KLM - Royal Dutch Airlines (KL/074)

2. Acceptance for Carriage

2.1. General
Consignments are accepted for transport in accordance with the GENERAL CONDITIONS FOR CARRIAGE and LOCAL CONDITIONS OF KLM CARGO which can be downloaded at www.afklcargo.com or obtained at any local AF/KL/MP Customer Service office.

2.3. Acceptance of Goods
2.3.1. General

1. Payment
Notwithstanding the wording in TACT Rules paragraphs 2.3.1. (General) and sub-chapter 7.2. (Charges Collect) KLM Cargo accepts shipments "charges collect" (payable by consignee) only to the destinations listed below. KLM must be the delivering carrier and full settlement of charges must be guaranteed by the shipper and/or consignee by means of a credit arrangement or a deposit. A minimum weight of 100 kg per consignments is applicable.

Country	Charges Collect Fee	Minimum Fee
Belgium	5%	EUR 12.39
France	5%	EUR 29.80
Germany	5%	EUR 26.00
Japan	5%	JPY 3000
The Netherlands	5%	EUR 11.35
United Kingdom	5%	GBP 10.00

Fees subject to change without notice.

2. Exemptions from the 100 kg. chargeable weight rule
Only the following products are accepted Charges Collect:

Code	Product
S30	Variation Safe 1
C30	Cohesion Safe 1
A10	Equation Diplomatic
S60	Variation Standard Live Human Organs)

2.3.3. Restrictions in Acceptance
A. Restrictions Due to Nature of Goods
1. Animals, live
KLM Cargo accepts the following animals for transport only:
a. Cats and dogs (minimum age 10 weeks);
b. Horses (including horse equipment);
c. Day old chicks;
d. Ornamental fish (customer registration code applicable);
e. Insects (customer registration code applicable);
f. Cattle.
All other animals are only accepted provided trafficking concerns an exchange between recognized zoological gardens, wild parks or animal breeding centres.

Ornamental fish and insects
KLM Cargo accepts ornamental fish and insects from registered agents and shippers only. For further information please contact the KLM Cargo customer service office.

Cats and dogs, domestic
Except for the usual airport charges the costs for veterinary control, e.g. completion of Health Certificate will be charged separately.
Cats and dogs in transit can stay 1 night in the KLM Animal Hotel free of charge.
For more information contact the KLM Cargo customer service office.

Cats and dogs to the United Kingdom
KLM Cargo is approved carrier for cats and dogs travelling under the Pet Travel Scheme on the route Amsterdam - London Heathrow. Cats and dogs must travel as manifested cargo.

3. Dangerous goods
Consignments transferred by 3rd carriers at any KLM Cargo Dangerous Goods acceptance point shall be subject to an additional dangerous goods check.

From the following KLM partner airlines dangerous goods consignment can be accepted by without additional dangerous goods check by KLM provided the partner airline has performed a dangerous goods acceptance check in accordance with IATA Dangerous Goods Regulations and a signed copy of the check sheet is attached to the Air Waybill:

Designator	Operator	Prefix
AF	Air France	057
DL	Delta Airlines Inc.	006
KQ	Kenia Airways	706
MH	Malaysian Airline System	232
MP	Martinair	129

2.4. Advance Arrangements
Advance booking arrangements must be made. Choose from the following channels: GF-X, CPS or EDI. Of course KLM Cargo Customer Service employees are at your disposal to take bookings and answer questions. Call the local AF/KL Cargo Customer Service office. .

3. Transportion Charges

KLM Cargo can provide customers with up to date information about rates and charges. In cooperation with our partner Air France an overview of market rates is offered on www.afklcargo.com. The site provides access to product market rates from origin to destination and is for the benefit of freight forwarders. Passwords can be obtained by contacting the local AF/KL Cargo Customer Service office.

