



General Terms And Conditions Vos Expeditie Deventer B.V.



These General Terms and Conditions apply to all activities of the Vos Group and are sent along with all quotations. A copy of these terms and conditions can be provided (again) on request and can also be downloaded from our site. By giving an assignment to Vos, the client agrees to the applicability of these terms and conditions.

Rates and surcharges

Annual indexation and principles

- The above rates are based on the cost level of 1 January 2026. Tariffs are increased annually by a minimum equal to the annual NEA index.
- The rates are valid until December 31, 2026, with the exception of extreme cost increases. The rates mentioned are exclusive of sales tax or other forms of tax, levy, costs: such as diesel oil surcharge, German Maut, Levy surcharge, Marpol surcharge, Toll Belgium, Mobility Package, ETS surcharge, preparation of export or import documents as well as import and export duties.

Diesel clause

Vos Expeditie Deventer B.V. uses a diesel clause on all its transports. The fuel surcharge is determined monthly. The reference date is the first day of the month. The prices are based on Shell Nederland B.V. (www.shell.nl). The diesel surcharge is shown separately on the invoice and calculated in accordance with the schedule below. On request, you will be informed monthly about the amount of the diesel surcharge.

The date of issue of the quotation determines the percentage (reference date) of the diesel oil surcharge. For the diesel oil clause, every €0.022 increase in fuel costs is a 1% increase on the established diesel oil surcharge. We do not use negative diesel and 0% is therefore the starting point.

Calculation of tariffs

General

Rates are in Euro (€) excluding VAT for:

- Normal-sized non-hazardous goods from free circulation
- self-loading/unloading by the sender/receiver, unless otherwise agreed
- 1 loading and 1 unloading address
- Currently applicable rates, prices, terms and conditions of employment, we reserve the right to adjust our prices in the interim.
- We use a payment term of 14 days, from the invoice date.
- Unless otherwise agreed, individual packages of shipments are calculated on the basis of the total weight of a shipment, according to kilogram scale. The maximum weight per indivisible package is 40 kg. If the weight for an indivisible package is heavier, payment will be made on the basis of a pallet rate or using the volume calculation below. Each package is provided with address details of sender and recipient (name, address, postcode and city) 40 kg
- Unless otherwise agreed, the attached pallet prices are based on maximum floor space, Pallet prices are based on standard euro pallet or block pallet with a maximum height and weight per pallet. Pallets with a larger floor area, height or weight are charged according to the affordable volume weight. It is based on:

1 m3	333 kg
1 Loading Meter	1850 kg
1 euro pallet (120x 80x200/260)	740 kg
1 block pallet (120x100x200/260)	925 kg

Time Delivery Surcharges

- Time deliveries must be notified in writing the day before. The planning of Vos Expeditie Deventer B.V. can only guarantee a time delivery in consultation and upon confirmation. Additional costs for delivery in a time window will be charged. See below for the exact amounts.
 - Pick-up/delivery Benelux before 8 a.m. **€ 57,75** Pick-up/delivery other countries before 8 a.m. **€ 84,-**
 - Pick-up/delivery Benelux before 10 a.m. **€ 42,-** Pick-up/delivery other countries before 10 a.m. **€ 68,25**
 - Pick-up/delivery Benelux before 12 noon **€ 26,25** Pick-up/delivery other countries before 12 noon **€ 52,50**

Pick-up/delivery within a time window (during office hours 08:00-17:00)

- 1 hour window Benelux **€ 63,-** 1 hour window other countries **€ 89,25**
- 2 hour window Benelux **€ 42,-** 2 hour window other countries **€ 68,25**
- 3 hour window Benelux **€ 31,50** 3 hour window other countries **€ 57,75**
- Pick-up/delivery outside office hours (08:00-18:00) **on request*****

- Pick-up/delivery at a specific (fix) time (during office hours 08:00-18:00)
Belgium and the Netherlands **€ 84,-** Other countries **€ 110,25**

ADR / conditioned

- For the transport of dangerous goods to Sweden, Denmark and Norway we will charge an ADR surcharge of €112,25 for Germany we will charge a surcharge of 5% of the freight rate with a minimum of € 26,25 Finland and UK is on request.
- For heated / KFF transport we will charge a surcharge of 25% of the freight rate with a minimum of € 78,75 and a maximum of € 288,75. Finland) and other countries is available on request.

Customs clearance

The necessary transport documents for these shipments must be provided by the sender and sent or given along with the shipment. In advance, we will receive a one-time signed Power of Attorney or Direct Representation form.

