



# TRANSPORT TERMS AND CONDITIONS

For Domestic Sweden and International Transport

Valid as from June 9<sup>th</sup> 2026

**1. Transport terms and conditions** (Applicable from and including June 9th, 2026)

It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them.

All parts of these terms and conditions cover both domestic transport within Sweden (*DOM SE*) as well as international transport (*INT*). "International transports" mean "cross-border" transport, which is the forwarding of goods by road vehicle for payment where the location the goods were received for transport and the final destination of the goods are in different countries.

Where one section or part of a section is only applicable to domestic (*DOM SE*) or international transport (*INT*), this is indicated separately.

**1.1 Transport undertaking**

FS's transport undertaking encompasses the transport of foodstuffs within the framework of the food legislation in force, from the sender to the recipient, from and to locations laid out in FS's transport plan as applicable from time to time, and is subject to routes being free and unhindered, and that the entire route consists of roads/ferry routes with sufficient carrying capacity and a minimum clearance of 4.5 meters (*DOM SE*) and 4.0 meters (*INT*).

Transports from and to locations outside FS's transport plan are only undertaken in accordance with a separate agreement.

Transports which are limited by carrying capacity of the roads, ferry routes or minimum clearance, or where unloading requires special vehicles or special equipment, are subject to separate agreement. Information regarding limitations for certain cities is provided by FS's Customer Service on request. FS is entitled to choose the type of vehicle, method of transport and transport route, as well as to choose whether to send the goods directly or via a route which requires transhipment.

**Standard undertaking - air temperature**

FS's standard undertaking for cargo space air temperatures during the period of transport is:

- for refrigerated joint transport, +2 to +8 degrees Celsius
- for freezer joint transport, a maximum of -18 degrees Celsius but a minimum of -20 degrees Celsius

**Temperature reserve**

According to "National Guidelines correct temperature during storage and transport for chilled and frozen food" all joint transport, as well as handling outside temperature controlled areas when loading and unloading, give rise to a need for a temperature reserve in the product.

Products that should be included in a joint transport with an air temperature between +2 and +8 degrees Celsius must, at the point of loading from the sender, have a temperature reserve of at least two (2) degrees Celsius below the maximum allowed temperature for the product during transport.

If the product does not have the required temperature reserve according to above, this means that FS cannot be held responsible for any temperature deviation where the product upon unloading has a temperature which is up to two (2) degrees higher than the maximum allowed product temperature.

**Liability product temperature**

The customer/sender is responsible for ensuring when loading that the product has the required product temperature according to "National Guidelines correct temperature during storage and transport for chilled and frozen food" with regard to the agreed air temperature during transport.

FS always has the right to check the product temperature. If the checks show that the goods do not have the correct temperature according to above, then FS shall be entitled to refuse to transport the goods, and to invoice for the booked transport assignment.

In the event that the customer/sender of the goods still considers that the transport can be conducted despite FS pointing out incorrect product temperatures in accordance with the aforesaid, and FS agrees to receive and load the goods, the customer/sender bears the risk and liability for the deviating temperature or damage to the goods that may arise.

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*Other air temperature during transport*

In the event that a different transport temperature than above is desired, a separate agreement regarding transport in a separate temperature zone must be entered into. The agreed temperature must be stated in the booking and on the freight document and the transport label.

*Separate agreement*

Goods and objects which are not defined as foodstuffs are not encompassed by the transport undertaking unless a separate agreement concerning such has been entered into. Terms and conditions, transport costs and transport cost surcharges for any such additional undertaking shall be agreed separately.

Certain types of foodstuffs, for example fish on ice or unpackaged goods, are only accepted for transport by prior agreement.

*1.2 Liability*

All transport assignments are carried out in accordance with FS's from time to time applicable Transport Terms and Conditions as well as the General Conditions of the Nordic Association of Freight Forwarders (NSAB) 2015, see the latest version at <https://www.transportforetagen.se/om-oss/transportindustriforbundet/publikationer/> <https://www.transportforetagen.se/om-oss/vara-branscher/transportindustriforbundet/publikationer/>, with the following amendments and additions:

*Section 2 Domestic transport (DOM SE) only:*

The limitation of liability for damage, devaluation or loss shall not apply in the event of forwarding with another method of transport where the goods are loaded on a truck or other load carrier, where damage, devaluation or loss could only have been a result of such forwarding.

*Section 16 c)*

For temperature regulated transport, FS is liable for proven damage to goods which results from the cargo space not maintaining the agreed air temperature.

However, in the event that, upon delivery to FS, the goods are in such a condition – for example at a degree of ripeness, age or product temperature that they are not likely to withstand the type of transport in question – then FS shall be released from liability.

Any damage pursuant to the first paragraph shall be noted at the time of delivery.

*Section 16 h)*

The liability set forth above shall not apply in the event of domestic transport (*DOM SE*) where such transport is part of cross-border transport. For this kind of transport, the CMR Convention applies.

*Section 21 and 24 b)*

Compensation in connection with domestic transport (*DOM SE*) is limited to SEK 150 per kilogram of gross weight of the portion of the goods which has been destroyed, devaluated or damaged.

The equivalent compensation for international transport (*INT*) is limited to SDR (Special Drawing Rights) 8.33 per kilogram of gross weight pursuant to section 23 of the CMR Convention (with its wording in accordance with the protocol of 5th July 1978). An explanation of the term SDR can be found on the following website:

[https://www.imf.org/external/np/fin/data/params\\_mth.aspx](https://www.imf.org/external/np/fin/data/params_mth.aspx)

*§25 A Storage*

FS disclaims responsibility according §25 A, second paragraph, for taking out insurance covering fire, water and burglary.