3.7. Class Rates
3.7.2. Live Animals

2. Rating

a. Within Area 2
- **Excluding Europe**

All live animals (except baby poultry)	150% of the Normal GCR
Baby poultry less than 72 hours old (except from Germany)	Normal GCR
From Germany	85% of the Normal GCR

- **Within Europe including ECAA**
  Between countries in the ECAA
  Countries are: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland (including the Aland Islands), France, French Guiana, Germany, Greece, Greenland, Guadeloupe, Hungary, Iceland, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal (including Azores, Madeira), Reunion, Romania, Serbia, Slovenia, Slovak Republic, Spain (including the Canary Islands), Sweden, Switzerland and United Kingdom (including Isle of Man, Channel Islands)

All live animals	150% of the Normal GCR
Excepted: ***From the United Kingdom*** a. Cold blooded animals b. Shellfish	 150% of the Normal GCR Applicable GCR
Minimum Charge Within IATA Area 2 (except within Europe)	150% of the applicable minimum charge
Within Europe	200% of the applicable minimum charge (Note)
Note: 150% from the United Kingdom	

b. Within Area 3
- **Except from Australia**

All live animals (except baby poultry)	150% of the Normal GCR
Minimum Charge	200% of the applicable minimum charge

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- **From Australia**

All live animals (except baby poultry)	200% of the applicable GCR
Minimum Charge	200% of the applicable minimum charge

c. Between Area 2 and 3
- **Except from Australia**

All live animals (except baby poultry)	150% of the Normal GCR
Minimum Charge	200% of the applicable minimum charge

- **From Australia**

All live animals (except baby poultry)	200% of the applicable GCR
Minimum Charge	200% of the applicable minimum charge

d. Between Area 3 and 1
- **Except from Australia and from USA**

All live animals (except baby poultry)	150% of the Normal GCR
Minimum Charge	200% of the applicable minimum charge

- **From Australia**

All live animals (except baby poultry)	200% of the applicable GCR
Minimum Charge	200% of the applicable minimum charge

e. All other Areas

All live animals (except baby poultry)	Normal GCR
Minimum Charge	200% of the applicable minimum charge

f. From the USA

Warm-blooded animals	
To Area 2	Applicable GCR
Minimum charge	110% of the Applicable Minimum Charge
To Area 3	Applicable GCR
Minimum charge	110% of the Applicable Minimum Charge
Cold-blooded animals	
All Areas	Applicable GCR
Minimum charge:	
To Area 2	150% of the Applicable Minimum Charge
To Area 3	150% of the Applicable Minimum Charge

g. To the USA:

All live animals	Please contact your KLM representative

3.7.6. Valuable Cargo

2. Rating
- **Between countries in the ECAA**
  Countries are: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland (including the Aland Islands), France, French Guiana, Germany, Greece, Greenland, Guadeloupe, Hungary, Iceland, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal (including Azores, Madeira), Reunion, Romania, Serbia, Slovenia, Slovak Republic, Spain (including the Canary Islands), Sweden, Switzerland and United Kingdom (including Isle of Man, Channel Islands)

● **All IATA Areas (excluding within Europe)**	200% of the Normal GCR
● **Within Europe (including ECAA)**	150% of the Normal GCR
Exception: From Switzerland: 200% of B and K.	
Minimum charge	200% (**) of the Applicable Minimum Charge
Exceptions: From the United Kingdom: 150% of the applicable minimum charge. From Germany to ECAA: 250% of the applicable minimum charge.	
Note: (**) Provided that it is not less than USD 50.00 or equivalent.	

- **To and from Australia and between USA and countries in the ECAA**

All IATA Areas	200% of the Normal GCR
Minimum charge	200% of the Applicable Minimum Charge

3.7.7. Newspapers, Magazines, Periodicals, Books, Catalogues, Braille Type Equipment and Talking Books for the Blind

1. Rating
- **Between countries in the ECAA**
  Countries are: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland (including the Aland Islands), France, French Guiana, Germany, Greece, Greenland, Guadeloupe, Hungary, Iceland, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal (including Azores, Madeira), Reunion, Romania, Serbia, Slovenia, Slovak Republic, Spain (including the Canary Islands), Sweden, Switzerland and United Kingdom (including Isle of Man, Channel Islands).

  Consignments of the above articles in consignments of 5 kg. or more will be charged as follows:

Within Area 2	50% of the Normal GCR
Exceptions: 1. Within Europe (including ECAA) 2. From Portugal to ECAA: Normal GCR	
Within Europe (including ECAA)	67% of the Normal GCR
Minimum charge	Applicable Minimum Charge

- **To and from Australia and between USA and countries in the ECAA**

All IATA Areas	50% of the Normal GCR
Minimum charge	Applicable Minimum Charge

3.7.8. Baggage Shipped as Cargo
For acceptance, see general rule 3.7.8., paragraph 2 and 3.

4. Rating
- **Between countries in the ECAA**
  Countries are: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland (including the Aland Islands), France, French Guiana, Germany, Greece, Greenland, Guadeloupe, Hungary, Iceland, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal (including Azores, Madeira), Reunion, Romania, Serbia, Slovenia, Slovak Republic, Spain (including the Canary Islands), Sweden, Switzerland and United Kingdom (including Isle of Man, Channel Islands).

