

## Terms & Conditions:

- The Customer is given fourteen (14) days grace period to dispute any invoices billed to the Customer by the Carrier in written form failing which all invoices are deemed as final and conclusive evidence of the acceptance of the Customer of its indebtedness to the Carrier in the amount stated provided credit term been approve by Hellmann
- A claim or counter claim shall not be made the reason for deferring or withholding money payable or liabilities incurred to the Carrier
- The rate are not applicable for Hazardous, Valueable, Perishable or Out of Gauge cargo
- The Carrier shall not be liable for delay or late arrival of Goods for export resulting in subsequent shut-out by vessel or the incurrence of any charges for Goods imported lying in port premises after expiry of the free period
- The Customer shall at all times ensure that they have purchased or obtained full insurance coverage against any event of loss and or damage for the goods in transit including the coverage of the container, which holds the goods. This coverage shall include the entire journey from receipt until delivery of the container up to and including any transit, temporary stoppage and/or staging, partial loading/unloading period. The Customer shall provide a copy of such policy or policies of insurance coverage to the Carrier on request and there shall be no entitlement of subrogation to the insurer of the Carrier or the Carrier in that policy
- The Customer shall also never deduct in any manner either by direct debit or contra of account or any other method that reduces the payments due to the Carrier for services previously rendered, in any effort to off-set claims for losses, damages or penalties for delays and any other costs which may arise
- The Carrier shall not be responsible or liable for any SSR, detention, store-rent, demurrage charges or any other penalties or any other costs or charges incurred as a consequence of any delay, howsoever such delays may have occurred, in delivery or collection of containers or goods or items or documents of any kind, whether such costs or charges shall be imposed by the Customer, Owner, trader or any other third party or regulatory or statutory organizations
- The customer shall comply with all the regulations or requirements of the Customs, port and other authorities, and shall bear and pay all duties, taxes, fines, imposts, expenses or losses incurred or suffered by reason thereof or by reason of any illegal, incorrect or insufficient marking, numbering and addressing of the Goods., and indemnify the Carrier in respect thereof

- The Carrier shall not in any case be liable for loss or damage directly occasioned by the failure of the Customer to comply with these Conditions
- All business transactions are subject to FMFF ( Federation of Malaysia Freight Forwarders ) Association standard trading terms and conditions, copy available upon request
- Exchange rates are subject to fluctuation unless quotation is in RM - Ringgit Malaysia
- Charges applicable for services rendered during normal working hours. Overtime charges will apply for services performed after office hours & public holidays
- Effective 1st April 2015, all local services rendered in Malaysia for import & export are subject to 6% GST (Goods Services Tax).