*Right to take over title to goods/trademark*

If FS has paid the full value of the goods FS may take over title to the goods if FS so desires unless a trademark clause has been agreed upon.

*Liability International transport (INT)*

FS's liability, rights and obligations in conjunction with international or cross-border transports by road, are to be regulated by the Convention on the Contract for the International Carriage of Goods by Road, which was signed in Geneva on 19th May 1956 (CMR).

*1.3 Security liability*

At the request of FS, the customer shall certify in writing that the goods before coming under the liability of FS has been handled, either during transport, storage, manufacturing or other handling, by reliable staff as well as been stored in secure environments with adequate protection against unauthorized access.

*1.4 Right of disposition*

*Domestic transport (DOM SE):*

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It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them.

The sender has the right of disposition over the goods until such a time as the goods are handed over to the recipient or until they have been placed at the recipient's disposal at the location indicated. Thereafter the recipient has the right of disposition.

**International transport (INT):**

For international transport the right of disposition in accordance with the CMR Convention shall apply.

**1.5 Hindrance to handing over the goods**

In the event of a hindrance to the handing over of the goods and where the customer/sender has not provided appropriate instructions as to how the goods are to be handled, FS shall be entitled to sell the goods

- a) immediately in the event that the goods in question are prone to deterioration or imminent destruction, or if the goods require unreasonably expensive handling; or
- b) for other goods, after 60 days from receiving the goods for forwarding.

If possible, FS shall inform the sender of the sale of the goods in advance.

Following deduction for FS's claims resulting from the transport assignment as well as other claims which may be charged to the goods including for the storage and sale of the goods, the sales amount shall be immediately placed at the disposal of the customer/sender, provided the customer's/sender's address is known to FS. If the customer's/ sender's address is unknown to FS and if the customer/sender does not invoke their right to the amount within one year of the date of sale, such amount shall vest in FS.

**1.6 Claims**

Claims for compensation in connection with transport services performed due to damage, devaluation, loss or delay should be made directly to FS and not to any sub-contractor engaged by FS. Claims should always be registered via FS's website, <https://frigoscandia.com>.

FS shall not be liable to compensate taxes and fees, for example alcohol duties etc.

Compensation for claims in accordance with §17 of NSAB 2015, for loss or depreciation of goods, shall normally be calculated on the basis of the goods invoice value, excluding VAT, at the time the freight forwarder took over the goods, as well as the freight cost if this is not included in till goods invoice value, and other outlays in connection with the transport at the time when damage occurred. All within the limits of liability.

Deviations being claimed should always be documented on all remaining parts of consignment note and be signed by the receiver of the goods and also by the driver so that the deviation can be verified. Upon claim for delay, compensation will be paid for part of or maximum the freight cost, provided that the delay has been documented and signed on the Tu-page (transporters copy) of the consignment note and that the customer can demonstrate the expenses suffered.

Solely the fact that goods have been collected or delivered too late or that transport and reloading has not fulfilled the air temperature requirements shall not, per se, mean that compensable damage, loss or defects shall be deemed to have arisen.

**Checking the product temperature**

Checking of the product temperature must unconditionally be made in accordance with "National guidelines correct temperature during storage and transport for chilled and frozen food", which can be found on the website of the Swedish Food Retailers Federation, <https://svenskdagligvaruhandel.se> or at the website of the Swedish National Food Administration, <https://livsmedelsverket.se>.

**1.7 Insurance of goods**

FS's liability for goods is limited to paragraph 1.2 above and NSAB.

In order to ensure full compensation for damaged or missing goods in all situations, FS recommends that the customer acquires separate cargo insurance for the goods under transports as described in the previous paragraph.

FS does not accept any agreements regarding special interest in delivery.

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### 1.8 Booking of consignments

In conjunction with the booking of transport and any additional services, the customer shall indicate the pre-conditions and circumstances which may affect the implementation of the transport, such as the particular condition of the goods, that the pallets may not have goods loaded on top of them, the indicated air temperature, special conditions at loading or off-loading location, and other consignment information. When there is an agreement regarding a specific loading or unloading time, this must be indicated in the booking as well as on the consignment note and shipping labels.

Goods with different air temperature requirements must be booked as separate consignments.

Detailed information regarding the information to be provided with a booking can be found on FS's website, <https://frigoscandia.com>.

Booking means the preliminary reservation of transport capacity up to the latest time at which booking may occur at 14.00 hrs on the working day before loading, or according to separate agreement.

Thereafter the booking is regarded as confirmed and as a definite transport instruction and is thus debitable for the minimum weight or volume for the entire transport. For failed transport at loading or late cancellation the same conditions apply.

Booking can be done through our web portal TA-connect or through EDI-integration. Manual booking is done through FS Customer Service.

### Express booking

If a booking is made after the latest time for booking according to these terms or agreement, this shall be regarded as an express booking.

Inquiry of such booking must always be made to FS Customer Service for control and approval that the transport can be performed. A fee for express booking will be added.

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### 1.9 Volume and package types

#### Goods on/in loading equipment handled by truck

If no specific volume for the package unit or the consignment is indicated on the booking, the package unit used is converted into volume according to the table below.

