

STANDARD TERMS AND CONDITIONS

EFFECTIVE DATE: [01/04/2013]
REVISED DATE: {12/03/2024}

PART I: DEFINITIONS

1. (a) In these Conditions the following expressions, except where the context otherwise requires or where it is otherwise stated, shall have the following meanings: -

(i) "Authority" means a duly constituted legal or administrative person acting within its legal powers and exercising jurisdiction within any nation, state, municipality, port or airport.

(ii) "Company" means Rhenus Logistics India Private Limited, and its group companies as detailed in Annexure 1 (where the context requires or where it is otherwise stated).

(iii) "Container" means freight container (including without limitation any container, flexi tank, trailer, transportable tank, flat, pallet or any article of any dimension used to consolidate goods) which may carry unique identification numbers and markings, as well as any equipment (including devices which permit its ready handling) forming part thereof or connected thereto.

(iv) "Customer" means any person at whose request or on whose behalf the Company provides any Services.

(v) "Dangerous Goods" includes: -

(A) dangerous goods as specified in the IMDG Code.

(B) dangerous goods as specified in the (Indian) Explosives Act, 1884.

(C) goods which are or may become of a dangerous, inflammable or radio-active character or damaging to itself or other property, or goods so dangerously packed, or goods likely to harbor or encourage vermin or other pests, or goods which owing to legal, administrative or other obstacles as to their carriage, discharge or otherwise may be detained or cause any other property or person to be detained; and

(D) empty receptacles which were previously used for the carriage of Dangerous Goods unless such receptacles have been rendered safe.

(vi) "Electronic Data Interchange" means the electronic transfer from computer to computer of commercial or administrative transactions using agreed standard to structure the transaction or message data.

(vii) "Goods" includes goods, wares, merchandise, cargo, articles of every kind and any Container not supplied by or on behalf of the Company, or any part thereof, in respect of which the Company provides any Services.

(viii) "Hague-Visby Rules" means the provisions of the International Convention for the unification of certain rules relating to bills of lading signed at Brussels on 25 August 1924, as amended by the Protocol made at Brussels on 23 February 1968.

(ix) "Multimodal Transport Operator" means a multimodal transport operator defined by the (Indian) Multimodal Transportation of Goods Act, 1993.

(x) "Owner" includes the owner, shipper and consignee of the Goods and any other person who is or may become interested in the Goods and anyone acting on their behalf.

(xi) "Services" means any business undertaken or any advice, information or services provided by the Company including but not limited to the transportation, warehousing, freight forwarding and custom clearance services; and

(xii) "Warsaw Convention" means the Convention for the unification of certain rules relating to international carriage by air opened for signature at Warsaw on 12 October 1929, as amended by the Hague Protocol of 1955 and the Montreal Protocol of 1995.

(b) Where applicable, words importing the singular include the plural and vice versa; words importing a gender include every gender and references to persons include bodies corporate and unincorporated.

(c) Clause headings are inserted for convenience of reference only and shall be ignored in the interpretation of these Conditions.

(d) Any reference to any statute shall be deemed also to refer to any statutory modification or re-enactment thereof or any statutory instrument, order or regulation made there under or under such re-enactment.

2. (a) Save as otherwise expressly provided, any Services provided by the Company, whether gratuitously or otherwise, shall be subject to the provisions set out herein and these provisions are deemed to be incorporated into any agreement or arrangement between the Company and its Customer, including any agreement or arrangement concluded by means of Electronic Data Interchange and deemed to be accepted by the Customer and/ or Owner. The terms and conditions contained herein shall have precedence over any other document, invoice, agreement, bill of lading, airway bill, etc. and shall govern the rights and obligations of the parties.

(b) In respect of any agreement or arrangement between the Company and its Customer for the provision of any Services to which these Conditions apply that is affected by means of Electronic Data Interchange, the provisions set out in the "Rules Governing Electronic Data Interchange" annexed to these Conditions shall, unless otherwise expressly agreed, apply and shall be deemed to form part of these Conditions.