- Norway: For shipments destined for Norway, a correct original commercial invoice (with correct VAT number) must be provided at all times, possibly with a EUR 1 certificate. The invoice must be sent with the booking. Registration for execution € 45,22 per declaration max. 1 HS code, for extra HS code(s) there is a surcharge of € 11,48 per HS code. Registration for import € 58,14 per declaration max. 1 HS code, for extra HS code(s) there is a surcharge of € 1 per HS code.
- England: for shipments to and from England, the following procedure and rates apply: When booking, you send us a correctly drawn up commercial invoice and no later than the day before loading. Registration with authorities, i.e. We carry out Portbase or Border Pass in-house. If only the export declaration is drawn up by us, transfer costs apply. These, as well as costs for drawing up export and/or import or transit declarations, are:
 - Export declaration NL **€ 58,14/aangifte**
 - extra HS code **€ 11,61** "
 - import declaration NL **€ 67,84** "
 - extra HS code **€ 14,87** "
 - Transit through UK **€ 61,37** "
 - extra HS code **€ 13,58** "
 - import declaration UK **£ 116,29** "
 - extra HS code **£ 9,69** "
 - Export declaration UK **£ 96,60** "
 - extra HS code **£ 9,69** "
 - Transfer costs DAP **€ 32,30/order + export DAP delivery € 32,30 broker fee.**
- Other countries on request
- On (import) duties and VAT (if no article 23.) there is an advance commission of 2% and payment immediately after receipt of the invoice.

Registration and administrative care of shipments

- Having to accept and/or register shipments with the client, loading address or recipient via a system or digital platform **€ 15,75 per shipment**
- For shipments that are not registered electronically, we charge a surcharge of **€ 10,50 per shipment**
- Registering shipments by phone/email with the recipient **€ 7,88 per shipment**
- For shipments of which the invoice is printed and sent, we charge **€ 5,10 per invoice**
- Signed consignment notes (PODs) can be received free of charge with your invoice or downloaded from our portal. If you want to receive the POD differently, we charge **€ 12,60**
- Sending an original consignment note **€15,75**

Remaining

- Goods with excessive dimensions, such as longitudinal goods, are charged at a separate rate.
- Length surcharge (if length > 2.4 meters) *on the agreed rate of the entire shipment **+25%**
- Delivery with valve unloading or forklift for international transports is on request, additional costs apply. Valve discharge (international) is 10% of the transport costs with a minimum of € 78,75 per delivery. The exception is Finland, where valve discharge costs apply on request.
- Rates do not include loading/unloading, (peninsula) islands, Zeeland, city centers, streets with limited access and parcel shipments (air) ports. Supplements are available on request.
- For delivery in so-called environmental zones, a surcharge of 75% on the transport costs applies.
- Rates do not include returns of pallets and gitterboxes
- Stacking of goods on pallets **on request**
- Waiting costs. Within Europe (permitted waiting times) we charge **€ 84,- per hour** (see also transports and transit times)
- When registering a shipment, pick up the same day **on request**
- If transport orders are cancelled before 15:00 less than 1 day before departure date, we will charge 70% of the agreed freight rate.
- 2nd delivery and returns are valid at 70% of the delivery rate + 100% rate for 2nd delivery.
- Making shipments neutral **on demand**
- Drawing up a neutral consignment note **€15,75**
- Additional loading/unloading address **on request**

Transport orders

Your shipments

We handle your shipments with care. You can also contribute to the quality of your shipments. Goods must be properly and properly packed, if loaded on pallets properly sealed. The liability of Vos Expeditie Deventer B.V. lapses as soon as goods are insufficiently packaged. Since your shipments can be transhipped one or more times, it is important that you use suitable packaging.

- Make sure that the pallets do not contain any protruding parts. Each pallet and package must be labelled with the full address details of the sender and consignee and, where applicable, with symbols indicating the required handling. Food must be presented for transport packaged and unconditioned
- We transport ADR goods with the exception of classes 1, 2.3, 6.2 and 7 and a number of goods with high hazard potential. Separate agreements for classes 5.1 and 5.2 ago. The hazard classes and UN codes must be clearly stated at the time of booking. If it concerns limited quantities, this should also be clearly stated.
- Due to legal requirements for joint loading with hazardous substances, the client must explicitly state in the notification that it concerns food-related goods (HACCP). If the goods offered are different from packaged unconditioned commercial goods, coordination must be made in advance
- Maximum weight per load is 25 tonnes. Great Britain is an exception and for this it is 24 tons.
- Delivery addresses for shipments of 1 pallet or more are accessible with tractor/trailer combinations
- Fine-meshed distribution max 2.10 mtr high

Registration of transport orders

Transport orders can be delivered until 17:00. Each transport order must be provided with: full loading and unloading address, delivery conditions, n.a.w. client details, n.a.w. details payer freight costs, loading and unloading data. For Norway, an official commercial invoice for customs clearance/customs clearance must also be submitted on the day of booking. Default may result in additional costs of up to 200% reimbursement of the initial transport costs. The assignment can never be agreed verbally.