Please note that the maximum weight for a transport package that is to be handled by a hand trolley or over uneven or sloping surfaces is 500 kg (also see 1.14).

| Package type                                          | Package type code for EDI | Service                 | Length (m) | Width (m) | Height max. (m) | <sup>3</sup> m | Pallet place | Loading meter | Volume weight (kg) |
|-------------------------------------------------------|---------------------------|-------------------------|------------|-----------|-----------------|----------------|--------------|---------------|--------------------|
| * max. height 1,80 of goods in distribution transport |                           |                         |            |           |                 |                |              |               |                    |
| Pallet                                                | Z1G                       | Domestic Transport SE   | 1,20       | 0,80      | 1,25            | 1,20           |              |               | 370                |
| High pallet*                                          | 201                       | Domestic Transport SE   | 1,20       | 0,80      | 2,50 *          | 2,40           | 1,00         | 0,40          | 740                |
| Half pallet                                           | 200                       | Domestic Transport SE   | 0,80       | 0,60      | 1,25            | 0,60           |              |               | 190                |
| Quarter pallet                                        | Z1N                       | Domestic Transport SE   | 0,60       | 0,40      | 1,25            | 0,30           |              |               | 100                |
| Sea pallet*                                           | 202                       | Domestic Transport SE   | 1,20       | 1,00      | 2,50 *          | 3,00           |              | 0,50          | 924                |
| Roll cage                                             | CW                        | Domestic Transport SE   | 0,80       | 0,70      | 2,50 *          | 1,40           |              |               | 431                |
| Pallet place                                          | 201                       | International Transport | 1,20       | 0,80      | 2,40 *          | 2,30           | 1,00         | 0,40          | 700                |
| Sea pallet*                                           | 202                       | International Transport | 1,20       | 1,00      | 2,40 *          | 2,88           | 1,25         | 0,50          | 875                |
| Calculation of volume weight                          |                           | Service                 | Length (m) | Width (m) | Height max. (m) | <sup>3</sup> m | Pallet place | Loading meter | Volume weight (kg) |
| Pallet place*                                         |                           | Domestic Transport SE   | 1,20       | 0,80      | 2,50 *          | 2,40           | 1,00         | 0,40          | 740                |
| Pallet place                                          |                           | International Transport | 1,20       | 0,80      | 2,40 *          | 2,30           | 1,00         | 0,40          | 700                |
| Load meter                                            |                           | Domestic Transport SE   |            |           |                 |                |              | 1,00          | 1850               |
| Load meter                                            |                           | International Transport |            |           |                 |                |              | 1,00          | 1750               |
| Cubic weight                                          |                           | Domestic Transport SE   |            |           |                 | 1,00           |              |               | 308                |
| Cubic weight                                          |                           | International Transport |            |           |                 | 1,00           |              |               | 303                |

The transport assignment for the above-mentioned package types require that each transport package is plastic wrapped or in a similarly encased unit.

#### Frigoscandia AB

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Pallets that cannot have goods on top of them, see point 1.8 above, will have a maximum height of 1.25 m (*DOM SE*) and a maximum height of 1,20 m (*INT*) so that they can be loaded on beams. If the pallet height is greater than the above and/or cannot have goods on top, the taxable weight corresponding to one pallet space will be debited.

*Smaller loose packages which are handled manually by the driver (without loading/unloading equipment)*

| Package type | Package type code for EDI | Service               | Max. Length (m) | Max. Width (m) | Max. volume m <sup>3</sup> | Max. weight (kg) |  | Volume weight (kg) |
|--------------|---------------------------|-----------------------|-----------------|----------------|----------------------------|------------------|--|--------------------|
| Carton       | CT                        | Domestic Transport SE | 1,20            | 0,80           | 0,36                       | 25,00            |  | 15,00              |
| Package      | PA                        | Domestic Transport SE | 1,20            | 0,80           | 0,36                       | 25,00            |  | 15,00              |
| Half pallet  | 200                       | Domestic Transport SE | 1,20            | 0,60           | 0,36                       | 25,00            |  | 15,00              |

## Transport of package types with other volume

Transport of packages which have measurements and limits that differ from the table above are received for transport only pursuant to a separate agreement with FS at the time of booking or in accordance with separate agreement and terms and conditions.

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### 1.10 Packaging

From a transport and handling perspective, the goods shall be packaged in a suitable manner.

FS shall not be liable for any damage relating to any form of defective or deficient goods which are a result of, or originate from, deficient, non- adapted, or from a handling or damage point of view, in any other manner unsuitable and incorrect packaging of the goods. This also includes requirement for each transport package to have a top layer/ plastic wrapping.

- If necessary, FS can re-package goods in new, similar packaging or repair the packaging which has been damaged in transit, with the objective to protect the goods throughout the rest of the transport to the final destination. Re-packaging or repair will take place near the location where the damage occurred or was detected during transport. If specific packaging is required for the re-packaging, this will be provided by the customer/sender.
- Damage to packaging, which is detected at the time of delivery, but where the product and customer package inside the packaging is undamaged, will not be compensated or repaired. Transport packaging is deemed to have served its purpose, i.e., to protect the product or customer packaging during transport, once the goods have been delivered to the recipient.

### 1.11 Transport labels

The goods shall be correctly labelled with clearly filled-in transport labels on each package. Transport labels shall be formatted in accordance with the STILL transport label specification and according to the GS1 standard (same as STE). For more information about the GS1 standard, please read GS1's website:

[www.gs1.se](http://www.gs1.se).

