Terms & Conditions Air Freight

The Incoterms agreed upon at the time of booking shall be binding and shall govern the execution of the agreement including costs and responsibilities: https://www.btslogistics.com/wp-content/uploads/2025/06/Incoterms_2020.pdf.

The additional conditions set out below shall apply, unless otherwise agreed in writing.

Rates
- All air freight rates are based on chargeable weight, being the higher of actual gross weight and volumetric weight
- Rates are subject to space, equipment, flight availability, carrier acceptance, routing and applicable airline conditions. Additionally, flight schedules, routings and transit times are estimates and are subject to airline, airport, security, customs, weather, operational and other circumstances outside our control.
- Rates are valid for non-restricted, non-DG cargo unless otherwise stated in our quotation
- The rates quoted are based on the initial information provided by the booking party. Any discrepancy, change, and/or incorrect weight declaration may result in adjustments to the applicable rates, as well as penalties and additional charges.
- All costs such as, including but not limited to, airport and terminal charges, handling- and transfer fees, fuel and peak-season surcharges, security and screening costs and/or storage will be charged to the booking party.
- Unless otherwise stated, this quotation does not include customs formalities, duties, local taxes, inspection charges, warehouse rent and/or other possible third-party charges.
- A disbursement fee will be applied to all disbursement expenses.
- A bond provision of 2% will be charged on duties, taxes and VAT.
- We reserve the right to adjust our tariffs immediately following carriers and airport adjustments, without prior notice.
- Surcharges may be amended and applied based on the rates valid at time of shipment (vatos), without prior notice.
- Payment in advance is required.
- Rates are exclusive of VAT.
- Courier services upon request.

Cargo requirements
- Cargo must be clearly marked. In the event that the marks do not match the (House) Airway Bill, the liability for any loss or damage, wrong delivery, including consequential and immaterial loss is explicitly rejected.
- The Shipper/supplier is responsible for providing suitable (airworthy) packaging for all modes of transport involved.
- Cargo must be packed in a way that allows for screening.
- In case of large shipments we and the airline will reserve the right to split such shipments over several flights.
- Cargo exceeding standard aircraft, ULD, handling and/or trucking limitations is subject to prior approval and may require special equipment, handling, routing or additional charges.
- Perishable, temperature-sensitive, valuable, oversized, vulnerable, time-critical and other special cargo is accepted upon request only and subject to prior approval and applicable carrier conditions.

Dangerous Goods/IATA regulations
- Dangerous Goods (DG), including lithium batteries, are accepted only upon request and subject to the applicable IATA Dangerous Goods Regulations (DGR), airline acceptance, routing and availability.
- Any misdeclaration, undeclared Dangerous Goods and/or failure to comply with applicable regulations may result in fines and penalties, which will be charged.

Trucking
- Rates are based on transportation during normal business days and business hours (Monday – Friday).
- The loading address must be easily accessible to the carrier and its trucking equipment.
- Subject to space, equipment, acceptance and availability of the trucking company.
- Fuel surcharges are based on the rates valid at time of shipment (vatos).

Rules and regulations
- It is agreed and understood that by placing the booking with us you do so in your own name and for your own account, unless we have accepted in writing that you have made the booking as agent only.
- The shipper/booking party is responsible for ensuring compliance with regulations at origin, destination and transshipment ports.
- The shipper/booking party is responsible for providing all documents and information required for import clearance, including commercial invoice, packing list, permits, licenses and other documents required by customs authorities.
- Dutiable cargo, antiques, alcohol, carbon (both activated and non-activated), charcoal, (lithium) batteries, spirits and/or (raw) tobacco, foodstuffs, veterinary and agricultural products are accepted upon request only. Any liability for any loss, damage and/or related costs arising form the booking of such commodities without prior disclosure is expressly excluded.
- In case cargo is not collected within the time bar authorized by the respective customs authorities, the cargo will have to be moved to the government auction depot and all associated charges, including port charges, transfer fees and storage costs, will be charged.
- Late cancellation and rolling fees may apply. Any change to the transport plan (including destination, airline or schedule) after the booking confirmation has been received will be considered an amendment.

Insurance
- Cargo is not insured unless insurance has been requested in writing and subsequently accepted and confirmed by our insurer.
- Premiums and an additional administration fee will be charged.