



SUPPLEMENTARY TERMS & CONDITIONS

Effective as of 6 May 2024

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1. SUPPLEMENTARY TERMS AND CONDITIONS

The following supplementary terms and conditions (the 'Supplementary Terms') are supplementary to our master air waybill conditions of carriage (the 'Conditions of Carriage') and are intended to provide additional terms in respect of our conditions, rules, other charges and fees (the 'Other Charges') and other provisions. In the event of any discrepancies between these Supplementary Terms and the Conditions of Carriage, the provisions set forth in the Conditions of Carriage shall take precedence and shall be the governing terms. By placing a booking or otherwise engaging with our services, irrespective of the channel, you (the 'Customer') are deemed to acknowledge and provide tacit approval to these Supplementary Terms. When acting on behalf of the shipper and/or end-customer, the Customer shall ensure that the shipper and/or end-customer complies with and accepts these Supplementary Terms. These Supplementary Terms are designed to ensure a clear understanding of the governing conditions under which our services are provided.

MSC Air Cargo reserves the right to modify the Supplementary Terms at any time and without prior notice. Please check the latest document on our website before making new bookings.

1.1 RATE VALIDITY, ROUTING AND SPOT QUOTES

The provided rate and routing are dependent on the defined shipment characteristics provided by the Customer at the time of booking. Any changes to shipment specifications made after the initial booking will result in a re-evaluation of the originally quoted rate and service level. A spot quote (the 'Spot Quote') is a one-time rate dependent on the defined shipment characteristics at the time of quoting. It remains valid for five (5) working days commencing the day after the spot quote is issued (the 'Spot Validity Period'), subject to capacity availability. All spot quotation bookings must be placed within the Spot Validity Period and include the Spot Quote reference number.

1.2 RATE CONDITIONS

All offered rates are subject to capacity and equipment availability and are calculated based on the chargeable weight of the shipment (volumetric conversion at a 1:6 ratio where 1cbm = 166.67 kg of volumetric weight for stackable cargo). Unless otherwise specified, quoted rates exclude any applicable surcharges, taxes, and other charges and are applicable to air freight fees only in the currency applied to the rate. Additionally, except as otherwise provided, rates apply only from airport to airport and do not include any ancillary service provided by MSC Air Cargo in connection with the air carriage.

1.3 FUEL SURCHARGE

A fuel surcharge (the 'Fuel Surcharge') will be applied to all shipments following a set calculation methodology which can be found on our website. The fuel surcharge is applied on a per kilogram basis, calculated against the chargeable weight of the shipment, and the applicable surcharge is based on the latest booked departure date of the shipment.

1.4 SCREENING SURCHARGE

A screening surcharge (the 'Screening Surcharge') will be applied to all shipments not tendered in secured status. Should cargo screening be required, the applicable Screening Surcharge will be applied in accordance with the 'Other Charges' section detailed within this document. These security screenings are undertaken in alignment with the requirements of the relevant aviation security program and can be conducted through various screening methods. It is important to note that the acceptance of cargo is dependent on the availability of suitable methods of screening for the cargo at the point of origin.

1.5 STORAGE CHARGES

Applicable storage charges (the 'Storage Charges') will be applied in accordance with the 'Other Charges' section detailed within this document. These charges, applied by MSC Air Cargo, are applicable to export and transshipment storage that were incurred due to Customer's actions or inactions, including but not limited to delivering the cargo significantly before latest acceptance time or tendering the shipment in conditions not ready for carriage. It's important to note that Storage Charges may differ depending on the commodity type of the shipment. Moreover, the calculation of Storage Charges includes both Saturdays and Sundays as well as public holidays at origin.

1.6 ADDITIONAL CHARGES

Additional charges, as detailed in the 'Other Charges' section of this document, may apply and can vary depending on the origin, transit, and destination stations of the shipment. Other charges, which are not currently listed in our Supplementary Terms, including but not limited to, third party charges such as breakdown, buildup fees, governmental charges etc. might be applicable and imposed by MSC Air Cargo.

1.7 CHARGES PREPAID (PP)

All bookings are on a charge prepaid (PP) basis. MSC Air Cargo does not accept bookings on a charge collect (CC) basis.