The label shall at least contain the information on the FS standard label shown here.

|                                                                                                                                                         |                                    |                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------|
| Från:<br>Företagsnamn<br>Address 1<br>Address 2<br>Postnr Postort<br>Tel.                                                                               |                                    | Avs.dat åå-mm-dd     |
| Till:<br>Företagsnamn<br>Address 1<br>Address 2                                                                                                         |                                    | ]                    |
| <b>POSTNR POSTORT</b><br>Leveransanvisning - plats (ex. "nett över på gården", på baksidan)<br>Godsmottagarens referens                                 |                                    |                      |
| Transportinstr:<br>FRIGOSCANDIA INRIKES TRANSPORT SVERIGE<br><b>KYLT +2 - +8°C / FRYST &lt;-18°C</b><br>AVISERING Tel/Fax nr Lossningstid 06.00 - 06.30 |                                    |                      |
|                                                                     |                                    |                      |
| Sändnings-ID: (401) 484 831 979 6                                                                                                                       |                                    |                      |
| Antal koll:<br>xx/yy                                                                                                                                    | Volym/Pallst:<br>xx.xx m3 / xx ppl | Vikt:<br>xxx/xxxx kg |
|                                                                     |                                    |                      |
| Koll-ID: (00) 373925550000400805                                                                                                                        |                                    |                      |

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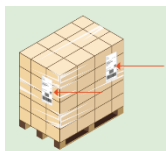


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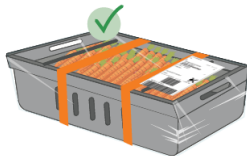
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### 1.12 Labelling

Pallets and larger packet types should be labelled with two labels, one on the short end and one on the right hand side of the short end.



On smaller packages the labels should be placed on the top of the package and on the short end. In addition all smaller packages should be marked with tape in a luminescent colour as shown in the picture.



- Temperature instruction for the goods (e.g. chilled or frozen, together with the air temperature for each temperature zone)
- Freight payment instructions
- Freight payer/Customer number

#### Domestic transport (DOM SE):

- When there is an agreement for unloading time, the words "UNLOADING HH:MM" are to be clearly provided in the field "Delivery instructions".
- Where "NO GOODS ON TOP" is applicable, this should be clearly labelled in the field "Delivery instructions".
- The number of approved EUR pallets in the relevant field
- In the event of a pallet transfer, the sender's and recipient's pallet registration numbers shall be provided in the relevant field.

#### International transport (INT):

- When the goods are subject to import or export restrictions, this must be entered on the consignment note (CMR).
- Terms of delivery according to Incoterms

#### Domestic (DOM SE) and international transport (INT):

FS is entitled to amend the specified weight and/or volume information provided these proves to be incorrect following a check by FS. For incorrect information stated a fee will be debited according to 2.3.20 of these terms and conditions.

### 1.13 Consignment note

#### Domestic transport (DOM SE):

For each consignment, the customer/sender must use a consignment note in accordance with the SIS standard (SS 614115), with a unique consignment note number, which is to be delivered to FS correctly filled-in and in four complete parts.

A unique consignment note number is a number which has not been used in the two years prior to the date of issue.

#### International transport (INT):

For international transport, a CMR consignment note shall be used.

#### Domestic (DOM SE) and international transport (INT):

Separate consignment notes shall always be issued for goods with different air temperature requirements.

The consignment note shall contain the following information:

- The sender's name, address, telephone number as well as location of dispatch and postal code
- The receiver's name, address, telephone number as well as location of delivery and postal code
- Carrier and date
- The number of transport packages and packaging type (1 pallet with goods encased in plastic is equal to 1 transport package)
- Type of goods
- Gross weight including load fittings and loading equipment, e.g., pallets

### 1.14 Loading and unloading

The following applies to loading and unloading, unless otherwise agreed:

- The sender and the recipient shall each provide appropriate loading and unloading aids, e.g., forklifts, which are capable of unloading from bars on vehicles when loading/unloading goods which are packed on pallets.
- is performed on normal working days between 07:00 and 17:00. Depending on the situation of the dispatch or destination location, the undertaking may exceptionally be limited for small consignments.
- shall commence immediately once the vehicle has been placed at the disposal of the sender or the recipient. The following times for loading and unloading have been included in the freight rates for each interval:

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| No of pallets/ppl                    | Minutes, max. |
|--------------------------------------|---------------|
| 1 - 3 pallets                        | 10            |
| 4 – 35 pallets                       | 20            |
| Truck = 36 pallets/18 ppl            | 30            |
| Trailer = 66 pallets/33 ppl          | 45            |
| Truck + trailer = 102 pallets/51 ppl | 90            |

In the event that loading/unloading cannot be carried out within the prescribed time and the vehicle is not, in FS's opinion, able to wait once the time has passed, FS shall be entitled to drive away from the loading/unloading location and invoice as for a failed transport pursuant to section 2.3.16 below or for additional costs which arise as a result of the inability to load/unload.

- Securing the cargo: It is the sender's responsibility, when they conduct the loading, to secure the goods in accordance with the national rules in force.

## *Domestic transport (DOM SE):*

- is performed to/from the vehicle from/to the location at the loading dock designated by the sender or the recipient with a minimum clearance of 4.5 m.
- is performed by the vehicle's driver; the sender and the recipient respectively shall provide the required assistance.
- the maximum weight of a transport package that is to be handled with hand trolley or over uneven or sloping surfaces is 500 kg

## *International transport (INT):*

- The sender and receiver respectively are responsible for ensuring that loading and unloading are performed in accordance with the instructions from the responsible driver

## *Domestic (DOM SE) and international transport (INT):*

### *Unmanned loading/unloading*

Loading/unloading at unmanned facilities is only carried out following a separate written agreement. In the event that such a written agreement has not been entered into and FS is, due to the circumstances, nevertheless forced to carry out the loading/unloading at an unmanned facility, such loading/unloading is carried out at the customer's risk and the customer is thus solely liable for any temperature changes, damage, depreciation or loss of the goods and the pallets.

