

RELIABILITY IN DELIVERY AND COLLECTION TIMES FOR CARGO

The time agreed with the importer/exporter for full containers shall be met with a margin of 2 clock hours.

Scope of the commitment:

- Land transport of FCL containers by truck.
- Export: Journeys from the shipper's dispatch warehouse to the Port.
- Import: Journeys from the Port to the place of receipt by the importer.
- Services where a scanner or BIP inspection is planned between collection at the terminal and delivery to the customer and this operation is performed on the same day as the transport to the customer's warehouse.

Points to keep in mind:

- This commitment applies to containers that are delivered/collected at the warehouse of a logistics operator, provided that the warehouse acts as the place of receipt of the goods specified by the client and there is a transport order listing the date and expected delivery/collection time.
- The actual delivery/collection time is considered to be the time listed on the transport delivery note under '*hora d'arribada al magatzem*' (arrival time at warehouse) for delivery/receipt.
- In cases where the customer and the supplier agree that the delivery/collection will take place in a time slot, the commitment shall be deemed met if this service is performed in the agreed time slot. In these cases there is no 2-hour margin.
- The delivery notes shall be duly completed and signed and/or stamped by the shipper/receiver.

Compensation if the commitment is not met:

€150 per container

Exclusions:

- Collection/delivery of non-containerised goods or goods on pallets or in other receptacles that are not containers.
- Cabotage traffic with the Balearic Islands.
- Containers that yield an unsatisfactory result as the result of a physical inspection performed at the BIP or the scanner.
- Cases where a scanner inspection is assigned but cannot be performed on the day scheduled due to scanner malfunction, if the malfunction is notified before the truck enters the terminal precinct to collect the container.
- The aforementioned notification shall be made through the Container Positioning Coordination Service (SCPP-APB) or the Customer Care Service (SAC-APB)
- Transports that cannot be performed due to events and/or developments that affect port operations and that were notified with prior notice of at least 8 clock hours.
- Transports performed within the framework of an APB contingency plan are also excluded.
- On grounds of force majeure.