2.7. Delivery

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

2.7.1. Notice of Arrival

Notice of arrival of the shipment will, in the absence of other instructions, be sent to the consignee and any other person whom carrier has agreed to notify as evidenced in the Air Waybill or shipment record; such notice will be sent by ordinary methods. Carrier is not liable for non-receipt or delay in receipt of such notice.

2.7.2. Delivery of Shipment

Except as otherwise specifically provided in the Air Waybill or shipment record, delivery of the shipment will be made only to the consignee named therein, or his agent.
Delivery to the consignee shall be deemed to have been effected:

a. when carrier has delivered to the consignee or his agent any authorisation from carrier required to enable the consignee to obtain release of the shipment; and
b. when the shipment has been delivered to customs or other government authorities as required by applicable law or customs regulation.

2.7.3. Delivery of ULD as Part of Shipment

When a ULD is delivered as part of a shipper-built unit, the ULD has to be accepted and received by the person collecting the shipment. By signing for the unit, the person is signing that the ULD has been collected and that it is, by default, in good condition. It is the responsibility of the person collecting the unit to check the ULD for any damage, to bring this damage to the attention of the person handing over the shipment and to ensure that the damage is noted on the receipt for the ULD so that there shall be no claim against the person collecting the shipment for damage to the ULD.
It must be noted that the action of signing for receipt of the shipment with its ULD implies that responsibility for the ULD (and any accessories such as tie-down straps) passes to the person / company receiving the shipment. As such the owner of the ULD can claim for, amongst others:

- compensation for loss of the ULD and / or its accessories
- damage to the ULD and / or its accessories
- demurrage charges if the ULD is held for an excessive period of time
- tracking and retrieval charges / costs related to finding and returning the ULD to the ULD owner's network

Each ULD owner has different procedures and policies regarding their ULD management, so the above points serve as an indication of what is involved when receiving a ULD.

2.7.4. Place of Delivery

Except as provided in rule 2.9.3. the consignee must accept delivery of and collect the consignment at the airport of destination or the respective facility as designated by the carrier.

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