Within Area 2 (except within Europe)	50% of the Normal GCR Applicable GCR
Within Europe	
Minimum charge	The minimum charge will be either the charge for 10 kg. at the rate calculated according to the above percentage or the Applicable Minimum Charge, whichever is higher.

- **To Australia and between USA and countries in the ECAA**

All IATA Areas	Applicable GCR
From Australia	75% of the Normal GCR
Minimum charge	Applicable Minimum Charge

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3.7.9. Human Remains

1. Calculation

- **Between countries in the ECAA**
  Countries are: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland (including the Aland Islands), France, French Guiana, Germany, Greece, Greenland, Guadeloupe, Hungary, Iceland, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal (including Azores, Madeira), Reunion, Romania, Serbia, Slovenia, Slovak Republic, Spain (including the Canary Islands), Sweden, Switzerland and United Kingdom (including Isle of Man, Channel Islands)

Ashes:	
All IATA Areas (except within Area 2)	Applicable GCR
Within Area 2 (excluding Europe)	300% of the Normal GCR
Within Europe (including ECAA)	200% of the Normal GCR
Coffins:	
All IATA Areas (except within Area 2)	Normal GCR
Within Area 2	200% of the Normal GCR
Exceptions 1. From Switzerland: 200% 2. From Ireland to United Kingdom: EUR 203.16	
Minimum charge applicable for Ashes and Coffins:	For transportation of human remains the Normal Minimum Charges are applicable, except for transportation wholly within IATA Area 2 a minimum charge will be levied of 200% (**) of the Applicable Minimum Charge.
Note: (**) Provided that it is not less than USD 65.00 or equivalent. **Exception** In Italy: EUR 65.59	

- **To and from Australia and between USA and countries in the ECAA**

Ashes:	Applicable GCR
Minimum charge	Normal minimum charge
Coffin:	Normal GCR
Minimum charge	Normal minimum charge

3.10. Unitized Consignments
3.10.2. Bulk Unitization Program

1. Bulk unit loads

a. *Use of KLM aircraft bulk ULDs*
In principle all types of KLM aircraft unit load devices, of which dimensions and construction design are in conformity with the definition of a bulk ULD given in General Rule 3.10.2. can be made available to shippers. To facilitate, however, among other things loading of bulk ULDs by shippers or their agents, KLM has acquired a number of pallet/igloo/net assemblies specifically for the purpose of utilization under the provisions of General Rule 3.10.

b. *Use of non-Member aircraft bulk ULDs*
Upon arranging the necessary reservations supply the KLM cargo customer service office with the IATA registration number(s) of the ULD(s) involved.
Non-Member ULDs shall be loaded by shipper or his agent in accordance with KLM's instructions governing loading of aircraft pallets etc. KLM will never be liable for any damage or missing parts of non-member ULDs. No claims will be accepted or granted for missing or lost non-member ULDs.
No free return of non-member ULDs from any location/station.

2. Maximum ULD gross weight capacity

The maximum gross weight shall not exceed the maximum gross weight permissible for the pallet position in the aircraft concerned, or that of the connecting aircraft in case of an interchange. Where two types of aircraft are involved in the carriage of one ULD, the lowest of the two aircraft's maximum gross weight permissible must be applied. This maximum gross weight permissible may only be exceeded if affirmation is granted by carrier.

3. Loading instructions

As a (loaded) aircraft unit load device, stowed and locked in position aboard the aircraft forms part of the aircraft restraint system, stowage of goods in/on the device itself must concur with the characteristics of such restraint system and therefore is subject to (safety) regulations. Such regulations do not call for extraordinary care in this respect while loading normal cargo of average density but shall be carefully consulted and complied with when high density cargo is (to be) loaded:
Heavy cargo: the aircraft ULD is designed to meet all strength requirements without the need for additional strapping when it is loaded with what in this context is termed as "crushable" cargo. Single heavy pieces of cargo, however, must be secured to the pallet edge by means of straps or cables.
Cargo centre of gravity: the centre of gravity of the contents in a ULD should be located near the centre and not higher than 75 cm (30 inches) above the surface of the pallet.

