



PTS- Terms and Conditions

For Frigoscandia PTS (FS PTS)

Valid from 01/01/2026

 **FRIGOSCANDIA**

Terms and conditions

The term 'pallets' in these terms and conditions refers to approved EUR-pallets as described under the heading "Approved EUR-pallets" below. FS PTS is an administrative system that manages pallet transactions with approved EUR-pallets between consignors and consignees in Sweden who have a pallet registration number in FS PTS. The administration is managed by FS's Load Material Service (LMS) department.

Parties

- Consignor/Pallet Sender
- Consignee/Pallet Receiver
- Freight Payer/Principal

Application – pallet registration number

Pallet transfers via FS PTS require that both the consignor and the consignee have an active pallet registration number. Applications to join FS PTS are made using the [application form](#) on the Frigoscandia website and are signed with a Swedish Bank-ID.

Upon approval, the customer is assigned a pallet registration number, and pallet transactions can be recorded in conjunction with bookings. Pallet registration numbers inactivate if there has not been any transaction the past 6 months. In occurrence of new activities it's required to contact LMS in order to activate the pallet registration number. Automatic connection to FS PTS in connection with transport assignments is not possible. Consignors must have their own pallets equivalent to at least two weeks' pallet usage upon entering the system.

Transport booking and freight documents

For pallet transfers, the information in the original booking must be correct and correspond with the consignment note.

The number of approved EUR-pallets must be noted on the consignment note in the field marked 'Number of approved EUR-pallets'. The consignee's and consignor's pallet registration numbers must be entered in their respective fields on the original booking. The information provided in the original booking forms the basis for a pallet transfer transaction in FS PTS between the consignor and the consignee.

Charging PTS fee

The freight payer will be charged a pallet transfer fee according to the current price list for the number of approved EUR-pallets specified in the booking and on the consignment note. Incorrect charging of the pallet transfer fee will only be credited in cases where FS PTS caused the incorrect information.

Pallet balance statement

Pallet transactions are reported in a separate pallet balance statement, which is sent out twice a month, a few days after the end of each period (period 1–15 and 16–end of each month), provided that pallet transactions occurred during the period. Deviations/requests for corrections in the pallet balance statement must be submitted to FS PTS no later than 30 calendar days after the completed transport/transaction. Deviations/requests for corrections received later will not be considered.

Credit balance

Pallets credited at the end of each month must be sold or collected from the nearest FS pallet depot by the 20th of the following month. For physical empty pallet transport, a minimum of one (1) pallet stack (15–17 pallets) applies. It is permitted to transfer pallets digitally (within a company/ group) to reduce and/or eliminate a positive pallet balance. For a digital transfer to be accepted, a written agreement is required between the relevant pallet users.

If/when pallets credited are not sold or settled within the stipulated time period, FS PTS reserves the right to charge storage costs at the then current price, with payment terms of 15 days net. No credit will be issued for pallets that are settled late.

Debt

Pallets in debt at the end of each month, exceeding one (1) pallet stack (15–17 pallets), must be returned and/or settled to the nearest FS pallet depot by the 20th of the following month. Pallets in debt lower than one(1) pallet stack (15-17) will be invoiced in Feb, May, Aug and Dec. It is permitted to transfer pallets digitally (within a company/ group) to increase and/or clear a negative pallet balance. For a digital transfer to be accepted, a written agreement is required between the relevant pallet users.

If pallets are not returned/settled within this period, they will be invoiced at the current price with payment terms of 15 days net. No credits will be given for pallets returned late. Upon exiting from FS PTS the pallet debt will be invoiced in full.

Booking / Delivery and collection of empty pallets

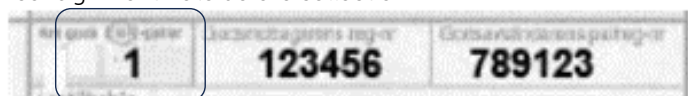
Delivery and collection of empty pallets are booked via the Frigoscandia website (see [Empty pallet booking](#)). Delivery and collection are free of charge if the number of pallets exceeds one (1) pallet stack (15–17 pallets) and are collected from the same location where the credit/debt was created. Self-collection and/or delivery to/from the FS pallet depot is also charged in the same way.

Delivery and collection of empty pallets occur within 5 working days of booking. If faster delivery or collection is required, there is an option to request an express booking. If express delivery is booked and can be carried out, a fee for an express booking will be charged according to the current price list.

