

GENERAL TERMS & CONDITIONS

- Europacific Logistika d.o.o. acts solely as a freight forwarder and logistics service provider unless expressly agreed otherwise in writing.
- All freight forwarding and logistics services are performed in accordance with the **General Terms and Conditions of International Freight Forwarders of Slovenia (GZS)**, latest edition, which form an integral part of all quotations, bookings and transport orders.
- All rates and charges are subject to change. The applicable rates at the time of shipment will be invoiced.
- Ocean freight, air freight and inland transport charges quoted are based on carrier and supplier tariffs applicable at the time of quotation. Any increases imposed by carriers, terminals, ports, customs authorities or other service providers prior to shipment or during transport remain for the customer's account.
- Europacific Logistika d.o.o. reserves the right to invoice any additional costs incurred during execution of the shipment, including but not limited to carrier surcharges, terminal charges, port charges, inspections, storage, customs examinations, security charges, documentation fees and other costs beyond our reasonable control.
- **Demurrage, Detention (D&D), storage, terminal handling, port charges, customs charges, government fees and all other third-party costs that are not specifically quoted by Europacific Logistika d.o.o. and are merely advanced or re-invoiced on behalf of the customer shall be invoiced at actual cost plus a 5% administration fee.**
- All bookings are subject to space availability, equipment availability and acceptance by the carrier and/or other service providers.
- Quotations are based on the cargo details provided by the customer. Any change in commodity, weight, dimensions, packaging, routing, Incoterms, dangerous goods classification or other shipment particulars may result in revised pricing.
- Unless otherwise agreed in writing, transport and cargo insurance are not included and will only be arranged upon the customer's explicit written instruction and at the customer's expense.
- The customer is solely responsible for providing complete and accurate shipping instructions and all documentation required for export, import, customs clearance, regulatory compliance and delivery.
- Europacific Logistika d.o.o. shall not be liable for delays, additional costs, fines or damages resulting from incomplete, inaccurate or late documentation or instructions supplied by the customer.
- The customer shall indemnify Europacific Logistika d.o.o. against all claims, penalties, duties, taxes, fines, costs and liabilities arising from incorrect declarations, documentation or information supplied by the customer.
- Unless otherwise agreed in writing, payment of all outstanding invoices is due prior to cargo release and/or release of original transport documents.
- Any claims or disputes shall not relieve the customer of its obligation to pay invoices when due.
- All quotations are confidential and intended solely for the recipient. They may not be disclosed to third parties without Europacific Logistika d.o.o.'s prior written consent.