4. Services and Related Charges

4.3. Insurance

KLM Cargo does not offer individual consignment insurance. If required, customers should seek to obtain independent cover.

4.4. Related Charges
4.4.1. Proof of Delivery

Charge per POD ..... EUR 35.00
or the equivalent in local currency.
Local deviations can apply.

4.4.2. Charges Correction Advice

Charge per CCA ..... EUR 45.00
or the equivalent in local currency.
Local deviations can apply.

4.5. Charges for Shipments of Dangerous Goods

A Dangerous Goods acceptance check fee is applicable for both consignments covered by a Shipper's Declaration for Dangerous Goods and for consignments for which a Shipper's Declaration for Dangerous Goods is not required.
For rates contact the KLM Cargo customer service office or refer to www.afklcargo.com.

a. Consignments mentioned under subparagraph 2.3.3.3. (this chapter) are subject to an additional dangerous goods acceptance check fee;
b. KLM partner airlines are excluded from the additional dangerous goods acceptance check fee.

Japan
Dangerous Goods Transportation Fee

Minimum fee per shipment ..... JPY 9,000
Fee per package/overpack ..... JPY 1,800
Maximum per shipment ..... JPY 36,000

(Apportion to an IATA cargo agent up to JPY 3,000)
For each different UN or ID number from Japan a fee of JPY 3,000 per UN will be charged additionally.

A dangerous goods recheck fee will be charged upon renewed delivery only after the shipment has been previously rejected for transport.

Dangerous goods recheck fee ..... JPY 3,000
Pre-approval fee Saudi Arabia ..... JPY 2,000

7. Special Country Information

7.3. Import/Transit/Export Regulations

HANDLING CHARGES

Handling charges at Amsterdam Airport Schiphol and all other countries in KLM's Cargo network are published under www.afklcargo.com.

Japan
Routing Certificate issuing fee

For settlement issuing charges: JPY 8,000 per Air Waybill to issue certificate.
(minimum five copies per set). Charges to be settled through CASS.

USA

Terminal handling charges for stations IAD, IAH and ORD are published under www.afklcargo.com.

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8. Special Rules and Regulations

8.1. Interline Agreements Between Carriers
Notwithstanding paragraph 8.1. “Interline Agreements between Carriers” KLM accepts for traffic within the ECAA countries only consignments on a non 074 Air Waybill with a pre-arranged rate. E.g.: Special Pro-rate or Ad-hoc rate.

9. Miscellaneous Information

9.1. KLM Cargo Products

1. Introduction
Air France and KLM joined forces on May 5, 2004. The founding principle of Air France-KLM is “One Group, Two Airlines, Three Businesses”, a unique concept in the airline industry. We offer you the many benefits of a single, integrated airfreight carrier. In short: in the cargo business, we have created a platform for enhanced customer value. This platform is founded on the following cornerstones:

- One team, one face to the customer;
- Easy access through multiple interfaces: people, IT systems, and logistic systems;
- One network with two hubs;
- A global network of joint sales and service offices, close to our customers;
- Innovative products and services;
- Operational excellence.

Since October 1, 2005, the Cargo business reached its next level in cooperation: the Integration & Coordination phase. All commercial activities are steered by a “joint cargo management team” and the commercial functions of Air France - KLM Cargo are combined into a single joint sales and services team. To provide multiple solutions, we manage the existing operational systems of Air France Cargo and KLM Cargo in a coordinated way. This means that both operating carriers remain to handle cargo in their specific ways. Below you will find information on *KLM Cargo’s* product specifications.
KLM Cargo offers a wide range of products and services to meet the specific transportation needs of our customers. To respond to these needs, KLM Cargo offers a comprehensive package of products, grouped under the SkyTeam Cargo product range: Equation, Cohesion, Variation and Dimension. The destinations that KLM Cargo offers for these services differ per product and have been aligned with the global transport flows of the corresponding industries and markets.

General
In cargo it is never business as usual. Today fast delivery is of the utmost importance; tomorrow’s shipment requires cooling, or security, or extra care, or ... It is good to know that, with so many different transport demands daily KLM Cargo is the solution to customer’s shipping requirements.