1.8 LOW-SHOW / HIGH-SHOW

Low-show and high-show occurrences denote significant variations in a shipment's chargeable weight without prior written notice from the Customer at least 48 hours before the latest acceptance time of the shipment, excluding Saturdays, Sundays, and public holidays at the origin. In such cases, rate and condition adjustments, as well as penalties, may be applicable. Additionally, high-show shipments are subject to capacity availability.

1.9 NO-SHOW

A no-show status refers to a shipment with a confirmed booking that is neither cancelled, rebooked, nor is there any notification from the Customer about a delay in its arrival before the shipment's latest acceptance time (the 'No-Show'). Such instances incur a penalty of 100% on the freight charges along with all expenses already incurred for the confirmed booking, including but not limited to any relevant taxes, billed to the booking's Air Waybill (AWB). Following this, the AWB is barred from any further use by the Customer.

1.10 CANCELLATION

The 'Cancellation Fees' are calculated based on the chargeable weight of the confirmed booking. The amount of these fees varies based on the notice period provided before the latest acceptance time of the shipment, with Saturdays and Sundays and public holidays at origin excluded from this calculation.

Notice period of cancellation*	Cancellation fees**
Bookings equal or above 5,000 kgs based on chargeable weight	
Less than 96 hours before LAT	25% of the Total Charges***
Less than 72 hours before LAT	50% of the Total Charges***
Less than 48 hours before LAT	75% of the Total Charges***
Less than 24 hours before LAT	100% of the Total Charges***

* Notice must be provided by the Customer in writing

** Cancellation fees are payable by the Customer

*** The total charges ('Total Charges') consist of freight charges along with all expenses already incurred for the confirmed booking, including any relevant taxes

1.11 SHIPPER LOAD MIXED UNIT

A Shipper Load Mixed Unit (SMU) is a unit load device built by the shipper or its designated agent, containing multiple master air waybills. MSC Air Cargo only accepts SMUs on a per kilogram rate basis.

1.12 TRUCKING FROM OFFLINE STATIONS

Cargo acceptance at the trucking drop-off location (the 'Offline Station') does not imply that the shipment is ready for carriage. The shipment is subject to completion of all acceptance, security, and safety checks at MSC Air Cargo's airport station (the 'Online station'). Should the acceptance at the Online Station fail, the shipper or its agent are responsible to prepare the cargo ready for carriage or arrange return at their own expense. MSC Air Cargo shall bear no liability for any associated fees and expenses.

1.13 ELECTRONIC MONITORING DEVICES

The Customer is required to declare any electronic monitoring devices (the 'EMDs') used to record transport and/or shipment-related data during the handling or transportation of shipments by MSC Air Cargo or on our behalf. EMDs must be declared at the time of booking, including manufacturer and model number, and must be specified on the master air waybill as per MSC Air Cargo's instructions. EMDs must be securely placed within the cargo or ULD (Unit Load Device) and the use of such devices shall not impose any additional obligations on MSC Air Cargo. The Customer is solely responsible for EMDs, and data derived from them, and will indemnify MSC Air Cargo against any and all damages, fines, losses, or whatever nature which may result from the use of EMDs or non-compliance with these conditions. Only EMDs that are explicitly approved by MSC Air Cargo and have been installed following the manufacturer's instructions are permissible. Non-compliance with these conditions may lead to the offloading and refusal of the shipment. Shipments with more than two active lithium battery powered EMDs must be declared as 'DGR lithium battery shipments' in line with IATA Dangerous Goods Regulations.

1.14 INCURRED CHARGES DISCLAIMER

MSC Air Cargo reserves the right to invoice the Customer for all incurred charges that arise due to reasons not attributable to any fault of MSC Air Cargo or of our designated agents, even if such charges are not explicitly listed in the 'Other Charges' section of this document. Furthermore, the Customer shall indemnify MSC Air Cargo for any liabilities, costs, penalties, expenses, damages, losses incurred by MSC Air Cargo as a result of the Customer's failure to comply with applicable laws and regulations, including but not limited to illegal descriptions on packaging, negligent act by the shipper.