## *1.15 Collection/delivery of goods from/to FS terminal (DOM SE)*

- Consignments that shall be collected from or delivered to a FS terminal must be stated in the booking and on the consignment note in the field "Leveransanvisning", together with the name of the person collecting or delivering the goods from/to FS terminal. A fee is debited for this additional service.
- The same requirements regarding consignment note and transport labelling of the goods as set out in 1.11 and 1.13 applies when consignments are delivered to a terminal. A fee will be debited if FS performs printing of transport documents and labelling.
- When collecting goods from FS terminal the collector must confirm his/her identity, by presenting an official approved ID card.
- Goods should be collected on the same day as it arrives at the terminal. Thereafter terminal rent for unclaimed goods will be debited.

## *1.16 Pallet transfer system PTS (DOM SE)*

FS conducts pallet transfer pursuant to FS's terms and conditions for Pallet Transfer System ("FS PTS Terms and Conditions"), as applicable from time to time, when handling EUR pallets which are approved as per any of the following standards: UIC Code 435-2 and UIC Code 435-4 (International Railway Union's provisions)

Agreements regarding pallet transfers are entered into separately between FS and the sender and the recipient respectively.

In the event that there is no agreement regarding pallet transfers with one of the abovementioned parties, no registration of the EUR pallets is carried out and FS is not liable for ensuring that the pallets are returned to the sender.

In order to generate a pallet transaction FS must receive correct information regarding the pallet registration number of both the sender and the receiver in the initial booking message. The number of approved EUR-pallets must be updated no later than at the latest time of booking. See 1.8 Booking.



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***1.17 Protection of data and personal information***

FS handles your personal data within the framework of current data protection legislation (GDPR – General Data Protection Regulation). Personal data is collected when required in order to perform agreed services and assignments and/or laws. You will find our integrity and data protection policy on our website <https://frigoscandia.com/privacy-policy/>. Here you can find more detailed information about how we handle personal data and what rights you have as a registered person.

## **2. Freight, surcharges and additional services** (Applicable from and including June 9th, 2026)

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### **2.1 Freight rates**

Transport rates are calculated for each consignment stated on the consignment note based on the consignment's taxable weight and rounded weight.

#### *Domestic transport (DOM SE):*

The taxable weight is rounded up to the nearest multiple of 10 kilograms for consignments with a weight up to and including 2220 kg and up to the nearest multiple of 100 kilograms for consignments weighing more than 2220 kg.

#### *International transport (INT):*

The taxable weight is rounded up to the nearest multiple of 10 kilograms for consignments with a weight up to and including 1000 kg and up to the nearest multiple of 100 kilograms for consignments weighing more than 1000 kg.

The size of the freight is in addition determined by the distance between the dispatch and destination locations as well as, where applicable, collection, terminal and distribution fees.

Transport costs do not include VAT.

#### *Consignment*

"One consignment" means the goods set forth on one consignment note which only have one temperature requirement, which are transported from one sender with one loading at one loading location to one recipient with one unloading at one unloading location, and which are delivered for transport at the same time. The maximum size of the consignment is limited by the vehicle's loading capacity and the applicable road regulations.

#### *Taxable weight*

The consignment's taxable weight is the higher of gross weight and volume weight.

#### *Gross weight*

Gross weight is the actual weight including packaging and loading accessories.

#### *Volume*

A pallet space is a space on a load unit which measures 0,8 m in width and 1,2 m in length, and whose maximum loading height is limited by the height of the lowest load unit in the transport chain.

#### *Volume weight*

##### *Domestic transport (DOM SE):*

Volume weight is calculated by multiplying a consignment's volume (length x width x height) expressed in cubic meters, including packaging and loading accessories, with 308 kg.

Volume weight is calculated by multiplying a consignment's volume (length x width x height) expressed in cubic meters, including packaging and loading accessories, with 308 kg.

##### *Volume weight goods are:*

- goods for which the weight per cubic metre is less than 308 kg
- goods for which the weight per pallet space is less than 740 kg
- goods for which the weight per loading meter is less than 1850 kg
- goods for which the volume exceeds the measurements of the load carrier

##### *International transport (INT):*

Volume weight is calculated by multiplying a consignment's volume (length x width x height) expressed in cubic metres, including packaging and loading accessories, with 303 kg.

##### *Volume weight goods are:*

- goods for which the weight per cubic metre is less than 303 kg
- goods for which the weight per pallet space is less than 700 kg
- goods for which the weight per loading metre is less than 1750 kg
- goods for which the volume exceeds the measurements of the load carrier

### **2.1.1 Payment for transport**

Freight, price surcharges and any additional services shall be paid by the customer unless another agreement has been made.

### **2.2 Invoicing and payment terms**

#### **2.2.1 Periodicity**

Invoicing shall take place once per week for domestic transport (*DOM SE*) and once per day for international transport (*INT*). Payment shall be received by FS no later than 15 days of the invoice date. Remarks regarding invoices shall be submitted to FS no later than 10 days after the invoice date.

**2. Freight, surcharges and additional services** (Applicable from and including June 9th, 2026)

It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them

**2.2.2 Creditworthiness**

When entering into an agreement an evaluation is made of the creditworthiness of the customer at that time, upon which the credit terms are approved. Should the creditworthiness of the customer decline during the duration of the agreement, Frigoscandia reserves the right to adjust the credit terms with immediate effect.

**2.3 Price surcharges**

Prices are set out in section 3. "Pricelist for price surcharges and additional services".