Goods must be accompanied by a consignment note or on request via a shipping list, which has been completed by the sender and confirmed to us by e-mail. Each individual consignment note is considered as a consignment. The sender is obliged to deliver all goods with the same loading or unloading address for a transport on one (1) bill of lading. Vos Expeditie Deventer B.V. reserves the right to refuse the provision of multiple consignment notes for the same transport order. Insofar as the sender offers multiple consignment notes with a transport order, Vos Expeditie Deventer B.V. accepts no liability for this. Under no circumstances is Vos Expeditie Deventer B.V. bound by a deadline to return those multiple consignment notes to the sender. A missing consignment note does not entitle the sender to suspend the payment of an invoice from Vos Expeditie Deventer B.V. on the basis of the relevant transport order.

Transports and transit times

Loading and unloading times

This offer is based on accessibility by international car. Shipments are delivered or picked up between 08:00 and 17:00, from Monday to Friday.

- Loading national/international up to 5000 kg	30 minutes
- Loading national/international above 5000 kg	60 minutes
- Unloading national/international up to 5000 kg	30 minutes
- Unloading national/international above 5000 kg	60 minutes

When a shipment has to be picked up or delivered for the 2nd time, through no fault of Vos Expeditie Deventer B.V., we will charge costs for this, see other costs

If a shipment is refused, you will be informed and you will be asked for further instructions. This also applies in the case of incomplete instructions or addressing.

It is assumed that there are sufficient and adequate resources at both the loading and unloading address to send/receive the goods. If this is not the case, the client must state this in writing on the original order form. Vos Expeditie Deventer B.V. can provide extra loading/unloading equipment in consultation. Additional costs will be charged for this. If an accident is caused by our drivers due to the use of loading and unloading equipment on location, or if it causes injury to themselves or others, Vos Expeditie Deventer B.V. is not liable for this.

Maturities

Transit times depend on shipment size and destination. Transit times apply: report day A, load day B (is departure day). Different terms are possible in consultation. Daily departures, escorted transport.

Netherlands	24 hours
Belgium	24 – 48 hours
Germany	24 – 48 hours
Denmark	24 – 48 hours
Sweden	24 – 72 hours
Finland	72 – 96 hours
Norway	24 – 72 hours
Uk	72 – 96 hours

Cash on delivery shipments

Unless agreed in writing, Vos Expeditie Deventer B.V. does not accept shipments sent cash on delivery. If cash on delivery does apply, cash on delivery commissions will be adjusted per client. Vos Expeditie Deventer B.V. does not consider itself liable for the non-payment of cash on delivery as a result of force majeure situations.

Exchange Euro pallets

If the goods are packed on euro pallets, Vos Expeditie Deventer B.V. will try to exchange these pallets at the loading and unloading address. If no exchange can take place, the driver of Vos Expeditie Deventer B.V. will issue a pallet receipt. This pallet slip must be signed by the other party. A copy will be handed over to the other party. For euro pallets that are not returned by your customer, Vos Expeditie Deventer B.V. is not liable to deliver this return. Therefore, no liability is acknowledged nor compensation is paid if no pallets are returned through our intercession.

Vos Expeditie Deventer B.V. will keep a pallet registration at the request of the client. The client will have to submit this request in writing to Vos Expeditie Deventer B.V. The client can only claim any credit on pallets if a written request has been submitted and upon submission of a signed pallet receipt from Vos Expeditie Deventer B.V. Pallet vouchers / pallet administrations of the client or third parties will not be accepted as valid proof of any credit. If desired, the customer can request a copy of the pallet receipt from the pallet administration of Vos Expeditie Deventer B.V.

Only Euro pallets that are in good condition will be administered and can be exchanged. Damaged Euro pallets cannot be included in the balances. A standard loss/failure rate of 10% is factored into all balances. This means that Vos Expeditie Deventer B.V. will return 90% of the debt in the event of a pallet debt.

The system used for euro pallets only applies to the so-called pallet exchange countries (including NOT for Germany, Denmark, Norway, Sweden, Finland, England, France, Spain and Portugal) All pallets for these countries are seen as one-way pallets. Apart from euro pallets, Vos Expeditie Deventer B.V. does not use exchange systems for packaging and these packages are seen as one-way material. Claims on euro pallets must be submitted in writing to Vos Expeditie Deventer B.V. within 3 months after transport. Surcharge for pallet exchange: 2,73 EUR per pallet.