Freight documents and labelling of empty pallets

The pallet sender must use freight documents issued and distributed by Frigoscandia PTS. Labelling of pallet stacks must be carried out according to instructions. In case of incomplete or incorrect transport instructions/cargo labelling, FS PTS reserves the right to charge relevant surcharges/costs. Read more in [FS Transport Terms](#).

In case of deviations between the actual number and the booked number, it is acceptable to make manual corrections and clearly sign the change on all parts of the consignment note before collection.



Responsibility

Consignor

The consignor is solely responsible for the pallet quality and the type of load carrier used during the loading of the goods. The responsibility also includes ensuring that the information about the number of approved EUR-pallets on the consignment note and in the transport booking matches. A correctly completed pallet registration number for both the consignor and the consignee must be provided in the original booking.

Any deviations regarding the number of approved EUR-pallets during loading must be corrected on the consignment note by the consignor, signed and updated in the relevant transport booking.

Pallet sender

The collecting transporter does not check the quality of the pallets; this is only done during the sorting process at the FS pallet depot. If, during the inspection, the FS pallet depot finds that the number of received and/or unapproved pallets deviates from the number specified on the consignment note, the following applies:

- The FS pallet depot sends a sorting report to the pallet sender with information about the deviation.
- The number of approved pallets is adjusted directly on the pallet balance.

The pallet sender has the right to collect the sorted, unapproved pallets from the receiving FS pallet depot no later than 7 calendar days after the sorting date. After this period, these pallets become the property of FS PTS, and the right of disposal is transferred to Frigoscandia without any entitlement to redemption or other compensation.

If the number of unapproved pallets exceeds 20% of the total number of pallets submitted, FS PTS reserves the right to charge a sorting fee for the entire batch submitted according to the current price list.

Consignee

Upon receipt of the delivery, the consignee is obliged to check that the number of approved EUR-pallets matches the number indicated on the consignment note. If, upon visual inspection, the consignee finds that unapproved EUR-pallets have been incorrectly recorded as approved, a remark must be made on the Tu and M sections of the consignment note. See Complaints for further details.

Transporter - FS

The collecting transporter is responsible for visually inspecting and assessing whether the EUR-pallet is suitable for transport.

Loading/Unloading at unstaffed facilities

For loading or unloading at unstaffed facilities, a separate agreement must be made to regulate the pallet handling.

Claims (Goods Transport)

The [claims form](#), a copy of the M-section of the consignment note, and any relevant images must always be used as the basis for a claim. This should be sent to the sender immediately after receipt. The sender then forwards the claim to lms@frigoscandia.com for registration. Claims that are incorrect or submitted later than 30 calendar days after the completed transport/transaction will not be considered.

Non-approved pallet

During unloading, the pallets must be visually inspected and checked against the number of pallets listed on the delivery note in the field 'Number of approved EUR-pallets.' If the pallets have any visible defects, this must be noted on the delivery note as 'number of non-approved pallets' and signed by the recipient.



Stacked pallets must be labelled as instructed.

APPENDIX

APPROVED EUR PALLET

For Frigoscandia PTS (FS PTS)

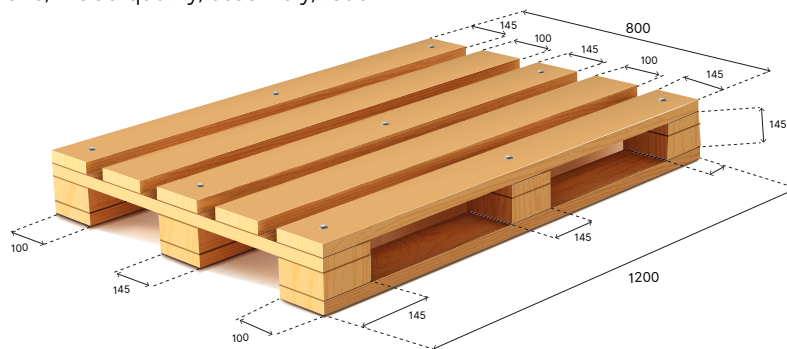
Standards

When assessing whether a pallet is approved or not, FS follows the following standards for how an EUR-pallet must be manufactured and repaired. These standards are generally used in the Swedish Pallet Transfer System and in the European Pallet Pool (EPP). The EPP includes several railway administrations in Europe that have agreed on pallet exchange.

Only licensed companies are permitted to manufacture, repair, and mark EUR-pallets. These standards specify requirements for pallet dimensions, wood quality, assembly, load limits and markings.