For each charge, there is a note for whether it is applicable to domestic transport (*DOM SE*) or international transport (*INT*).

FS shall be entitled to immediately pass on charges and cost increases resulting from decisions by the authorities.

**2.3.1 Interest for delayed payment (*DOM SE/INT*)**

In the event that payment occurs later than the due date for the invoice, interest for delayed payment is charged at the rate which FS from time to time applies, at present 22.8 % per annum.

**2.3.2 Reminder fee (*DOM SE/INT*)**

A statutory reminder charge shall be levied at the same time as interest on arrears.

**2.3.3 Advance payment (*DOM SE/INT*)**

When advance payment is required for a transport consignment, a fee is charged for administration.

**2.3.4 Invoice fee (*DOM SE/INT*)**

The customer can choose between receiving the invoice printed on paper or a PDF-invoice as basis for payment. Different fees are used depending on choice.

**2.3.5 Gotland subsidy (*DOM SE*)**

Charged and calculated based on freight and fuel surcharge for all transport in Sweden.

**2.3.6 Gotland surcharge (*DOM SE*)**

Charged and calculated based on freight and fuel surcharge for consignments to/from Gotland.

**2.3.7 Fuel surcharge (*DMT*)**

Fuel surcharge (*DMT*) is adjusted at least once a month. The surcharge is calculated as a percentage of the freight cost.

For domestic transport (*DOM SE*) the *DMT* is adjusted by the percentage equivalent to the combined change in the development of the price for the fuels used for the transport and based on the following indexes:

- The Swedish Association of Road Transport companies Index T08SÅ13 (Swedish "Långväga distribution")
- Statistics Sweden Index K92SÅSÅ0900 (MD), K16SÅ910 (HVO), K19SÅ0920 (RME) and K21SÅ0930 (LBG)

In case adjustment has to be made more frequent than each month the index will be based on the actual development of the prices of the above fuels and based on the market list prices published weekly.

For international transport (*INT*) the *DMT* is adjusted based on the development of prices for diesel according to the EU Commission Weekly Oil Bulletin for each EU-country as well as the average price for the entire EU for countries outside the EU.

**2.3.8 Booking fee (*DOM SE*)**

Charged for each consignment and vary depending on the method of booking. Booking can be done via a form on FS's website, FS's web booking portal TA-connect or through EDI-integration.

**2.3.9 City surcharge (*DOM SE*)**

City surcharges are applicable for all consignments to the Stockholm and Gothenburg areas marked S in FS's register of locations which can be found on FS's website <https://frigoscandia.com/>.

**2.3.10 Distant location surcharge**

This will be charged for transport to locations which are generally situated far from the nearest main location/main road. These locations will be marked with U1, U2, U3, U4 and U5 in FS's register of locations which can be found on FS's website <https://frigoscandia.com/>.

**2.3.11 Transport to islands (*DOM SE*)**

Fees are charged for extra time expended and other extra costs for transport to island locations. Island codes are listed in FS's register of locations which can be found on FS's website <https://frigoscandia.com/>.

**2. Freight, surcharges and additional services** (Applicable from and including June 9th, 2026)

It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them

**2.3.12 Congestion tax (DOM SE)**

A statutory tax, as from time to time applicable, and debited by the Swedish Transport Agency (Sw. Transportstyrelsen). Please find for which postal location the congestion tax is charged in FS's register of locations, which is published on FS's website <https://frigoscandia.com/>.

**2.3.13 BAF surcharge (INT) (earlier Marpol)**

For international transports by ferry the shipping companies apply a surcharge due to variation in cost of vessel fuel.

**2.3.14 Currency fee (INT)**

FS is entitled to compensate for currency fluctuation.

**2.3.15 Road tax (INT)**

FS is entitled to compensate for state charges, such as road tax, in various countries.

**2.3.16 Failed transports (DOM SE/INT)**

In the event of failed transport where the sender or the recipient is not present or for any other reason cannot release or receive the goods, extra handling and transport fees and other relevant surcharges/costs shall be charged in addition to transport rates.

**2.3.17 Cancellation fee (INT)**

With reference to 1.8 Booking. FS reserves the right to debit a fee upon late cancellation of booking.

**2.3.18 Extra loading/unloading times (DOM SE/INT)**

If the time expended for the assignment exceeds the time limit set forth in section 1.14, FS shall be entitled to charge for extra loading and/or unloading time. This applies to all types of extra time, such as:

- delayed loading/unloading
- delayed consignment documentation
- time delays relating to customs clearance
- deliveries to airports
- deliveries to military facilities

For loading or unloading ordered for Saturdays, Sundays or public holidays, FS shall be entitled to charge an extra fee.

**2.3.19 Extra handling (DOM SE)**

If the sender/recipient requests removal upwards/downwards via a lift, removal into/out of storage, carrying in/or out or any similar measure, additional fees will be charged for extra loading/unloading time for handling, in addition to the transport undertaking.

In the event that equipment and/or vehicles other than those which are prescribed for the transport undertaking pursuant to 1.1 and 1.13 are required for the unloading of goods, fees are charged for extra loading/unloading time; however, no minimum charge is applicable

**2.3.20 Amended, incomplete or incorrect transport instructions (DOM SE/INT)**

"Transport instructions" means a final booking, consignment note information or information on the transport label, irrespective of the information being communicated to FS via EDI or in any other way. FS shall be entitled to charge a fee for amended, incomplete or incorrect transport instruction.