Equation
Speed? Book Equation, KLM’s Express Product. Urgent shipments are guaranteed to arrive at their destination with priority. Time is money and Equation is the choice.

Cohesion
Need a tailor-made service from A to B? Cohesion offers a top-quality solution for shipping needs. Designed to customer’s wishes the Cohesion product has its foundation on a joint dialogue between shipper, forwarder and AF/KL Cargo. Cohesion offers all the benefits of an extended product portfolio.

Variation
Shipping Uncrated Machinery, Valuables, Dangerous Goods, Live Animals, Perishables? The list of commodities requiring specialized handling is inexhaustive. Go for Variation, the reliable way of transporting odd shaped cargo and other special cargo, requiring extra care.

Dimension
Looking for good quality at a competitive rate?. Dimension is the solution, offering reliable on-time airport-to-airport delivery. Dimension is the solution for consolidations and general cargo consignments.

KLM Cargo can handle almost every type of load that fits in our aircraft with a target solution and unique approach to the industry’s requirements. We simply offer excellent quality and value for money.

The KLM Cargo network covers over 350 destinations in 175 countries worldwide. From the major hubs at the airports of Amsterdam Schiphol and Paris Charles de Gaulle the world’s important trading centers are in reach. Regional hubs have been developed to optimize our European road feeder network offering customers direct connections all over the globe.
For immediate assistance with your next shipment contact KLM’s Customer Service office or visit us at www.afklcargo.com.

2. KLM Cargo Equation
Our express product: facilitating fast, priority shipments. KLM Cargo’s offers 2 speed options for express shipments. Equation offers the fastest possible arrival at destination. Equation Heavy offers the earliest possible arrival at destination. The Equation Express product has been designed with agents and forwarders in mind and applies to ‘ready-for-carriage’ shipments.
The Express product exists in two weight ranges:

1. Equation < 300 kg per AWB, with a maximum weight per piece of 70 kg, and;
2. Equation Heavy, for AWBs above 300 kg or packages/pieces above 70 kg.

KLM offers its express products worldwide and has dedicated the capacities available in its aircraft short-haul network accordingly. Equation is available for general cargo only, airport to airport!

Equation and its option Equation HEAVY provide an express product that delivers the maximum benefit of minimum handling times.
This highly efficient, customized service offers last-minute acceptance at point-of-origin and quick availability at final destination with a real time track and trace and pro-active messaging.

Main Features
EQUATION:

Freight type	Max 70kg per parcel and shipments up to 300 kg., in compliance with the aircraft type
Booking	Latest 2 hours before departure
HLA	90 min.*before departure of the selected flights
TOA	90 min.*after the real time of arrival at final destination
Identification	EQUATION sticker
Rates	Equation rates
Loading priority	Top priority
Security	In compliance with local rules

* Depending on local constrains deviations can occur.

EQUATION HEAVY:

Freight type	+70kg per parcel and shipments above 300 kg in compliance with the aircraft type. No weight limit per shipment*.
Booking	Latest 6 hours before departure
HLA	180 min* before departure of the selected flights
TOA	180 min* after the real time of arrival at final destination
Identification	EQUATION HEAVY sticker
Rates	Equation rates
Loading priority	Priority access to capacity
Security	In compliance with local rules

* Depending on local constrains deviations can occur.

3. KLM Cargo Dimension
Dimension is our basic general cargo product for all commodities. This is an ideal product for consolidated shipments, offering reliable, punctual, airport-to-airport delivery.
Our products:

- Shipping modes: loose/bulk or custom-built ULDs;
- Extensive range of ULD types to suit all types of shipment;
- Costs determined by loose/bulk or per-container ULD rates;
- Standard drop-off and delivery time at each station;
- Access to capacity based on contract allocations for regular systems or booked at our customer service offices on a request-reply basis;
- Latest booking: 24 hours before departure;
- Shipments to be made available ready-for-carriage.

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8.3. Information by Carrier

Volumes

Loose	Dimension	Shipment size subject to aircraft type: BIG (outsized) possible for Variation BIG. (see Special Products)
Customer built Lower Deck Container 4m³. Type AKE	Dimension LDC	Availability subject to aircraft type. Weight including ULD 755-1485 kg.
Customer built Lower Deck Pallet 10m³. Type PAG or PMC	Dimension LDP	Pallet type subject to aircraft type. Lower Deck Pallet may be requested but cannot be guaranteed. Weight including ULD 1650 - 4500 kg.
Customer built Main deck pallet 18 m³. Type PAG or PMC	Dimension MDP	Pallet type subject to aircraft type. Main Deck Pallet may be requested but cannot be guaranteed. Weight including ULD 1650 - 6000 kg.

