

LOCAL CONDITIONS ex Israel FROM 07/04/2017

The present "Local Conditions" apply to all sales of air cargo transportation departing from IL, including services incidental thereto, by or on behalf of Air France Cargo and/or KLM Cargo (collectively referred to as "Carriers"). These Local Conditions specify the booking conditions and operational specificities which apply to the above-mentioned sales. It is reminded that transportation is governed by the Carriers' General Conditions of Carriage which are available at any Carriers' local Customer Service office or at www.afklcargo.com. Local Conditions may be modified at any time. We advise you to check regularly for updates in particular before any new booking. All bookings for air cargo transportation are subject to the Local Conditions effective at the time of booking and imply their full and entire acceptance by the shipper or its representing agent (hereinafter referred to as "Customer").

1. RATES

- "All in Rates": All-inclusive transportation rates based on the booking information, excluding ancillary services and any applicable taxes, levies, fees and other charges. Rates may be adjusted in the event of any change of the booking details.
- Applicable rates, taxes, duties, fees and other charges are available at the Carriers' local Customer Service office and may be modified at any time. We advise you to consult them regularly, in particular prior to making a booking.

2. BOOKING CONDITIONS

- All shipments must be booked in advance according to the conditions below unless otherwise agreed and confirmed in writing by the Carriers.
- Carriers may refuse to carry a shipment if no prior booking has been made or if information provided at booking is not in accordance with the shipment tendered to Carriers.
- All in Rates and capacity quotations are based on information provided at the time of booking and may be adjusted in case of any change made by the Customer. In such event, additional fees and specific conditions (which can be consulted with the Carriers) may apply.
- Customers must update bookings via Customer Service as soon as underlying shipment details are modified, in particular regarding the weight, volume or commodity type.
- Bookings should be made either online, by email, telephone or fax using the contact details shown below and indicate the air waybill number, the exact weight, volume and product type as well as, if applicable, any specific agreement reference:

Customer Service and booking platform contacts	
E-booking	CPS/EDI (Air France Cargo/KLM Cargo only)
E-mail address	cargo@mamanaviation.com
Fax number	+972-3-9712727 –Customer service
Telephone number	+972-3-9715870 –Customer service

- Ex Europe shipments are accepted on a prepaid basis only. For shipments ex other countries, contact Carriers' Customer Service for any useful information on possible collect shipments and applicable collect charges.
- Depending on the destination, type and size of the cargo, contractual conditions (e.g. Part Charter Agreement) and specific limitations may apply. Any related information can be obtained from Carriers' local Customer Service office.

3. ACCEPTANCE POLICY

Shipments must be tendered to the Carriers "READY FOR CARRIAGE", in accordance with IATA resolutions and by the latest acceptance time (referred to as "LAT") shown below. Specific guidelines may apply per product which may be consulted at Carriers' local Customer Service offices.

PRODUCT	PAX FLIGHT	CARGO FLIGHT
EQUATION / MAIL	04 hours before STD	05 hours before STD
VARIATION	04 hours before STD	05 hours before STD
DIMENSION / General Cargo / Other Cargo	04 hours before STD	05 hours before STD

* Scheduled Time of Departure

4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY FEES

To improve and maximize operational performance, Customers are required to tender shipments in accordance with the booking and to keep the Carrier informed at all times of the latest relevant booking information. The following fees will apply in case of major changes to the latest available booking:

No show fee* <i>(For shipments that are not delivered before the LAT)</i>	
	35% of the total All-in Rate according to booking or 0,25 euro per kilo of the shipment weight whichever is higher
<i>* For deliveries after the LAT, Carriers will do their utmost to restore original forwarding plan. Additional costs incurred will be invoiced to the Customer at cost. Any missed connections due to the late tendering of a shipment will be subject to this no show fee.</i>	

Cancellation fees* <i>(For cancellations within 24 hours of the LAT)</i>	
Bookings above 2 tons or 10 m3 and under 10 tons or 60 m3	15% of the total All-in Rate according to booking or 0,15 euro per kilo of the shipment weight whichever is higher
Bookings of 10 tons or 60 m3 or more	25% of the total All-in Rate according to booking or 0,20 euro per kilo of the shipment weight whichever is higher
<i>*Booking updates within 24 hours before LAT, for shipments above 2 tons or 10 m3 and involving more than 25% decrease in chargeable weight will be subject to cancellation fees mentioned above for shipments above 2 tons or 10m3.</i>	

Booking discrepancy fees* <i>(If significant discrepancy between chargeable weight at booking versus chargeable weight at acceptance)</i>	
Low show for bookings above 2 tons or 17 m3	If more than 30 % reduction in chargeable weight as booked: 50% of the difference between the total All-in Rate quoted at the time of booking and the total All-in Rate calculated at acceptance of the shipment or 0.25 Euro per kilo of the shipment, whichever is higher. Shipment may be carried on another flight for flight optimization reasons at discretion of Carriers.
Low show for bookings above 10 tons or 60 m3 or more	If more than 20 % reduction in chargeable weight as booked: 50% of the difference between the total All-in Rate at the time of booking and the total All-in Rate calculated at acceptance of the shipment or 0.25 Euro per kilo, whichever is higher. Shipment may be carried on another flight for flight optimization reasons at discretion of Carriers.
High show for bookings above 17 m3	If volume at acceptance is higher than booked, the All-in Rate of the shipment may be adjusted. Shipment may be carried on another flight due to capacity limitations. No ad-hoc fees will apply.
Shipment booked as pre-build unit but delivered before LAT as loose cargo	0.10 Euro per kilo. Shipment may be carried on another flight due to handling limitations.

In case of disputes concerning the above-mentioned fees recorded by Carriers, the burden of proof in supporting a potential error of calculation lies with the Customer.