(c) Without prejudice to Clause 2(a) above,

(i) the provisions of Part II hereunder shall apply to all Services provided by the Company whether as agent or principal.

(ii) the provisions of Part III shall apply only to the extent that the Services are provided by the Company as agent. In the event of any inconsistencies between any provisions in Part III and those in Part II, the provisions in Part II shall apply to the extent of such inconsistencies; and

(iii) the provisions of Part IV shall apply only to the extent that the Services are provided by the Company as principal. In the event of any inconsistencies between any provisions in Part IV and those in Part II, the provisions in Part II shall apply to the extent of such inconsistencies.

(iv) the provisions of Part V shall apply when the Company provides warehousing Services to Customers. In the event of any inconsistencies between the provisions in Part II and those in Part V, the provisions in Part V shall apply to the extent of the inconsistencies.

(d) Where a document bearing a title of or including "bill of lading" (whether or not negotiable) or "waybill" is issued by or on behalf of the Company and provides that the Company contracts as carrier, the provisions set out in such document shall prevail in so far as such provisions are inconsistent with these Conditions.

(e) If any legislation is compulsorily applicable to any Services provided by the Company, these Conditions shall, as regards such Services, be read as subject to such legislation and nothing in these Conditions shall be construed as a surrender by the Company of any of its rights or immunities or as an increase of any of its responsibilities or liabilities under such legislation, and if any part of these Conditions is repugnant to such legislation to any extent such part shall as regards such Services be void to that extent, but no further, provided that, if any legislation which is applicable to Services provided by the Company sets out protections or immunities or limits of liability which are more beneficial to the Company than those set out in these Conditions, the Company shall be entitled to avail of such more beneficial immunities or limits of liability.

(f) Every variation, cancellation or waiver of these Conditions or any part thereof must be in writing and signed by a Director of the Company. Notice is hereby given that no other person has or will be given any authority whatsoever to agree to any variation, cancellation or waiver of these Conditions.

3. All Services are provided by the Company as agents except in one or more of the following circumstances where the Company acts as principal: -

(a) where the company performs any carriage, handling or storage of Goods but only to the extent that the carriage is performed by the Company itself or its servants and the Goods are in the actual custody and control of the Company or its servants.

(b) where prior to the commencement of the carriage of Goods the Customer in writing demands from the Company particulars of the identity, services or charges of persons instructed by the Company to perform part or all of the carriage the Company shall be deemed to be contracting as principal in respect of that part of the carriage in respect of which the Company fails to give such particulars demanded within 28 days of the Company's receipt of such demand;

(c) where the Company contracts with its Customers as a Multimodal Transport Operator; or

(d) to the extent that the Company expressly agrees in writing to act as a principal.

4. Without prejudice to the generality of Clause 3,

(a) the charging by the Company of a fixed price for any Services of whatsoever nature shall not in itself determine or be conclusive evidence that the Company is acting as an agent or a principal in respect of such Services.

(b) the supplying by the Company of their own or leased equipment, shall not in itself determine or be conclusive evidence that the Company is acting as an agent or a principal in respect of any carriage, handling or storage of Goods.

(c) the Company acts as an agent where the Company procures the issuance of a bill of lading or other document evidencing a contract of carriage between a person, other than the Company, and the Customer or Owner; and

(d) the Company acts as an agent and never as a principal when providing Services in respect of or relating to customs requirements, taxes, licenses, consular documents, certificates of origin, inspection, certificates and other services similar or incidental thereto.

PART II GENERAL CONDITIONS

Obligations of the Customer

5. The Customer warrants that he is either the Owner or the authorized agent of the Owner of the Goods, and that he is authorized to accept and is accepting these Conditions not only for himself but also as agent for and on behalf of the Owner of the Goods.

6. The Customer warrants that he has reasonable knowledge of matters affecting the conduct of his business, including but not limited to the terms of sale and purchase of the Goods and all other matters relating thereto.

