

**LOCAL CONDITIONS ex Islamic Republic of Iran from 01/05/2012**

These Local Conditions apply to all sales of cargo transportation, including services incidental thereto, by or on behalf of Air France Cargo, KLM Cargo and/or Martinair Cargo (collectively referred to as "Carriers"). These Local Conditions describe commercial and operational specificities which apply to all shipments tendered to the Carriers departing from the country mentioned above. The carriage is governed by the Carriers' General Conditions of Carriage which are available at any Carriers' local Customer Service office or at [www.afklcargo.com](http://www.afklcargo.com) and [www.martinaircargo.com](http://www.martinaircargo.com). These Local Conditions may be modified at any time. We advise you to check regularly for updates.

**1. RATES VALIDITY**

- Rates are published or quoted "net net" according to Carriers' current commercial policy and do not include any applicable tax, duty, fee, other charge (including those related to fuel/security or ancillary services) unless specifically stated differently.
- Applicable rates, taxes, duties, fees and other charges are available at the Carriers' local Customer Service office and may be modified at any time.

**2. BOOKING POLICY**

- All shipments must be booked in advance unless otherwise agreed by the Carriers and explicitly confirmed.
- Carriers may refuse acceptance of goods if no prior booking has been made or if information provided at booking is not in accordance with the shipment delivered to Carriers.
- Rates and capacity quoted are based on information provided at the time of booking and may be adjusted in case of any change to such information by the Shipper or its representing agent ("Customer"). Additional fees and new conditions may apply.
- Customers must update bookings via Customer Service, as soon as underlying shipment details (weight/volume/commodity, etc.) change.
- Bookings can be made online, by email, telephone or fax and shall indicate the air waybill number, the exact weight, volume and product type as well as any specific agreement reference, at the contacts given below:

<b>Customer Service and booking platform contacts</b>	
E-booking	<b>GFX/CPS (Air France Cargo/KLM Cargo only)</b>
E-mail address	<b>Customer-service.THR@klmcargo.com</b>
Fax number	<b>+ 98 21 44 66 41 47 – Customer service</b>
Telephone number	<b>+ 98 21 66 02 53 41 – Customer service</b>

- Shipments are accepted on a prepaid basis only. Contact Carriers' Customer Service for possible charges collect shipment and information on applicable charge collect fees.
- Depending on commodity/product, additional specific requirements/limitations might be applicable. Please check with our local Customer Service office.
- Depending on destination and shipment size, an additional agreement such as a large shipment agreement/part-charter agreement is required.

**3. ACCEPTANCE POLICY**

Shipments must be delivered to the Carriers "READY FOR CARRIAGE", in accordance with IATA resolutions and within the following applicable acceptance time limits. Specific guidelines may apply per product which may be consulted at your local Customer Service offices.

<b>PRODUCT</b>	<b>PAX FLIGHT</b>	<b>CARGO FLIGHT</b>
EQUATION / MAIL VARIATION	Product not available 14 hours before STD*	
DIMENSION	14 hours before STD	

Above times are referred to as LAT (Latest Acceptance Time)

\* Scheduled Time of Departure

For acceptance times at other freight gates and inter-airport / inter terminal deliveries, contact Customer Services.

#### **4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY POLICY**

To improve and maximize operational performance, Carriers require Customers to respect the booking and to keep the Carrier informed at all times of the latest relevant information. The following fees will apply in case of major changes to the latest available booking.

##### **No Show fees\*\***

In case a shipment is not delivered to the Carriers before LAT, the following no show fee will be applied:

<b>No Show</b>	<b>Applicable fee</b>
	50% of total freight charges according to booking or 0.35 USD per kilo whichever is higher..

\*\* Shipments delivered later than LAT may be considered as no show and are subject to the above no show fee. Carriers will do their utmost to restore original forwarding plan. Missed connections due to late deliveries by Customer are subject to the above no show fee.

##### **Cancellation fees\*\*\***

In case of cancellation of a booking, the following cancellation fees will be applied:

<b>Booking over 2 Tons or 10 m3 and under 10 Tons or 60 m3</b>	
<b>Cancellation made at the latest</b>	<b>Applicable fee</b>
24 hours before LAT	25% of total freight charges according to booking or 0.20 USD per kilo whichever is higher

<b>Booking of 10 Tons or 60 m3 or more</b>	
<b>Cancellation made at the latest</b>	<b>Applicable fee</b>
24 hours before LAT	40% of total freight charges according to booking or 0.25 USD per kilo whichever is higher

\*\*\*Booking updates within 24 hours before LAT, for shipments over 2 Tons or 10 m3, with more than 25% decrease in chargeable weight are subject to the above cancellation fees.

##### **Booking discrepancy**

In case of significant deviation between the chargeable weight at booking and chargeable weight at acceptance, Carrier will adjust the rate to the applicable weight according to the delivered weight and volume measured at acceptance and will apply the following fees:

<b>Booking discrepancy type</b>	<b>Applicable fee</b>
<b>Low</b> show for booking above 2Tons or 10 m3	If more than 30 % reduction in chargeable weight: 50% of the difference in freight charges between booked and delivered (with a minimum of 0.30 USD per kg). Shipment might be rebooked on another flight for flight optimization reasons.
<b>Low</b> show for booking above 10 Tons or 60 m3 or more	If more than 20% reduction in chargeable weight; 50% of the difference in freight charges between booked and delivered (with a minimum of 0.30 USD per kg). Shipment might be rebooked on another flight for flight optimization reasons.
<b>High</b> show for booking above 17 m3	If volume at acceptance is higher than booked, shipment rate might be adjusted with the all-in revenue per m3 of initial booking as a minimum reference. Shipment might be rebooked on another flight due to capacity limitations.
Shipment booked as pre-build unit but delivered before LAT as loose cargo	0.15 USD per kilo. Shipment might be rebooked on another flight due to handling limitations.

In case of disputes concerning above-mentioned fees recorded by Carriers, the burden of proof in supporting the contradiction of the check records lies with the Customer. The customer has a reclamation period of 180 days (after AWB issuance date).

## **5. OTHER CHARGES**

Transportation, handling and delivery of goods may give rise to other charges. Applicable charges details can be obtained from Customer Service.

## **6. INVOICING AND PAYMENT**

Invoices are issued on the basis of the air waybill information, its electronic equivalent or adjustments made at acceptance in the event of discrepancies between the chargeable weight at booking vs chargeable weight at acceptance.

Carriers' invoice via CASS or other available industry payment facilities. In case CASS is not available, the agent can open an account locally following the Carriers Credit Management policy. Fees will be invoiced by update of conditions as per applicable air waybill or on a separate invoice.

## **7. OTHER LOCAL SPECIFICITIES**

*Air France Cargo, KLM Cargo and Martinair Cargo are the cargo divisions of respectively Société Air France, KLM Royal Dutch Airlines and Martinair Holland N.V.*

*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 public company organised and existing under the laws of The Netherlands, having its head office at Amsterdamseweg 55, 1182GP Amstelveen, The Netherlands.*

*Martinair Holland N.V, a public company organised and existing under the laws of The Netherlands, having its head office at Piet Guilonardweg 17, 1117 EE, Schiphol-Oost, The Netherlands.*