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## **HRX TERMS OF SERVICE (TOS) AND SERVICE PRICING**

**Effective Date: March 1, 2026**

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### **1. Scope of Application**

These Terms of Service (TOS) apply to all HRX services.

The applicable services are outlined in the following documents:

- Transport Pricing
  - Service Fees
  - Export and Import Schedules
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### **2. Transport Agreement and General Provisions**

A transport agreement is established when a client places an order or submits a consignment to HRX.

All transport services comply with:

- International road transport terms of service.
- The CMR Convention and NSAB 2015 (in Nordic countries).
- Applicable laws and regulations in respective countries.

HRX reserves the right to sell goods in its custody if applicable fees remain unpaid.

The sender is liable for any costs resulting from discrepancies between shipping documents and the actual goods.

Shipments are covered by CMR insurance. Optional all-risk insurance can be arranged under a separate agreement.

HRX does not transport the following:

- Cash, jewelry, or financial instruments.
- Weapons or ammunition.
- Cash on delivery (COD) shipments.

If delays arise due to incomplete documentation or other client-related issues, HRX may charge the client for any resulting costs.

HRX ensures the confidentiality of client information to prevent misuse.



#### Taxes, Tolls, and Official Fees:

The Shipper/Customer shall be solely responsible for ensuring that all applicable taxes, including but not limited to excise taxes, tolls, and any other official fees or charges, are paid in full and in accordance with the laws and regulations of the country of departure, transit, and destination. This responsibility applies in all cases, including but not limited to situations involving theft or loss of the shipment.

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### 3. Placing Shipment Orders

Shipment orders must include the following details:

- Sender's and recipient's names and contact details (address and phone number).
- Pickup and delivery addresses.
- Description of the goods, including quantity, weight, volume, and type.
- Specific requirements such as hazardous goods (IMCO) or temperature-controlled transport.
- Preferred delivery or unloading times.
- Payment information.
- Any special instructions.

Orders can be submitted electronically or via email to HRX terminal offices. The sender is responsible for providing accurate information and will bear the costs of any errors.

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### 4. Hazardous Goods

For hazardous goods, the sender must provide:

- The official name of the substance.
  - UN number.
  - Transport classification.
  - Packaging classification.
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## 5. Packaging and Labeling

The sender is responsible for ensuring proper packaging and labeling of goods. HRX system integrated labels must be used.

Each package must display:

- Sender's name.
- Recipient's name and delivery address.
- Total number of packages in the shipment.
- Clear markings for hazardous or special goods.
- Maximum height of one colli or pallet is 225 cm.
- All shipments must measure at least 10 cm x 15 cm x 2 cm.

HRX is not responsible for any delays, loss or damage caused by packages that are incorrectly sized or not properly packed. The Customer is fully responsible for ensuring that each shipment meets these size and packaging requirements before it is handed over to HRX.

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## 6. Delivery Times

HRX delivers shipments according to pre-agreed schedules.

In case of a delay caused by HRX, compensation is limited to the cost of the original transport fee.

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## 7. Service Fees

Service fees are determined by current pricing policies.

If the payment responsibility lies with a party other than the one who placed the order and payment is not made, the order initiator will be held liable.

Taxes, regulatory fees, or other legal changes may result in price adjustments.

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## 8. Payment Terms

- Payments are due within seven (7) days unless specified otherwise.
  - Late payments are subject to interest as stated in the agreement.
  - Private customers must pay in full before shipment.
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## HRX Service Fees

### 1. Transport Fees

The transport fees cover pickup, transportation, distribution, and CMR insurance, unless specified otherwise.

### 2. Weight Calculation Basis

If the actual weight of the shipment is less than the specified values, the following standards will apply:

#### Volume Weight:

- 1 cubic meter (m<sup>3</sup>) = 333 kg

#### Pallet Weights:

- **FIN pallet (120 x 100 cm):** 925 kg/pallet for heights over 120 cm
- **EUR pallet (120 x 80 cm):** 740 kg/pallet for heights over 120 cm
- **Half pallet (80 x 60 cm):** 370 kg/pallet for heights over 120 cm
- **Stackable pallets below 120 cm (various dimensions):** Based on actual weight or volume mass

#### IBC Containers (1000L):

- **Non-stackable:** 925 kg/container or actual weight
- **Stackable:** Based on actual weight or volume mass

#### Other Pallets (various dimensions):

- Minimum of 740 kg or actual weight/volume mass

#### Loading Meter Weight (LDM):

- 1 loading meter = 1850 kg



### Volume Mass Calculation:

- Volume is determined by multiplying the shipment's maximum dimensions (length × width × height).
- Volume mass is calculated by multiplying the volume by 333 kg/m<sup>3</sup>.
- Volume mass applies when:
  - The actual weight is less than 333 kg/m<sup>3</sup>.
  - Items can be stacked above, below, or around the package.