- Dimension is available for all pieces that fit the aircraft. Also for customer built ULDs of 4m³, 10m³ and 18m³.
- ULDs are available on request.

4. Variation - Let us handle your most typical shipments!
Variation is a specialized product, covering a range of specialized services for commodities that demand special handling, conditioning or warehousing.

Variation ART
Variation Art provides special handling for paintings and sculptures.

Variation BIG
Variation Big guarantees the rapid and secure transportation of heavy, large or otherwise atypical goods. Dedicated technical experts start by carrying out a feasibility study for the shipment within the technical constraints of the aircraft, the cargo door-size and the structural strength of the aircraft.

Variation DGR
Variation DGR is KLM Cargo's product for the transportation of dangerous goods.
KLM Cargo ensures all precautions are taken to provide the swift transport of these commodities. All procedures are in compliance with the IATA Dangerous Goods Regulations.
Services and precautions include:

- Dedicated Dangerous Goods department available at Amsterdam Schiphol Airport which monitors the transport process and provides expertise worldwide;
- A well documented Dangerous Goods process to ensure all applicable legislation and safety standards are adhered to in the course of transport worldwide;
- Widely spread Dangerous Goods network, which allows transport of dangerous goods worldwide.

Variation FASHION
Variation Fashion is a service designed for the transportation of hanging garments.
Garments are shipped in unique 'Garments-On-Hanger' airline containers equipped with bars for suspension of garments to guarantee crease-free delivery. Safety and integrity are further guaranteed by means of providing sealed containers.This service is offered on a dedicated network to assure constant quality. Shipments are ready for pick up within 3 hours of arrival (local deviations in delivery applicable). Additional services such as security, speed and other tailor-made requirements can be provided for through the Cohesion Product. For additional information and network updates, please contact the local AF-KL Cargo department.

Variation FRESH
The Fresh label offers three solutions designed for the transportation requirements of the perishable industry. Variation Fresh provides clear temperature range standards for the acceptance, transportation, storage and delivery of perishable consignments. High priority ramp handling, use of tailor made handling equipment and KLM's dedicated staff guarantees first class service in handling perishable cargoes throughout the global network.

- **Variation Fresh 1** keeps perishables, such as frozen meat and fish in a permanent temperature-controlled environment by the use of Active Temperature Controlled Containers.These containers are capable of maintaining a required temperature range between -20ºC and +20ºC. Containers powered by an electric heating and compressor cooling system can be utilized for products requiring a temperature range between +0ºC and +20ºC.
- **Variation Fresh 2** is developed for temperature-sensitive perishables such as flowers, fresh fish, vegetables and fruits. Temperature-controlled transport takes place within the range of +2ºC to +8ºC.
- **Variation Fresh 3** is for less sensitive perishables, like certain types of fruits and vegetables. Variation Fresh 3 protects perishables from extremely hot or cold temperatures and keeps them at a temperature between +2ºC and +25ºC during transportation.

Variation LIVE
The Live label offers transport of live animals with the highest possible care: i.e. horses, day-old-chicks, ornamental fish, dogs and cats. Experienced staff and dedicated equipment ensure the wellbeing, comfort and safety of all animals and people involved.
In addition, KLM Cargo arranges special animal transport to and between zoos.

Variation PHARMA
The Pharma label offers three solutions for managing time- and temperature-controlled transport of pharmaceutical products such as medicines, serum and blood plasma. Throughout the network KLM has specialized equipment at its disposal, operated by dedicated staff to offer first class service by guaranteeing priority handling at the ramp as well as in the cargo warehouse. On top Pharma traffic flows are subject to constant monitoring in the course of transport.

