

TERMS AND CONDITIONS

SEA FREIGHT Terms & Conditions

All services are subject to the General Terms and Conditions of the Association of International Freight Forwarders & Logistics Enterprises of Greece.

Transit times quoted are indicative only and are based on shipping line schedules. Our company shall not be held responsible for any deviations or delays.

Payment terms: As per our agreement. Payment shall be made by bank transfer to our designated bank account.

All rates and services are subject to equipment and space availability.

Transit times are based on the published schedules of the vessel operators and are subject to change without prior notice.

Standard truck waiting time at shipper's and consignee's premises is two (2) hours.

Inland transportation rates are based on **Free On Truck (FOT)** terms. The shipper and/or consignee must provide suitable facilities and equipment for container loading and unloading.

Truck detention beyond the free waiting time will be charged on an hourly basis.

Rates exclude any additional costs resulting from force majeure events, including but not limited to war, strikes, port congestion, natural disasters, severe weather conditions, governmental restrictions, or other unforeseen circumstances.

Should any shipment details differ from those originally provided, and such changes affect the quoted rates, we reserve the right to revise our quotation. Any revised rates will apply only to future shipments and not to shipments already in transit.

This quotation applies only to general, non-hazardous cargo, properly packed and suitable for transportation. It excludes dangerous goods, flammable cargo, perishables, fragile cargo, and any cargo requiring special handling unless otherwise agreed in writing.

Shipments containing wooden packaging or dunnage must comply with ISPM 15 regulations. The shipper is solely responsible for ensuring compliance with the import requirements of the destination country, including heat treatment, fumigation, and proper marking where applicable.

Our company shall not be liable for any penalties, delays, storage charges, customs issues, or additional expenses arising from non-compliance with ISPM 15 or any other applicable regulations.

The shipper is responsible for the accuracy and completeness of all shipping instructions and documentation provided. Any additional costs, customs inspections, delays, fines, penalties, storage charges, confiscation, or other expenses resulting from inaccurate, incomplete, or misleading information shall be borne by the shipper or consignee, according to the agreed Incoterms®.

This quotation is based on the information provided in good faith.

Cargo insurance is not included in our rates. We strongly recommend arranging comprehensive cargo insurance.

Acceptance of this quotation constitutes unconditional acceptance of these Terms & Conditions.

Force Majeure

Our company acts solely as a freight forwarder and agent for carriers, airlines, shipping lines, trucking companies, terminals, and other service providers. We shall not be held liable for delays, schedule changes, vessel omissions, flight cancellations, port congestion, equipment shortages, storage charges, demurrage, detention, shut-outs, additional surcharges, or any other costs arising from force majeure events, governmental actions, pandemics, epidemics, sanctions, wars, labor disputes, or any circumstances beyond our reasonable control.

Any such additional charges incurred shall be for the account of the cargo owner, shipper, or consignee, as applicable.

ROAD FREIGHT Terms & Conditions

This quotation is based on road transport (FTL/LTL) under DAP [City, Country] – Incoterms® 2020.

TransOcean Shipping GR S.A. acts as a freight forwarder and arranges transport through selected and licensed carriers.

All transports are subject to the CMR Convention. Carrier liability is limited in accordance with CMR provisions (8.33 SDR per kilogram of gross weight).

Standard CMR insurance coverage applies. Additional cargo insurance may be arranged upon written request and at extra cost.

Rates are based on standard loading and unloading conditions. Free loading and unloading time for FTL shipments is limited to two (2) hours per loading/unloading point.

For LTL/groupage shipments, free time is limited to thirty (30) minutes per point. Any waiting time beyond the above limits, re-delivery, storage, tail-lift service, special equipment, restricted access, or additional handling will be charged accordingly.

Equipment availability is subject to prior confirmation and booking at least 3–4 working days before loading date.

Payment terms: Cash, unless otherwise agreed in writing.

Customs duties, taxes, and clearance charges at destination are excluded unless otherwise agreed in writing.

All rates quoted are exclusive of VAT, which will be applied as applicable.

Our General Terms and Conditions apply.

AIR FREIGHT Terms & Conditions

General

The above rates apply to general cargo only unless otherwise stated.

Rates are based solely on the cargo details provided at the time of quotation.

Any change in weight, dimensions, volume, packing, commodity, origin, destination, Incoterms®, or other shipment details may result in a revised quotation.

All rates are subject to airline acceptance, security approval, and space availability at the time of booking.

Transit times are indicative only and based on published airline schedules. We are not liable for delays, flight cancellations, schedule changes, overbookings, or offloading by the airline.

Cargo Acceptance

Cargo must be properly packed and suitable for air transportation.

All packages must be clearly marked with shipping marks and handling instructions where applicable.

Packages exceeding 30 kg per piece must be palletized or packed in wooden crates suitable for forklift handling.

Cargo must comply with all applicable IATA regulations and airline requirements.

Dangerous Goods (DG) are accepted only upon prior approval and in accordance with the current IATA Dangerous Goods Regulations.

Security

Cargo is subject to mandatory aviation security screening in accordance with local and international regulations.

Any security screening, X-ray, ETD, physical inspection or other security charges are not included unless specifically stated.

Shipments may be opened and inspected by customs or aviation authorities without prior notice.

Any charges resulting from incorrect cargo information

Insurance

Cargo insurance is not included.

Payment

Payment terms: As agreed.

Unless otherwise agreed in writing, payment must be received prior to cargo departure.

Liability

Our company acts solely as a freight forwarder and agent for airlines and other service providers.

Liability shall be governed by the applicable international conventions, airline conditions of carriage and the General Terms & Conditions of the Association of International Freight Forwarders & Logistics Enterprises of Greece.

We shall not be liable for delays, cancellations, schedule changes, force majeure events, customs actions, strikes, weather conditions, security measures, governmental restrictions or any circumstances beyond our reasonable control.

Force Majeure

Additional costs resulting from force majeure, airline operational disruptions, airport congestion, embargoes, wars, sanctions, pandemics, natural disasters or governmental actions shall be for the account of the cargo owner.

Validity

Unless otherwise stated, this quotation is valid for fourteen (14) days.
Acceptance of this quotation constitutes acceptance of these Terms & Conditions.