

CARGO INTEGRITY

The commitment guarantee that no incidents of any kind will occur in container cargo during handling and the stay at the terminals and physical facilities.

As regards imports, it also guarantees that the container will be delivered to the client's facilities with the same seals that it had when it left the terminal or Border Inspection Post (BIP).

Scope of the commitment:

- Container terminals certified with the Port of Barcelona Quality Label and the BIP and scanner facilities.

Points to keep in mind:

- Incident means any damage and/or loss caused during handling in the aforementioned facilities, either resulting from an inspection of any kind by Customs or a Border Inspection Service or caused by any forms of handling that are necessary and usual during the handling of a container. Any expenditure arising from the transfer of goods damaged during handling in the terminal shall also be considered an incident.
- This commitment also includes non-containerised goods subject to inspection at the BIP, provided that the incident is the consequence of handling performed by an authorised person.

Compensation if the commitment is not met:

Between €100 and €500 per container, depending on the amount of damage or loss caused to goods.

Exclusions:

- Any goods exhibiting damage or loss caused by defective stowage at origin that is detected upon opening the container, or any incidents caused by defective packaging of the goods that prevents proper handling.
- Cases where goods are damaged in consequence of the system of operation required in inspections performed by the Risk Analysis Unit, the Civil Guard or bodies under the Civil Guard and the Tax Agency, action taken by the CSI, inspections performed by the Megaports initiative, inspections ordered by a court decision or requested by the owner of the goods or their representative or those required under court or administrative orders.
- Containers that are filled incompletely to leave aisles and emptied for inspection, in containers overloaded at origin.
- Containers in cabotage with the Balearic Islands.
- Cases where the commitment is not met on grounds of force majeure.