

Additional fees and contractual penalties

- Demurrage fee:** Due to the fault of the sender or recipient.
Each commenced hour > 1h (time free of charge during loading and unloading = 1 hour)
- EUR 60.00 per hour, but not more than EUR 600.00 for each day of demurrage exceeding 24 hours.
- Demurrage at customs:** 5 free hours included in the freight for customs clearance.
Each commenced hour > 5h
- EUR 60.00 per hour, but not more than EUR 600.00 for each day of demurrage exceeding 24 hours.
- Dimensions of goods:** Once the Client has sent the transport order to the Carrier, any change in the dimensions of the goods, the number of pallets or the gross weight, gives the Carrier the full right to reject the order, charging the Client for 100% of the previously agreed freight rate.
- Cancellation Fees:** If a shipment is cancelled more than 24 hours after the Client places a transport order with Arra, fees of 100% of the freight rate may apply.