- Variation Pharma 1 is a closed cool chain, developed to keep highly sensitive pharmaceuticals at a constant temperature by using Temperature Controlled Containers. Pharmaceuticals can be transported at a temperature range in between -20º C and +20º C. During transport employees regularly service and monitor containers including checks on desired temperature, changing batteries or recharging units with electricity and, if necessary, replenish dry ice.
  KLM also offers containers, powered through an electric heating and compressor cooling system that can be utilized for the transport of pharmaceutical products requiring a temperature range in between 0º C to +20º C.
- Variation Pharma 2 is developed for the transport of temperature-sensitive pharmaceuticals. Transport takes place within the range of +2ºC to +8ºC.
- Variation Pharma 3 is for the transport of less sensitive pharmaceuticals and protects consignments from extremely hot or cold temperatures by keeping them at a temperature in between +2º C and +25º C.

Variation SAFE
The Safe label is designed for consignments of valuable cargo and offers customers two solutions:

- Variation Safe 1 is KLM's airport-to-airport premium Security Service for high value consignments, such as gold, diamonds, banknotes, etc.
- Variation Safe 2 is for theft sensitive consignments, such as mobile phones, audio equipment, cameras, computers, etc.

Variation Safe 1 and Safe 2 consignments are guaranteed to receive security treatment during the time they are in KLM's care.

Variation WHEELS
Variation Wheels is our product for cars, motorcycles and other types of vehicles. Our special loads department advises on the best and safes transport option, based on the specific dimensions and weight of your vehicle.
Our product services:

- Experts to check load and secure transport;
- Specialized equipment to ensure airlifting of all vehicles;
- Where necessary, loading of vehicle on pallets under supervision of shipper or forwarder;
- Zero exterior damage and minimal vibration during transit.

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5. Cohesion - When tailor-made logistic solutions are required
Cohesion is the custom made logistics program developed to coordinate the activities of carriers, shippers and forwarders, with the aim to meet the increasing requirements of -on-time delivery. Cohesion combines the expertise of carriers, shippers and forwarders to establish an optimum logistic chain for customers, structurally utilizing airfreight services.
KLM's product services are:

- Special handling guidelines tailored to meet customer' s requirements;
- Priority reservation and access of cargo capacity on selected flights;
- Fixed rates for the duration of the contract;
- Active monitoring of shipments during the transport process, including restoring activities to meet the customer's deadline.

To ensure protection of cargo and efficient carriage throughout the supply chain, KLM Cargo has developed specialised equipment.

6. Mail
Introduction
When you need to push the envelope!

At KLM Cargo, we are proud of our reputation in airmail services. Speed and reliability have always been part of our service. Whether you opt for premium or standard airmail delivery, and wherever you are in the world, you'll be on familiar territory when using our airmail services. We offer you three services: Connect Primail, Connect Normail and Connect Boxmail.

What distinguishes us from our competitors?

- We do our own handling and sorting at Schiphol and have a dedicated organization that handles airmail only.
- We offer you dedicated sales and customer care in airmail services.
- We issue weekly quality reports, giving an overview of our performance.
- We issue the Mail Monitor, a quarterly news bulletin informing our customers about developments in the mail market.
- Our customized Airmail Connections timetable shows the best connections via AMS, from origin to all airports, taking into account a minimum transit time of 90 minutes.
- We have the TRIPS system, which coordinates 3 key mail processes in one: physical flow, document flow, and EDI message exchange.
- We have been voted Airmail Carrier of the Year on three occasions.
- Our products

Connect Primail
Connect Primail offers a premium delivery service based on a flight-specific carriage so that you always know exactly where your shipment is, and when it will be delivered.

- First class mail and express mail shipments
- Flight specific
- UPU standard labels and documents
- Track and trace availability
- Quality reports
- EDI Cardit & Resdit messaging
- Transit time of 90 minutes
- Usage of CN documents

Connect Normail
For shipments where speed of delivery is less important, Connect Normail offers the same standards of service and reliability as Connect Primail, however, your shipment is flown within a standard throughput-time.

- SAL mail shipments
- 3-7 days throughput-time
- UPU standard labels and documents
- Track anda trace availability
- Quality reports
- EDI Cardit & Resdit messaging
- Standard transit time
- Usage of CN documents

Connect Boxmail
Connect Boxmail is a container-based system for bulk or trunk transport. The minimum of handling required for this service means it is very competitively priced, but still carries with it the usual KLM Cargo guarantees of service and reliability.