1.15 EFFECTIVE DATE

These Supplementary Terms were published on April 22nd, 2024. They are effective as of May 6th, 2024, until further notice.

2. OTHER CHARGES

2.1 AMERICAS

2.1.1 ATLANTA (ATL)

Code	Description	Rate (USD)
AW	Manual AWB Fee (Flat Charge per AWB) Applies when FWB is missing or inaccurate.	50.00
EA	Electronical AWB Fee (Flat Charge per AWB) Applies when accurate FWB is sent before delivering cargo to handler's premises.	15.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
RA	DG Check Fee (Flat charge per AWB)	175.00
RZ	DG UN Fee (Flat charge per UN)	25.00
XB	Screening Fee (Per kg based on chargeable weight) Applies to all shipments not pre-screened based on Special Handling Code.	0.12
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on actual weight, per 24 hours) Applies from 24 hours after arrival. Minimum charge USD 200.00.	0.90

2.1.2 CHICAGO (ORD)

Code	Description	Rate (USD)
AW	Manual AWB Fee (Flat Charge per AWB) Applies when FWB is missing or inaccurate.	50.00
EA	Electronical AWB Fee (Flat Charge per AWB) Applies when accurate FWB is sent before delivering cargo to handler's premises.	15.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
RA	DG Check Fee (Flat charge per AWB)	175.00
RZ	DG UN Fee (Flat charge per UN)	25.00
XB	Screening Fee (Per kg based on chargeable weight) Applies to all shipments not pre-screened based on Special Handling Code.	0.12
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on actual weight, per 24 hours) Applies from 24 hours after arrival. Minimum charge 225.00.	0.85
ZC	Pharma storage cost (Per kg based on actual weight, per 24 hours) Applies from 24 hours after arrival. Minimum charge 250.00.	0.95

2.1.3 DALLAS (DFW)

Code	Description	Rate (USD)
AW	Manual AWB Fee (Flat Charge per AWB) Applies when FWB is missing or inaccurate.	50.00
EA	Electronical AWB Fee (Flat Charge per AWB) Applies when accurate FWB is sent before delivering cargo to handler's premises.	15.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
RA	DG Check Fee (Flat charge per AWB)	175.00
RZ	DG UN Fee (Flat charge per UN)	25.00
XB	Screening Fee (Per kg based on chargeable weight) Applies to all shipments not pre-screened based on Special Handling Code.	0.12
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on actual weight, per 24 hours) Applies from 24 hours after arrival. Minimum charge USD 200.00.	1.00

2.1.4 LOS ANGELES (LAX)

Code	Description	Rate (USD)
AW	Manual AWB Fee (Flat Charge per AWB) Applies when FWB is missing or inaccurate.	50.00
EA	Electronical AWB Fee (Flat Charge per AWB) Applies when accurate FWB is sent before delivering cargo to handler's premises.	15.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
RA	DG Check Fee (Flat charge per AWB)	175.00
RZ	DG UN Fee (Flat charge per UN)	25.00
XB	Screening Fee (Per kg based on chargeable weight) Applies to all shipments not pre-screened based on Special Handling Code.	0.12
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on actual weight, per 24 hours) Applies from 48 hours after arrival. Minimum charge USD 190.00.	0.35

2.1.5 MEXICO (NLU)

Code	Description	Rate (USD)
AW	Manual AWB Fee (Flat Charge per AWB) Applies when FWB is missing or inaccurate.	50.00
EA	Electronical AWB Fee (Flat Charge per AWB) Applies when accurate FWB is sent before delivering cargo to handler's premises.	15.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
RA	DG Check Fee (Flat charge per AWB)	175.00
RZ	DG UN Fee (Flat charge per UN)	25.00
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on gross weight, per 24 hours) Applies from 72 hours after arrival. Minimum charge USD 190.00.	Upon request

