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## Customer responsibilities – container management

- If carriage was booked as SOC shipment, customer shall provide containers in a safe and cargo-worthy condition in accordance with UCIRC standards and having a CSC plate valid for at least **120 days**. If customer couldn't provide clean and safe container or his CSC plate is expired or missing, owner shall repair the container and client shall be responsible for all reasonable and documented repair, cleaning or CSC plate renewal expenses.
- Upon delivery to consignee, customer shall assume any and all responsibility arising from possession or utilization of the container and indemnify owner, including its agents, from any and all liability resulting from the operation of the container by client.
- Client is responsible for ensuring that container from which goods have been unpacked, was left in a clean and cargo worthy condition (including the removal of labels). FELB will reimburse the customer for any cleaning costs and other expenses that may have incurred by failure to do so.
- Client has the right to inspect the container before the pick-up of the container from the Container Terminal. If the provided container is defective, damaged, polluted or unsuitable for the carriage of goods, it has to be rejected and claimed immediately. **Please ensure you notify FELB prior to collection so we can swap the container to avoid additional charges.** If the client accepted released container "as is" without taking clear pictures of container condition before and during loading and after unloading, **FELB reserve the right to hold the client liable for the damages claimed by FELB's nominated container depot at the place of destination.**
- We recommend shippers at origin to take photographs of empty container as well as the consignees at destination once container is empty.
- If a container is damaged and/or requires cleaning and if the total cost of the same container including repair handling charges exceeds **\$50 per container**, user shall be responsible for paying the total amount without deductions. For assessment of damage, UCIRC shall apply. Any transportation and/or handling costs incurred in moving the container to the nearest repair facility are for user's account. Owner shall notify user if repairs mount up to more than \$50. User shall be allowed first option to repair or hire a surveyor for container check prior to owner effecting repair and billing of user, such option is to be declared within 5 working days of receipt of the repair estimate. If user does not select this option, owner shall repair the container and user shall be responsible for all reasonable and documented repair costs. If repair cost exceeds the depreciated value, (DV) the container shall be considered a total loss.
- If repairs are performed by client, client shall abide by repair standards as per UCIRC and material must be of similar quality and type as material removed. Repairs, when complete, are subject to acceptance by owner, such acceptance not to be unreasonably withheld.

Any container and cargo damage must be reported immediately by the contractor in writing. Concealed damage must be reported no later than six days in writing after the takeover of the container.

## Payment terms

- **14 days** after the invoice issue date. Our invoices are issued immediately after train departure.
- In case of any additionally occurred costs, we reserve the right to invoice our customers within **one year** from the shipment date.
- For customer requests regarding changes to invoices we will charge additional €50 per invoice