**2.3.21 Terminal rent for unclaimed goods and short term storage (DOM SE/INT)**

Goods must be collected or be deliverable on the same day that the goods arrive at FS's terminal. FS shall thereafter be entitled to charge terminal rent. For goods that need to be taken to a FS terminal when receiver is not taking over the goods upon delivery, terminal rent will be charged. Terminal rent is calculated from the day after the goods arrived at the terminal.

**2.3.22 Freight consolidation fee (DOM SE)**

Fee for manual consolidation of several consignments to be calculated for freight as one consignment.

**2.3.23 Obstacle in infrastructure (DOM SE)**

Upon building or reconstruction of infrastructure or occurrence of obstacles of the same FS has the right to charge a fee to cover cost for increased transport mileage due to such occurrence.

**2.4 Additional services**

FS shall be entitled to charge the following fees for services going beyond the transport undertaking. Prices are set forth in section 3, "Pricelist for price surcharges and additional services".

For each fee, there is a note specifying if it applies to domestic transport (DOM SE) or international transport (INT).

**2. Freight, surcharges and additional services** (Applicable from and including June 9th, 2026)

It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them

**2.4.1 Notification of incoming goods (DOM SE)**

A fee is charged per consignment for notification of incoming goods. Notification shall be ordered at the time of booking and be indicated in the field "Delivery instructions" on the consignment note and on the transport label, and a telephone number shall be provided.

**2.4.2 Time specific loading/unloading (DOM SE/INT)**

If an agreement with FS concerning a specific time or time period for loading or unloading has been entered into by way of an agreement or in writing at the time of booking, a fee shall be charged. Information provided on a consignment note indicating the desired time for unloading alone shall not be deemed to constitute a written agreement of time guarantee pursuant to section 7 of the General Conditions of the Nordic Association of Freight Forwarders ("NSAB"). "Loading" and "unloading" and the agreed time shall be indicated in the booking and on the consignment note in the field "Leveransanvisning", as well as on the transport label on each individual package.

**2.4.3 Pallet transfer fee (DOM SE)**

A pallet transfer fee shall be charged for each approved EUR pallet loaded, where an agreement exists in line with the FS PTS Terms and Conditions.

**2.4.4 Terminal handling fee (DOM SE/INT)**

This charge is based upon the type and scope of the assignment.

**2.4.5 Collection and delivery fee (DOM SE/INT)**

This charge is for the administration and handling of goods which are collected at or delivered to a FS terminal.

**2.4.6 Printing of transport documentation (DOM SE)**

FS charges a fee for printing the following transport documents:

- Consignment note
- Transport label

**2.4.7 POD - Proof of delivery (INT)**

FS is entitled to charge a fee for producing a copy of an acknowledgement of receipt. This is not applicable for claim issues.

**2.4.8 Statistic report Basic (DOM SE)**

For distribution of a Basic statistical report for invoiced consignments, FS has the right to charge a fee per distributed report.

**2.4.9 Environment report Basic (DOM SE)**

For producing Basic environment reports concerning CO2 emissions, FS has the right to charge a fee per distributed report.

**2.4.10 Express booking (DOM SE)**

For handling of a new booking after the latest time for booking, FS has the right to charge a fee.

### 3. Pricelist for surcharges and additional services (Applicable from and including June 9th, 2026)

It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them

| Ref. trpt terms |                                                             |                                                                                                                                                              |                                                                                                                                                                                                           |
|-----------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.3             | Price surcharges<br>All prices are exclusive of 25% VAT     |                                                                                                                                                              |                                                                                                                                                                                                           |
| 2.3.1           | Interest for delayed payment<br>(DOM SE/INT)                | 22,8 % per year                                                                                                                                              | Calculated on the overdue invoice amount                                                                                                                                                                  |
| 2.3.3           | Advance payment<br>(INT)                                    | SEK 480/consignment                                                                                                                                          |                                                                                                                                                                                                           |
| 2.3.4           | Invoice fee (DOM SE/INT)                                    | SEK 140/invoice<br>SEK 50/invoice                                                                                                                            | Invoice on paper<br>PDF-invoice                                                                                                                                                                           |
| 2.3.5           | Gotland subsidy (DOM SE)                                    | 0,40 %                                                                                                                                                       | Based on freight and fuel surcharges for all consignments within Sweden                                                                                                                                   |
| 2.3.6           | Gotland surcharge (DOM SE)                                  | 58 %                                                                                                                                                         | Based on freight and fuel surcharge for consignments to/from Gotland                                                                                                                                      |
| 2.3.7           | Fuel surcharge (DMT)<br>(DOM SE/INT)                        | Fluctuates<br>Given as a percentage                                                                                                                          | Calculated on freight cost                                                                                                                                                                                |
| 2.3.8           | Booking fee (DOM SE)                                        | SEK 180/consignment<br>SEK 60/consignment<br>SEK 25/consignment                                                                                              | Booking via form on website<br>Booking via TA-connect<br>Booking via EDI-integration                                                                                                                      |
| 2.3.9           | City surcharge (DOM SE) applies to Stockholm and Gothenburg | SEK 70/consignment<br>SEK 105/consignment<br>SEK 155/consignment<br>SEK 210/consignment<br>SEK 370/consignment<br>SEK 490/consignment<br>SEK 620/consignment | Weight (kilogram) per consignment:<br>1 - 99<br>100 - 999<br>1000 - 2499<br>2499 - 9999<br>10000 - 20999<br>21000 - 27999<br>28000 - FTL                                                                  |
| 2.3.10          | Distant location surcharge<br>(DOM SE)                      | SEK 90/ consignment<br>SEK 180/ consignment<br>SEK 330/ consignment<br>SEK 660/ consignment<br>SEK 1440/ consignment                                         | U-code based on level of surcharge:<br>U1<br>U2<br>U3<br>U4<br>U5                                                                                                                                         |
| 2.3.11          | Transport to islands (DOM SE)                               | SEK 450/consignment<br><br>SEK 1200/consignment<br><br>SEK 2380/consignment                                                                                  | Island code:<br>Ö1 – delivery to quay/ferry for onward delivery to an island<br>Ö2 – delivery to an island that requires one ferry journey<br>Ö3 – delivery to an island that requires two ferry journeys |
| 2.3.12          | Congestion tax (DOM SE)                                     | SEK 20/consignment                                                                                                                                           | Please find in register of locations on website for which postal location the congestion tax is charged.                                                                                                  |