2.1.6 QUITO (UIO)

Code	Description	Rate (USD)
AW	Manual AWB Fee (Flat Charge per AWB) Applies when FWB is missing or inaccurate.	50.00
EA	Electronical AWB Fee (Flat Charge per AWB) Applies when accurate FWB is sent before delivering cargo to handler's premises.	15.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
RA	DG Check Fee (Flat charge per AWB)	175.00
RZ	DG UN Fee (Flat charge per UN)	25.00
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on gross weight) Flat charge per 24 hours, applicable from arrival day.	7.00 to 750.00
ZB	General Storage Cost (Per kg based on gross weight) Add-on flat charge per 24 hours, applicable from 8 th day after arrival.	0.056

2.2 EUROPE

2.2.7 LIEGE (LGG)

Code	Description	Rate (EUR)
AW	Manual AWB Fee (Flat Charge per AWB) Applies when FWB is missing or inaccurate.	40.00
EA	Electronical AWB Fee (Flat Charge per AWB) Applies when accurate FWB is sent before delivering cargo to handler's premises.	15.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
RA	DG Check Fee (Flat charge per AWB)	150.00
RX	DG UN Fee (Flat charge per piece)	5.00
MF	Pharma Check Fee (Flat charge per AWB)	75.00
XB	Screening Fee (Per kg based on chargeable weight) Applies to all shipments not pre-screened based on Special Handling Code. Minimum charge EUR 85.00.	0.12
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on actual weight, per 24 hours) Applies from 48 hours after arrival. Minimum charge EUR 50.00.	0.05
MO	Labeling Costs	30.00
MQ	ACI Battery Change Fee (per container)	85.00

2.2.8 MILANO (MXP)

Code	Description	Rate (EUR)
EA	AWB Fee (Flat Charge per AWB)	15.00
EZ	Electronic customs notifications Fees (Flat charge per MAWB-HAWB) If received electronically before cargo acceptance, complete and correct. If received electronically before cargo acceptance, but incomplete or incorrect. If not received electronically before cargo acceptance.	5.00 10.00 10.00
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	100.00
DJ	Proof of Delivery Fee (Flat charge per POD) Applies if POD copy is requested by customer.	50.00
ZB	General Storage Cost (Per kg based on chargeable weight, per 24 hours) 3 days free of charge. From day 4, applicable as of day 1.	0.02
MR	Perishable Fee (Per AWB) Applies when special handling code PER is required.	75.00
RA	DG Check Fee (Flat charge per AWB)	150.00
RA	DG re-Check Fee (Flat charge per AWB)	150.00
MS	ELI / ELM Fee (Flat charge per AWB)	150.00
ME	Check Fee REQ, ICE, MAG (Per AWB)	75.00
MF	Pharma Check Fee (Flat charge per AWB)	75.00
MT	Check Fee CRT, COL, ERT, FRO, ACT (Per AWB) Applies when one or several of those special handling code are required.	75.00
MH	X-Ray fee (Per piece) Applies when unsecured freight fee is required.	3.50
MJ	ETD fee (Per piece) Applies when unsecured freight fee is required. Minimum charge EUR 40.00.	10.00
GT	Italian Airport Tax (per kg based on gross weight)	0.0088

2.3 ASIA

2.3.9 INCHEON (ICN)

Code	Description	Rate (USD)
EA	AWB Fee (Flat Charge per MAWB)	2.50
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	10.00
RA	DG Check Fee (Flat charge per AWB)	30.00

2.3.10 HONG KONG (HKG)

Code	Description	Rate (USD)
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	330.00
SC	Export Security Surcharge (Per kg based on chargeable weight) Applies to all shipments.	0.32
RA	DG Check Fee (Flat charge per AWB)	Upon request
XB	Screening Fee (Per kg based on chargeable weight) Applies to all shipments not pre-screened based on Special Handling Code.	Upon request
CG	HAWB Capture via FHL Dispatch (Per HAWB)	35.00

2.3.11 TOKYO NARITA (NRT)

Code	Description	Rate (USD)
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	10.00
RX	DG Check Fee (Flat charge per UN)	Upon request
CG	HAWB Capture via FHL Dispatch (Per HAWB)	3.50

2.3.12 XIAMEN (XMN)

Code	Description	Rate (USD)
DH	CCA fee (Flat charge per correction) Applies if CCA is required due to customer's responsibility.	10.00