit the goods, except express requirement to the contrary has been given to the company.

## 6 Charges

6.1 The company is entitled to charge on cargo value, gross weight or volume weight. Further details relating to the calculation of freight charges will be provided to the customer upon request.

6.2 The customer shall pay to the company all sums by cash or other methods agreed immediately when due without deduction or delay.

6.3 When the company is instructed to collect fees from any person other than the customer and encounters difficulty in collecting, the customer shall unconditionally forthwith pay the same.

6.4 In case of delay in payment of an amount due to the company, the company shall be entitled to charge interest calculated on a daily basis from the date such amount fell due until the payment thereof, at a (1)% interest rate per month, calculated on a daily basis, during the period when such amounts remain overdue.

6.5 Quotations are given on the basis of immediate acceptance by the customer. Notwithstanding acceptance of the quotations by the customer, the company may revise quotations or charges through negotiation with the customer in the event of changes of state policies and market rates in currency exchange, freight rates, insurance premiums or other charges.

6.6 The company or its agents are entitled to have a lien on all the goods and documents received, for the payments due from the customer to the company. If any such overdue payments to the company are not paid within 28 days after a notice has been given to the customer that such goods or documents are being detained, or if such overdue payments are not paid within a reasonable time when the goods detained are perishable goods, the company is entitled to dispose of the goods and/or the documents to satisfy such indebtedness and disposal expenses.

## 7 Warranties, exceptions and liability limitation

7.1 The customer shall save harmless and indemnify the company from and against all losses (including without limitation all duties, taxes, fines and outlays of whatsoever nature levied by any authority) arising out of the company acting in accordance with the customer's instructions, or arising from a breach of warranty or obligation by the customer, or arising from the customer's inaccurate or incomplete or ambiguous information or instructions, or arising from the negligence of the customer or owner.

7.2 Advice and information, in whatever form as may be given by the company, are provided by the company for the customer only and the customer shall save harmless and indemnify the company from and against all claims and liabilities arising out of any other person relying on such advice or information.

7.3 The customer undertakes that any officer, servant, agent or sub-contractor of the company shall have the benefit of all exceptions and liability limitations herein benefiting the company according to the laws and this standard.

7.4 The customer shall defend, indemnify and hold harmless the company from and against all claims and costs in excess of the liability of the company under the terms of the carriage contract.

7.5 The customer shall defend, indemnify and hold harmless the company in respect of any general average or any claim of a general average nature that may be made on the company and the customer shall provide such security as may be required by the company in this connection.

7.6 After the company agrees to accept dangerous goods for carriage, if the goods have constituted or appear to constitute a risk to people, property or environment, or the carriage, handling or storage of such goods may cause the withholding of other property of the company or a third party, the company may destroy, make the goods harmless or otherwise discharge the goods without notice, at the risk and expenses of the customer or the Owner and without any liability to the company.

7.7 The customer shall be liable for any loss, pollution, contamination, delay, demurrage, or loss of and damage to the property (including but not limited to containers) of the company or others and the ship directly or indirectly caused by the customer, owner and their servants, agents and representative before, in the course or after the carriage.

7.8 Except under special arrangements previously made, the company shall be relieved of liability for any loss caused by:

a) Acts of omissions of the customer or its agents;

b) In pursuance of the customer's Instructions;

c) Improper packing or marking;

d) Handling, loading, discharging and stowing of the goods by the customer or its representatives;

e) Inherent defect of the Goods;

f) Strike, commotion, embargo, etc.;

g) Any other cause or event which the company is unable to avoid by the exercise of due diligence.

7.9 Except insofar as otherwise provided by laws and regulations or other provisions of this standard, the company's liability, whether arising from negligence, fault or other causes, shall not exceed the following, whichever is the least of:

The value of the Goods lost, damaged, misdirected, misdelivered or in respect of which a claim arises, or 2 SDR per gross kilogram of the goods lost, damaged, misdirected, misdelivered or in respect of which a claim arises.

NOTE1 The actual value of the goods means the value of the goods at the time the company takes over the Goods plus insurance premium (if paid) and freight.

NOTE2 The SDR shall be as defined by International Monetary Fund and the value of a SDR shall be calculated as at the date when settlement is agreed or the court makes the decision.

7.10 In the case of claims for delay, if the company cannot be relieved of liability according to this standard, the company's liability shall not exceed the amount of the company's freight for the goods the delivery of which has been delayed.

7.11 Deduction shall be made, at the time of compensation, of the expenses that had been reduced or avoided as a result of the loss of damage occurred.

7.12 If the customer declares the value of the goods at the time the company takes over the goods or by mutual arrangement agreed in writing, the customer may claim in excess of the limits set out above, but the company's liability shall in no event exceed the declared value or agreed value.

## 8 Notice, insurance and time bar

8.1 The consignee shall give a notice of loss or damage with express basic information of such loss or damage in writing to the company at the time of delivery of the Goods to the consignee. Otherwise, such delivery will be deemed to be prima facie evidence of the goods carried and delivered in apparent good order and condition. Where the loss of or damage to the goods is not apparent, the written notice shall be given within 7 days from the next day of the delivery of the goods. In the absence of such written notice, the delivery will also be deemed to be prima facie evidence of the goods carried and delivered in apparent good order and condition.

8.2 Other claims shall be made within 14 days of the date upon which the customer became or should have become aware of the loss or damage. And any claim not made shall be deemed to be waived except where the customer can show that it was impossible for him to comply with the time limit and he has made the claim as soon as it was reasonably possible for him to do so.

8.3 No insurance will be arranged except upon express instructions given in writing by the customer and accepted by the company.

8.4 All insurance arranged by the company is subject to the usual exceptions and conditions of the policies of the insurance company or underwriters taking the risk. The company shall not be under any obligation to arrange a separate insurance on each consignment. Should the insurers dispute their liability for any reason, the insured shall have recourse against the insurers only and the company shall not be under any responsibility or liability whatsoever in relation thereto notwithstanding that the premium upon the policy may not be at the same rate as that charged by the company or paid to the company by its customer.

8.5 In so far as the company agrees to arrange insurance, the company acts solely as the agent of the customer using reasonable effects to arrange such insurance. The company does not warrant or undertake that any such insurance will be accepted by the insurance company or underwriters.

8.6 Unless agreed differently expressly in writing or suit is brought to the company as specified under Clause 9 of this standard, all the company's liabilities will be relieved within 9 months from the date when the goods were delivered or should have been delivered by the company or from the date when the consignee was entitled to deem the goods to have been lost due to failure of delivery.

## 9 Dispute resolution

Any dispute arising out of or in relation to this standard and any dispute arising from the services of the company shall be subject to the Macau SAR laws and regulations and exclusive jurisdiction of Macau SAR courts.