3.11. International Priority Service

(For carrier deviating/additional rules see section 8.3.)

1. Application
Worldwide.

Not applicable:
a. Between countries in the ECAA;
b. To and from Australia;
c. Between the USA and the ECAA.

2. General
- Shipments accepted under this service will be given priority on a designated flight or within a designated time.
- The shipper must establish in advance with the carrier that this service can be provided given the weight, volume, packaging, dimensions and conditions of tender required by the carrier.
- The shipper must provide all necessary documentation, including the completed Air Waybill indicating that the consignment is to be transported under the international priority service.

3. Interline Traffic
The service may be applied to interline traffic, subject to prior written agreement of the carrier(s) concerned.

4. Rates
The rate for the priority shipments will be 140% of the applicable rate or charge.

5. Restrictions
This service is not applicable to shipments of:
a. dangerous goods, except those defined as ‘Class 9’ materials
b. valuable cargo
c. live animals.
d. Human remains (whether in the form of ashes or in coffins).

6. Payment
Such service shall be acceptable on a prepaid or collect basis. For cash collect consignments, payment of charges must be made prior to the delivery to the consignee.

7. Responsibility
A carrier will not be held responsible when failure to provide service is due to delays caused by any of the following:
a. Adverse weather conditions.
b. Mechanical reasons.
c. The acts of public authorities or their refusal or inability to perform their normal functions in a timely manner, including the actions of customs officials or other government authorities who control or inspect consignments in international transportation.
d. Strikes and/or work stoppages
e. The inaccuracy and/or incompleteness of documentation, packaging, consignment and/or commodity description and representations made by the shipper, consignee, or their agent(s), the untimely payment or lack of payment of necessary licenses, fees, duties, etc. by the shipper, consignee, and/or their agents to other parties or governmental authorities.
f. The inherent nature of the consignment.
g. Acts of God or other reasons of force majeure.
h. Consignment fails to clear customs in a timely manner due to inaccurate and/or insufficient customs documentation.
i. The carrier's inability to contact the shipper, consignee or their agent on the consignment's arrival at the carrier's destination facility.
j. Failure of shipper, consignee or their agent to accept the consignment.

8. Liability
The carrier will not be liable for any special or consequential damages whether caused by delay or any other reason.

9. Refunds
If the shipment fails to move on the designated flights or within a designated time, a refund not to exceed the difference between the rates for international priority service and the applicable cargo rates and charges, based on the weight, may be made to the shipper or the consignee; provided that the refund provisions shall not apply when failure to provide this service is due to those reasons stated in paragraph 7.

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