### 3. Pricelist for surcharges and additional services (Applicable from and including June 9th, 2026)

It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them

| Ref. trpt terms |                                                                                |                                                                                         |                                                                                                                                   |
|-----------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 2.3.13          | BAF surcharge ( <i>INT</i> )                                                   | Fluctuates monthly. Given as €/truck alt. €/ppl                                         | For international transports by ferry. Increased costs for shipping companies due to variation in cost of vessel fuel.            |
| 2.3.14          | Currency fee ( <i>INT</i> )                                                    | Fluctuates monthly                                                                      | Given as a percentage                                                                                                             |
| 2.3.15          | Road tax ( <i>INT</i> )                                                        | According to a separate table                                                           | Price per pallet space                                                                                                            |
| 2.3.16          | Failed transports ( <i>DOM SE/INT</i> )                                        | Extra transport and handling debited in accordance with "Extra loading/unloading time"  |                                                                                                                                   |
| 2.3.17          | Cancellation fee ( <i>INT</i> )                                                | Percentage of booked freight<br>100 %<br>80 %                                           | groupage<br>partload and FTL                                                                                                      |
| 2.3.18          | Extra loading/unloading times e.g. waiting time ( <i>DOM SE/INT</i> )          | Weekdays:<br>SEK 680/first 30 minutes started,<br>SEK 835/ following 30 minutes started | Saturdays, Sundays and public holidays: SEK 800/first 30 minutes started,<br>SEK 920/following 30 minutes started                 |
| 2.3.19          | Extra handling e.g. carrying in ( <i>DOM SE</i> )                              | Debited in accordance with "Extra loading/unloading time"                               |                                                                                                                                   |
| 2.3.20          | Altered, incomplete or incorrect transport instructions ( <i>DOM SE/INT</i> )  | SEK 290/consignment                                                                     |                                                                                                                                   |
| 2.3.21          | Terminal rent for unclaimed goods and short term storage ( <i>DOM SE/INT</i> ) | SEK 0.35/kg and day<br>SEK 0.14/kg and day<br>Min. deb. SEK 290/cons.                   | Gross weight (kg)/consignment:<br>1 – 999<br>1000 – and up<br>Rent is calculated from the first day after the arrival at terminal |
| 2.3.22          | Freight consolidation fee ( <i>DOM SE</i> )                                    | SEK 90/consignment                                                                      | Charged for all consignments that are consolidated with other consignment.                                                        |
| 2.3.23          | Obstacle in infrastructure ( <i>DOM SE/INT</i> )                               | Communicated upon occurrence.                                                           |                                                                                                                                   |

### 3. Pricelist for surcharges and additional services (Applicable from and including June 9th, 2026)

It is incumbent upon Frigoscandia AB's (FS) customers to inform the sender of the goods, the recipient of the goods and other affected parties of the parts of the terms and conditions which are relevant to them

| Ref. trpt terms |                                                            |                                                                                          |                                                                                        |
|-----------------|------------------------------------------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 2.4             | Additional services<br>All prices are exclusive of 25% VAT |                                                                                          |                                                                                        |
| 2.4.1           | Notification of incoming goods<br>(DOM SE)                 | SEK 150/consignment                                                                      |                                                                                        |
| 2.4.2           | Time-specific unloading<br>(DOM SE/INT)                    | Minimum<br>SEK 920/consignment                                                           |                                                                                        |
| 2.4.3           | Pallet transfer fee (DOM SE)                               | SEK 45/pallet                                                                            |                                                                                        |
| 2.4.4           | Terminal handling fee<br>(DOM SE/INT)                      | Price according to the scope<br>of the assignment                                        |                                                                                        |
| 2.4.5           | Collection and delivery fee<br>(DOM SE/INT)                | SEK 170/consignment<br>SEK 320/consignment<br>SEK 620/consignment<br>SEK 930/consignment | Consignment weight:<br>0 - 600 kg<br>601 - 1000 kg<br>1001 - 3000 kg<br>3001 - 5000 kg |
| 2.4.6           | Printing of transport documents<br>(DOM SE/INT)            | SEK 60/consignment note<br>SEK 100/consignment note<br>SEK 17/package                    | Consignment note (DOM SE)<br>CMR consignment note<br>Transport labels                  |
| 2.4.7           | POD (proof of delivery)<br>(DOM SE/INT)                    | SEK 180/piece                                                                            |                                                                                        |
| 2.4.8           | Statistical report Basic<br>(DOM SE)                       | SEK 1040/distributed report                                                              |                                                                                        |
| 2.4.9           | Environment report Basic<br>(DOM SE)                       | SEK 1040/distributed report                                                              |                                                                                        |
| 2.4.10          | Express booking (DOM SE)                                   | SEK 600/consignment                                                                      |                                                                                        |