5. OTHER CHARGES

The commodity type, handling and delivery of goods may give rise to other import/export charges. For the complete list of Other Charges, please refer to the appendix at the end of this document.

6. INVOICING AND PAYMENT

Invoices are issued on the basis of the booking information, the air waybill, its electronic equivalent and adjustments made at acceptance in the event of discrepancies between the shipment details at booking and those at acceptance.

Carriers' invoices will be handled via CASS or other available industry payment facilities agreed with the Customer. In case CASS is not available, the Customer can open an account locally by entering into a specific contractual agreement with the Carriers.

If the Customer wishes to dispute any invoiced amount, it shall notify the Carriers immediately and in any event within six (6) months of the invoice date. If Customer does not notify Carriers of a dispute within such time period, the invoice shall be deemed accepted.

7. OTHER LOCAL SPECIFICITIES

As per 1st of April 2017:

ULD PIVOT WEIGHTS

Lower Deck Pallet: 1.667 kgs

Lower Deck Container: 717 kgs

Main Deck Pallet: 3.000 kgs

*Air France Cargo and KLM are the cargo divisions of respectively Société Air France and KLM Royal Dutch Airlines.
Société Air France, joint stock company organized and existing under the laws of France, registered with "Registre du Commerce et des Sociétés" of Bobigny under n° 420 495 178, whose head office is at 45 rue de Paris 95747 Roissy CDG Cedex, France.
KLM Royal Dutch Airlines, a limited liability company organised and existing under the laws of The Netherlands, having its head office at Amsterdamseweg 55, 1182GP Amstelveen, The Netherlands.*

Origin	CC Code	CC description	Carrier	Product	SHG	UJRN	AWB Currency	Weight/break	Amount	Cost paid per	Minimum /kg	Destination	Remarks/exceptions	Effective from
IL	AV	Air/Vaydill fee	AF, KL	ALL			USD		5.00	Per shipment				3/8/2016
IL	CB	Completion/preparation of documents	AF, KL	ALL			USD		189.00	Per shipment		AR	To be inserted on AWB: "CUI" number of consignee for final dest Argentina. "HCC (Harmonized Commodity Code) number or HS code for final or transit destination Argentina in case info incomplete, shipment will be stopped in AR."	7/1/2016
IL	CC	Manual data entry	AF, KL	ALL			USD		20.00	Per HAWB			Charged for consal shipments	4/1/2015
IL	CG	Electronic processing or transmission of data for customs purpos	AF, KL	ALL			USD		3.05	Per FHL			Charged for consal shipments	4/1/2015
IL	DH	AWB charges correction	AF, KL	ALL			USD		50.00	Per shipment				4/1/2015
IL	DJ	Proof of delivery	AF, KL	ALL			USD		50.00	Per proof of delivery document				1/12/2012
IL	GT	Government tax	AF, KL	ALL			USD		0.02	- Actual weight		NG		1/12/2012
IL	GT	Government tax	AF, KL	ALL			USD		0.09	- Actual weight		CCS		4/1/2015
IL	GT	Government tax	AF, KL	ALL			USD		0.17	- Actual weight		TD		1/12/2012
IL	GT	Government tax	AF, KL	ALL			USD		0.02	- Actual weight		GH	export safety other charge implemented by the Ghana Airports authorities	12/1/2016
IL	HR	Remains Human remains	AF, KL	S35			USD		60.00	Per shipment			Human Remains fee for coffin or ashes	1/26/2016
IL	MO	Miscellaneous-due issuing carrier	AF, KL	ALL			USD		0.00	See remarks			Used for veterinarian check. Amount varies.	3/7/2016
IL	MP	Miscellaneous-due issuing carrier	AF, KL	ALL			USD		0.06	Chargeable weight		CCS	Export charge for shipments into Venezuela (CCS etc) Security and Handling	9/1/2014
IL	SA	Delivery	AF, KL	R21			USD	0+ : 1.21	0.00	Chargeable weight	90.00	POG	For General Cargo. Trucking service fee.	7/1/2016
IL	SA	Delivery	AF, KL	C09, C10, R91, R92			USD	0+ : 2.25	0.00	Chargeable weight	90.00	POG	For DGR & DGR CAO. Trucking service fee	7/1/2016
IL	SA	Delivery	AF, KL	C20, C23, C26, S20, S23, S26			USD	0+ : 1.69	0.00	Chargeable weight	90.00	POG	For Perishables. Trucking service fee	7/1/2016
IL	SA	Delivery	AF, KL	M21, M25			USD	0+ : 1.33	0.00	Chargeable weight	90.00	POG	For Equation. Trucking service fee	7/1/2016
IL	SA	Delivery	AF, KL	C09, C10, C20, C23, C26, M21, M25, R21, R91, R92, S20, S23, S26			USD	3000+ : 0.87	0.00	Chargeable weight	0.00	POG	>3000 kgs. Trucking service fee	7/1/2016
IL	VA	Cargo Handling	AF, KL	S30			USD	100+ : 85.00	0.00	Chargeable weight			This Safe 1 other charge will be applied per awb for Safe 1 (VAL) shipments 100 kgs and above (except into Africa, French Caribbean and Indian Ocean, into Africa, French Caribbean and Indian Ocean another other charge value applies).	11/1/2016
IL	VA	Cargo Handling	AF, KL	S30			USD	100+ : 282	0.00	Chargeable weight		AFR, DA	This Safe 1 other charge will be applied per awb for Safe 1 (VAL) shipments 100 kgs and above into African, French Caribbean and Indian Ocean destinations.	11/1/2016
IL	VA	Cargo Handling	AF, KL	S30			USD	0+ : 28	0.00	Chargeable weight			Safe 1 Other-charge, applicable for all Safe 1 awbs below 100 kgs.	11/1/2016