7. The Customer shall give to the Company clear written, sufficient, lawful, and executable instructions. The Company shall not be required to give effect to any instructions which do not meet the foregoing requirements. In addition to the stipulations contained in clause 10, the Customer shall also be responsible to give to the Company any special instructions regarding the handling of any hazardous, dangerous combustible, fragile goods sufficiently in advance. The Company shall not be liable for any loss/ damage caused to the goods due to the failure of the Customer to provide the necessary instructions.

8. The Customer warrants that the description and particulars of the Goods are complete, accurate and correct. The Customer must ensure that there is no misdeclaration, suppression of facts with regard to price, quality, quantity, nature of goods, classification, an ailment of export incentives etc.

9. Except where the Company has agreed in writing to pack the Goods, the Customer warrants that the Goods are properly and sufficiently prepared, packed, stowed, labeled and/or marked, in accordance with the applicable legal provisions and best industry practices and that the preparation, packing, stowage, labeling and marking are appropriate to any operations or transactions affecting the Goods and the characteristics of the Goods.

The Customer shall be responsible for compliance of all relevant and applicable statutes in relation to import / export of goods including but not restricted to Customs, Excise, Service Tax, Value Added Tax, Central Sales Tax, Income Tax, FSSAI, Drug Controller, Local Municipal Corporation, DGFT, RBI, Weights and Measurements Act, etc.

Customer shall provide all information to company in order to comply with KYC norms under the CHA Licensing Regulations of the Customs.

Any or all legal and financial liabilities arising due to non-conformity with above shall be to the account of the Customer.

Special Instructions, Goods and Services

10. (a) Unless otherwise previously agreed in writing, the Customer shall not deliver to the Company or cause the Company to deal with or handle Dangerous Goods.

(b) If the Customer delivers to the Company or causes the Company to deal with or handle Dangerous Goods in breach of Clause 10(a) above, the Company shall not be liable whatsoever, and the Customer shall solely be liable, for any loss or damage whatsoever caused by or to the Dangerous Goods or howsoever arising in connection therewith or incidental thereto and the Customer shall defend, indemnify and hold harmless the Company against all penalties, claims, liabilities (whether civil, criminal or otherwise), damages, costs and expenses whatsoever arising in connection with or incidental to such loss or damage, and the Dangerous Goods may without notice be destroyed or otherwise dealt with (at the Customer's expense) at the sole discretion of the Company or any other person in whose custody they may be at the relevant time without compensation or any liability whatsoever attaching to the Company.

(c) If the Company agrees in writing to accept Dangerous Goods and subsequently, in the sole opinion of the Company, (i) they are deemed to constitute a risk to other goods, property, life or health or (ii) owing to legal, administrative or other obstacles whether as to their carriage, discharge or otherwise they may be detained or cause any other property or person to be detained, they may without notice be destroyed or otherwise dealt with at the expense of the Customer or Owner without compensation or any liability whatsoever attaching to the Company.

11. No insurance will be affected except upon express instructions given in writing by the Customer and all such insurances affected by the Company unless specifically instructed otherwise by the Customer in writing are subject to the usual exceptions and conditions of the policies of the insurance company or underwriters taking the risk. Unless otherwise agreed in writing, the Company shall not be under any obligation to affect a separate insurance on each consignment but may declare it on any open or general policy. Should the insurers dispute their liability for any reason whatsoever the insured shall have recourse against the insurers only and the Company shall not be under any responsibility or liability whatsoever in relation thereto notwithstanding that the premium upon the policy may not be at the same rate as that charged by the Company or paid to the Company by its Customers.

12. Except in accordance with express instructions previously received in writing and accepted in writing by the Company, the Company shall not be obliged to make any declaration for the purposes of any statute, convention or contract as to the nature or value of any Goods or as to any special interest in delivery.