- Bulk shipments
- Any given throughput time
- Sealed customer-built ULDs, weight and size limitations, depending on ULD type
- UPU standard labels and documents
- Track and trace availability
- EDI Cardit & Resdit messaging
- Transit on request
- Usage of CN documents

Containers are delivered to KLM Cargo 'ready for carriage'.
For further specifications and network updates, please contact your local KLM Cargo customer service office, send an email to: airmail@klmcargo.com or call our Customer Care & Tracing department at tel. +31 (0) 20 6489321.

7. Aerospace
The **Advance** label is specially designed to meet all demands of the aerospace industry.

Advance
The Advance label offers standardized and tailor-made full logistic solutions for customers in the aerospace industry. These services can range from warehousing to customs expertise, from specialized packaging to 3-speed transportation of engines and parts, and of course 24/7 Aircraft on Ground service when every minute counts.

8. Your shipment
KLM Cargo's Cargo products
KLM Cargo's products are intended for professionals in the forwarding business. The product includes standard handling, conditioning and security. You will therefore need expertise in the fields of logistical planning, customs clearance, packaging, documentation (AWB) and pick-up and delivery. KLM Cargo offers a wide range of other products incorporating special handling, conditioning (e.g. cooling) and/or special security. Please contact your local KLM Cargo customer service office for details.
Your shipment can be arranged
By ordering KLM Cargo Equation or Dimension via our KLM Cargo customer service office by phone, fax or any other local available medium*. Pricing is in line with the desired speed and volume of your shipment. The local KLM Cargo customer service office advises you the product that suits your needs. Your shipment must be handed over Ready for Carriage i.e. accompanied by an Air Waybill (AWB), properly packed and documented and cleared through customs.
* KLM Cargo Equation and Dimension conditions apply.

9. Booking versus Air Waybill

- The product name and label as booked and confirmed by KLM Cargo, must be inserted in the box "Accounting Information" (e.g. Dimension, Equation, Variation Fresh 2, etc.) on the AWB;
- Only one Product per shipment is allowed; combinations of Products cannot be handled under one AWB or Shipment Record;
- If handling instructions are added on the AWB or in the shipment record, which would categorize the shipment under a different Product label than the one booked, the invoice of the freight charges will be calculated in accordance with the services requested on the AWB. The AWB serves as the certificate of the contract;
- Some KLM Cargo products are available from/to selective airports only. Full details about KLM's Product network can be obtained from the local Customer Service office;
- All shipments must be delivered to KLM Cargo or its Cargo Handling agent 'Ready-for-Carriage' as per TACT Rules 2.3.2.

10. Additional information

- Additional information on the services connected to KLM Cargo products on the KLM Cargo network or information concerning pricing consult the website www.afklcargo.com or contact the nearest local Air France-KLM Cargo Customer Service office or Sales Representative;
- The General Conditions of KLM Cargo can be reviewed at www.afklcargo.com under 'Product & Rates', 'Conditions'. The General Conditions of Carriage incorporate the Conditions of Contract. These Conditions of Contract are printed on the originals of each Air Waybill but can be previewed separately on the same internet site and page;

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- Declared Value for Carriage (DVC): The Warsaw and Montreal Conventions allow increasing the standard legal liability limit of the air carrier (currently set at SDR 19/kg) to a higher amount specified for the shipment. If a declared value in excess of SDR 19/kg is mentioned on the AWB, or indicated in the shipment record, KLM will charge 0.75% of that part of the shipper's 'Declared Value for Carrage' which is in excess of SDR 19 per kg, calculated on the actual gross weight of the consignment;
- Cargo volume weight: Notwithstanding TACT Rules 3.9.4., KLM applies (also to and from Australia) a volumetric weight calculation of 1 : 6000 cubic cm or 366 cubic inch.

9.2. Cash on Delivery (C.O.D.)
KLM does not accept consignments on a C.O.D. basis.

9.3. Rules for Traffic to and From Australia

- **Cargo volume weight:**
  The cubic volume of a consignment is established by applying the greatest lenght, the greatest width and the greatest height of this consignment or its packages. Consignments, the extreme dimensions of which result in an average of more than 6000 cubic cm (366 cubic inches per kg shall be charged on volume basis. 1: 6000 cubic cm or 366 cubic inch.
- **Valuation charge:**
  If declared value above SDR 17 per kilo, KL will charge not less than 0.75% of the part of shipper's declared value which is in excess of SDR 17 per kg calculated on the actual gross weight of the consignment.

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