### Pallet Weight Calculation:

Used when:

- Stacking above or below the shipment is not possible.
- Pallet height exceeds 120 cm.
- **FIN pallets:** 925 kg/pallet
- **EUR pallets:** 740 kg/pallet

The total shipment weight is calculated by multiplying the pallet weight by the number of pallets used.

### Loading Meter Weight (1850 kg/LDM):

Used when:

- Non-standard cargo.
- Stacking above, below, or alongside the shipment is not possible.  
The total shipment weight is calculated by multiplying the length in loading meters by 1850 kg.

### Long Items:

- Length 2,41-3,99 m: 2 x actual weight (minimum 50 kg)
- Length 4.00-5.99 m: 3 x actual weight (minimum 250 kg)
- Length 6.00-6.99 m: 4 x actual weight (minimum 740 kg)
- Length 7,00-9.99 m: 5 x actual weight (minimum 1500 kg)
- Length 10.00 m or more: 6 x actual weight (minimum 1850 kg)

The carrier reserves the right to adjust the freight weight if necessary.

### 3. Additional Fees

- **Dangerous goods (IMO, ADR):** €95.00
- **No-show fee or wasted trip due to late order cancellation:** €50.00
- **Rebilling due to sender's incorrect information:** €30.00
- **Demurrage (waiting time):** €50/hour.



- **Pick-up or delivery** by customer or third party to HRX Terminal: 8€/ton, minimum 8€. In case forklift is needed in unloading, fee is 15€/starting 15 minutes
- **Disposable pallet:** 10€/pc (in case HRX needs to provide pallet for shipment)

#### 4. Special Charges

- Temperature-controlled transport surcharge: 20%
- Invoice by mail 20,00€
- Delivery or pick-up for private person, 6€ in EE, LV, LT and PL, 12€ in other countries

#### 5. Storage Charges

- First day: Free
- Days 2–5: €1,00 per 100 kg/day
- Days 6–15: €0,80 per 100 kg/day
- Day 16 onwards: €0,75 per 100 kg/day
- Minimum storage fee: €15 per shipment

#### 6. Documentation and Labeling Fees

- Waybill creation: €2.00 per waybill
- Address labels: €2.00 per label

#### 7. Iceland Ferry Surcharge in Finland and Sweden

- Some destinations require for entering using domestic Ferry or Cable Ferry
- Surcharge to these destinations is 50€

**Finland zip codes:** 00190, 21660, 21710, 25940, 25950

**Sweden zip codes:**

13025,13033, 13036,13038,13039, 13041, 13042, 13043, 13044, 13055, 13056, 13492,14995, 17892,18403, 18495, 18497, 18496,18499, 18541, 18591, 18592, 18594, 18599, 29407, 26195, 37364, 43080, 43082, 43083, 43085, 44265-67, 45205, 45625, 45650, 45651, 45655, 47100, 47193-94, 47110-11, 47141-42, 47197, 47112-13, 47144, 47120-22, 47131-33, 47180, 47151, 47404, 47414-16, 47494-95, 47496, 47531-32, 47580, 47535, 47537, 47540-42, 47545, 47550, 47551, 47552, 47553

#### 7B. Regional Access / Entry Charges

Deliveries to Jurmala (ZIP codes 2008, 2010, 2015) in Latvia are subject to a mandatory municipal entrance fee of EUR 5.00 per vehicle entry.

This fee will be added to the invoice and must be paid together with the transportation charges.



## 8. Demurrage

The base freight includes the following loading and unloading times, including any waiting time:

- **0–4.99 tonnes:** 20 minutes
- **5.00–9.99 tonnes:** 40 minutes
- **10.00–19.99 tonnes:** 50 minutes
- **20.00 tonnes and over:** 60 minutes

If loading or unloading takes longer, an additional fee of **€50,00** will be charged for **each started hour period**.