

GENERAL TERMS AND CONDITIONS

Our international transport services are regulated by the Convention on the International Carriage of Goods by Road (C.M.R.), whose rules are understood to be known and mutually accepted, with particular reference to the following clauses:

- loading and stowage operations are responsibility and care of the consignor.
- unloading operations are responsibility and care of the consignee
- Vehicles are sent to the cargo in good conditions. However, it will be the responsibility of the shipper to check its suitability by reporting any anomaly to the driver and giving feedback to our operative department (by mail)
- the suitability of the packaging of the goods to guarantee their safety, stability and security, also to prevent from damage to the vehicle and third parties during all phases of transport, according to the type of forwarding and the stresses to which the cargo is subject, without prejudice to carrier responsibilities, is the responsibility of the shipper.
- higher compensation for special interest in delivery must be reported on CMR. Failing to do so will exempt the carrier from any reimbursement for arising prejudice.
- insurance (only for the risks covered and up to the maximum limits of damage compensation provided for in the C.M.R.) is included in prices.
- Claims by the consignee about good conditions shall be raised and confirmed according to the procedures of chapter IV and chapter V of the C.M.R.

In particular, they must be marked and confirmed by the driver on the consignment note.

The relative confirmation, with the estimated amount of damage, must be notified as soon as possible and in any case not later than 7 working days after the date of delivery, to our Application Insurance Office / TOU by letter, in advance by email (insurance@ambrogiointermodal.com), to allow us to activate the relevant compensation procedure.

The goods must be kept at insurers' disposal for expertise.

Alternative insurance coverage exceeding those provided for in the C.M.R. will be proposed and quoted on specific customer request and the relative activation is subject to formal confirmation at shipment assignment.

In the absence of the above, all rights to total or partial compensation for damages will be lost. (C.M.R., Chapter V - Art. 30, paragraph 5: the carrier and the consignee shall give each other every reasonable facility for making the requisite investigations and checks).

- **At the prices quoted in the offer and established in the presence of payment terms**
- **Only for destinations covered by present offer.**
- **Conditions included in the offer are valid until the expiry date indicated. After this deadline, they may be revised unless they are specifically extended by fax or letter.**
- **Any service/provision not specifically mentioned in the agreement is excluded. If requested, it has to be accepted and remunerated in addition to the applied price.**

Special commitments

Any special commitment not provided in the agreement must be notified in written form at the time of the transport assignment and it will be carried out only if formally accepted by us.

