

**LOCAL CONDITIONS ex MALAYSIA FROM August 1<sup>st</sup>, 2022**

The present “Local Conditions” apply to all sales of air cargo transportation departing from MY, including services incidental thereto, by or on behalf of Air France and/or KLM (collectively referred to as “Carriers”). These Local Conditions specify the booking conditions and operational specificities which apply to the above-mentioned sales. Local Conditions may be modified by the Carriers at any time and with immediate effect. We advise you to check regularly for updates in particular before any new Booking.

It is reminded that the carriage of cargo is governed by (i) the conditions of the Contract of Carriage displayed on the back of the Air Waybill, (ii) Carriers’ General Conditions of Carriage for cargo (“GCC”), (iii) General Conditions of Sale (“GCS”), (iv) the Specific Conditions of Sale agreed with Carriers, if any, and (v) Carriers’ Local Conditions (“LC”). Those documents altogether qualify as the “Agreement”. In the event of discrepancies and/or inconsistencies, the order of precedence (i) to (v) will apply, unless expressly stated otherwise. GCC and GCS can be consulted at your Local Customer Office or on [www.afklcargo.com](http://www.afklcargo.com) and myCargo. All bookings for air cargo transportation imply full and entire acceptance of all above mentioned document by the shipper or its representing agent (hereinafter referred to as “Company”).

All capitalized terms used but not defined herein shall have their respective meanings set forth in the GCS.

**1. APPLICABLE RATES**

- “All in Rates”: Air cargo transportation rates based on the booking information, excluding any applicable taxes, levies, fees and Other Charges (e.g. related to screening, customs, DGR handling, etc.).
- 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**

- Booking should be made in accordance with the terms of the Agreement, and more particularly with article 2 “Booking” of the GCS.
- Bookings should be made either online via myCargo, via a booking portal, via a direct connection (system-to-system) available on request, or by email, telephone or fax using the contact details below.

<b>Customer Service and booking platform contacts</b>	
E-booking	myCargo, booking portals or direct connexion (system-to-system)
E-mail address Customer Service	<a href="mailto:customerservice.seasia@afklmpcargo.com">customerservice.seasia@afklmpcargo.com</a>
Email address Track&Trace	<a href="mailto:tracktrace.seasia@afklmpcargo.com">tracktrace.seasia@afklmpcargo.com</a>
Fax number	+603 8787 4407 – <b>Customer service KUL</b> +604 6099 811 – <b>Customer service PEN</b>
Telephone number	+603 8787 4412 – <b>Customer service KUL</b> +604 6099 800 – <b>Customer service PEN</b>

### 3. ACCEPTANCE POLICY

- Company is responsible for tendering shipments to Carriers "READY FOR CARRIAGE" in accordance with the terms of the Agreement and more particularly with article 7 "Export Control and Sanctions Laws" of the GCS.
- Specific guidelines may apply per product, which may be consulted at Carriers' local Customer Service offices. Shipments must be tendered before the latest acceptance time (referred to as "LAT") shown below.

LATEST ACCEPTANCE TIME (LAT) KUALA LUMPUR passenger flight (FWB received & physical cargo at the GHA acceptance floor)	
Product	LAT before STD*
Express	1hr 30min
Rest of the products	4hrs
Cargo with Dangerous Goods Declaration	6hrs
Postal Mail	6hrs
*STD = Scheduled time of departure	

LATEST ACCEPTANCE TIME (LAT) KUALA LUMPUR trucking & PENANG trucking (FWB received & physical cargo at the GHA acceptance floor)	
Product	LAT before STD*
All Products	4hrs
*STD = Scheduled time of departure	

### 4. NO SHOW, CANCELLATION AND BOOKING DISCREPANCY FEES

In the event of No Show, Cancellation, any discrepancies between Booking and the actual shipment offered at acceptance and/or any change made to the Booking details, additional fees may apply. The additional fees are specified in article 2.2. of the General Conditions of Sale, available at [Legal Conditions](#).

### 5. OTHER CHARGES

The commodity type, handling, delivery of goods and/or any additional services may give rise to "Other Charges" added on top of the All-in Rate. Other Charges are subject to change and may vary depending on the origin/destination and the local operational situation. For a full overview of the Other Charges or for any additional information, please contact your carriers' local customer service office.

- 1- The list of export Other Charges which may apply to your shipment can be consulted, upon registration, in your myCargo account, at <https://www.afklcargo.com/WW/en/local/app/index.jsp#/myCargo/othercharges>.
- 2- The following import Other Charges may apply to your shipment.  
N.A

## **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, in accordance with the terms of the Agreement and more particularly with article 3 “Invoicing and Payment” of the GCS.

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

If the Company 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 Company does not notify Carriers of a dispute within such time period, the invoice shall be deemed accepted.

## **7. OTHER LOCAL SPECIFICITIES**

N.A