Manufacturing requirements:
The International Union of Railways
(UIC Code 435–2)

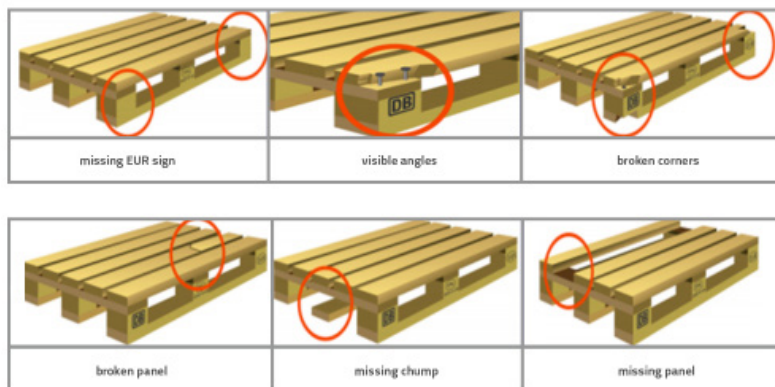
Repair requirements:
The International Union of Railways
(UIC Code 435–4)



Inspection and sorting of EUR-Pallets

It is essential that users regularly inspect pallets. To obtain an accurate assessment of the pallet's condition, a sorting method is recommended where all sides of the pallet are checked. Damaged pallets must be repaired to an approved standard or the EUR mark on the right block must be painted over with a covering and durable paint. Alternatively, the pallet must be destroyed. Discoloured wood is not permitted, though light blue stains or slight weathering are acceptable.

The sorting rules for EUR-pallets have been developed by Det Norske Veritas in collaboration with representatives from PAREBO, Frigoscandia AB, DHL Express AB, Green Cargo, Schenker AB, COOP, Bergendahls, ICA, and DSV Roads. For more information, visit www.dnvgl.se



For everyone's safety - check the pallet every time you load or unload.

APPENDIX

APPROVED EUR-PALLET For Frigoscandia PTS (FS PTS)

Wood quality for new manufacturing

- The wood must be fresh and free from bark, bark inclusions, active insect infestation, decay, dry rot, fungus and mould.
- The moisture content of the wood in new pallets must not exceed 20% at the time of manufacture. Discolouration caused by poor drying and storage conditions is not acceptable. Light blue stain and weathering are acceptable.
- Wane edges (non-right-angled edges) are not permitted on blocks, stringer boards, bottom centre boards or the outer edges of top and bottom edge boards. Two wane edges are permitted on other boards, provided they are bark-free, no wider than 15 mm and are on the top side of the boards in the pallet.
- Over a length equal to the width of the board, knots with a diameter exceeding 1/4 of the width of stringer boards or 1/3 of the width of other boards are not allowed. The total diameter of all knots must not exceed 1/3 of the width of stringer boards or 1/2 of the width of other boards.
- Only superficial drying splits are allowed in the blocks.
- Each board may have only one through crack, with a length shorter than the board's width. The crack must not be the result of nailing.

Load Limits

A EUR pallet is designed to handle the following load limits:

- An arbitrary load of 1000 kg.
- An evenly distributed load of 1500 kg.
- An additional load of 4000 kg from stacked pallets. The pallets are assumed to rest on whole and flat surfaces.



Marking

- The marking of EUR-pallets follows established regulations:
- Pallets must be marked on all three blocks on both long sides.
- The left block is marked with the railway administration emblem of the respective country, e.g. "Green Cargo" for pallets from Sweden or "DB" for German pallets. Below is a list of railway administration emblems approved for the load equipment system in Sweden.
- The middle block indicates the identity of the pallet manufacturer (here shown as "AAA"), the year of manufacture (5), and the month of manufacture (01). On foreign EUR-pallets, three digits may indicate the manufacturing date: the first digit represents the year, and the other two represent the month. In Sweden, the middle block is also marked with the DNV emblem.
- The middle block may also include the marking EPAL, representing an organisation that issues marking licenses to EUR-pallet producers. This marking is approved in Sweden.
- The right block contains the EUR mark within its oval. The mark must have the correct shape and size. The EUR mark is an internationally registered trademark, legally protected against unauthorised use.

For everyone's safety - check the pallet every time you load or unload.

Frigoscandia

Lastmaterialservice – LMS
Box 912
SE-251 09 Helsingborg
Org.nr: 556052-0263

lms@frigoscandia.com
frigoscandia.com