Terms & Conditions

Depending on the nature of those activities and agreements, the following apply to all our activities and agreements:

For national (domestic) road transport, the "General Transport Conditions (AVC) 2002" apply. In the case of international (cross-border) road transport, the provisions of the "CMR Convention". For logistics service (storage activities) the "Logistics Service Conditions 2014 (LSV)". In the case of distribution, the "General Terms and Conditions for Distribution Transport". For forwarding activities, the "Dutch Forwarding Conditions (Fenex)" apply. When referring to the INCOTERMS, we refer to the latest version of INCOTERMS. The previous industry terms and conditions can be consulted via the following links: [AVC Physical distribution PD](#) [General Terms and Conditions for Distribution Transport FENEX English](#) [FENEX English](#)

A copy of the text of the above terms and conditions will be sent free of charge upon request. The most applicable version applies.

The application of the general terms and conditions invoked by the customer is expressly rejected by Vos Expeditie Deventer B.V. General or special terms and conditions of the customer are excluded, in particular also insofar as those conditions would relate to payment, set-off or the right to pledge or transfer claims of Vos Expeditie Deventer B.V. against the customer.

Liability and insurance

Vos Expeditie Deventer B.V. does not accept any liability for possible loss, damage or disappearance of goods when they are in storage. The client must insure the goods against theft, fire, damage and stock differences. The most recently filed versions of all terms and conditions apply. We would like to point out that the goods are insured for AVC transport and for CMR transport during transport. This concerns being insured with regard to the liability of the carrier. This insurance applies to the weight of the damaged/missing part. If goods have a higher value than the above amounts, you must take out your own goods insurance. If desired, Vos Expeditie Deventer B.V. can also take care of this. Visible damages, accompanied by a liability claim, must be received by Vos Expeditie Deventer B.V. within 14 days. Vos Expeditie Deventer B.V. does not owe any compensation for consequential damage, extra freight costs, for replacing a shipment, travel expenses, expertise costs, loss of turnover, etc. Customers for storage in the warehouse of Vos Expeditie Deventer are responsible for organizing an annual final inspection of the stock when necessary. In that case, customers must make an appointment in consultation with the management of Vos Expeditie Deventer for an official stock count (the costs will be for the client) Or they can agree to the quantities on the stock lists as provided by Vos Expeditie Deventer.

Payment terms

Payment terms according to Transport and Logistics Netherlands General Terms and Conditions of Payment, filed at the registry of the District Court in The Hague on 02 July 2002, deed number 69/2002.

Complaint(s) on forwarded changes from wijzigingen@vosdeventer.com If there is no complaint from you within 48 hours, we will consider the forwarded change as agreed.

Complaint(s) on our invoice(s) must only be reported in writing to our accounts receivable department within 8 days of the invoice date. See reference on our invoice, e-mail: facturatie@vosdeventer.com

Validity Period & Disputes

Validity

All quotations from Vos Expeditie Deventer B.V. are valid for a maximum of 2 months after the date of issue and replace all previous quotations. All rates issued are based on the information provided by the customer. Vos Expeditie Deventer B.V. reserves the right to adjust the rates if the actual shipment offer deviates substantially from the information obtained or interpreted regarding the offer during the quotation stage.

Disputes

All agreements with Vos Expeditie Deventer B.V. are exclusively governed by Dutch law.

All disputes arising from or in connection with an offer, assignment, agreement or obligation to which these terms and conditions apply, will be adjudicated by the competent Court in the district of Zwolle, unless Vos Expeditie Deventer B.V. wishes to have the dispute adjudicated by the competent court according to the law for its own reasons.

Without prejudice to the foregoing, disputes based on forwarding agreements pursuant to Article 23 FENEX shall be decided by three arbitrators in accordance with the FENEX arbitration rules, to the exclusion of the ordinary court of last resort.

Personal data

For logistics services for which personal data is processed by means of "software as a service" such as (but not exhaustively) the Web portal, parties act in accordance with Article 26 of the General Data Protection Regulation (GDPR). Vos Expeditie Deventer B.V. fulfils the transparency obligation incumbent on the controller by means of a privacy statement, which is published on its website (www.vostransportgroup.com). Vos Expeditie Deventer B.V. cooperates and takes appropriate technical and organisational measures to protect personal data that it processes and cooperates within one month with requests from the data subject(s) (as in and in accordance with) Articles 15, to 18, 20 and 21 of the GDPR, keeps a register as referred to in Article 30 of the GDPR, report a breach as set out in and in accordance with Articles 33 and 34 GDPR (possibly by means of a public notice) and provide reasonable cooperation to a data protection impact assessment of you.