13. Unless otherwise previously agreed in writing or otherwise provided for under the provisions of a document signed by the Company, instructions relating to the delivery or release of Goods in specified circumstances only (including without limitation against payment or against surrender of a particular document) shall be in writing and the Company's liability shall not exceed that provided for in respect of mis-delivery of Goods.

14. Unless otherwise specifically previously agreed in writing that the Goods shall depart or arrive by a particular date at a particular place, the Company accepts no responsibility for departure and/or arrival dates of Goods. The Company does not guarantee any transit times and any time frames provided by the Company are merely estimates and will not bind the Company. Unless specifically agreed in writing, the Company does not guarantee any routing for carriage of the Goods.

General Indemnities

15. (a) The Customer and Owner shall jointly and severally defend, indemnify and hold harmless the Company from and against all claims, demands, liability, loss, damage, costs and expenses (including legal costs on actual basis) arising out of the Company acting in accordance with the Customer's or Owner's instructions or arising from any breach of warranty or obligation hereunder or arising from the negligence or other default of the Customer or Owner.

(b) Except to the extent caused by the Company's gross negligence and without prejudice to Clause 15(a) above, the Customer and Owner shall jointly and severally be liable for and shall jointly and severally defend, indemnify and hold harmless the Company in respect of all claims, demands, duties, taxes, imposts, levies, deposits and outlays of whatsoever nature made / levied by any Authority for or in connection with the Goods and for all payments, fines, costs, expenses, loss or damage whatsoever incurred or sustained by the Company in connection therewith.

(c) Advice and information, in whatever form as may be given, are provided by the Company for the Customer only and the Customer shall defend, indemnify and hold harmless the Company for all liability, loss, damage, costs and expenses arising out of any other person relying on such advice or information. Except under special arrangements, advice and information which are not related to instructions accepted by the Company are provided gratuitously, on a good faith basis and without liability.

(d) (i) The Customer expressly agrees that no servant, agent or other person (including any independent contractor) shall in any circumstances whatsoever be under any liability whatsoever to the Customer or for any loss or damage or delay of whatsoever kind arising or resulting directly or indirectly from any act, neglect or default on his part while acting in the course of or in connection with his employment or as agent of the Company or otherwise and without prejudice to the generality of the foregoing every exemption, limitation, condition and liberty herein contained and every right, exemption from liability, defense and immunity of whatsoever nature applicable to the Company or to which the Company is entitled hereunder shall also be available and shall extend to protect every such servant, agent or other person (including any independent contractor) and for the purpose of this condition, the Company is or shall be deemed to be acting as agent or trustee on behalf of and for the benefit of all such servants, agents or other persons (including any independent contractors) and all such persons shall to this extent be or deemed to be parties to the contract between the Company and the Customer or Owner.

(ii) The Customer shall defend, indemnify and hold harmless the Company, its agents, representatives, servants and employees, from and against all claims, costs and demands whatsoever and by whomsoever made or preferred in excess of the liability of the Company under the provisions of these Conditions and without prejudice to the generality of this clause, this indemnity shall cover all claims, costs and demands arising from or in connection with the negligence, breach of duty or other default of the Company, its servants, agents or other persons (including any independent contractors).

(iii) In this Clause 15(d), 'contractor' and 'contractors' include direct and indirect sub-contractors and their respective servants and agents.

(e) The Customer shall solely be liable for demurrage or loss, damage, contamination, soiling or detention before during or after the carriage of property (including but not limited to Containers) of the Company or any person or vessel referred to herein caused directly or indirectly by the Customer or Owner or any person acting as servants, agents or independent contractors for or on behalf of either of them.

Payment of service fees and other charges.

16. (a) The customer should raise the dispute if any within the 7 days from the date of issue of invoice, failing which it shall be assumed that the invoice is accepted. For the undisputed invoices, the Customer shall pay to the Company all sums immediately when due without deduction or deferment on account of any claim, counterclaims or set-off.

(b) When the Company is instructed by the Customer to collect freight, duties, charges or other expenses from any person other than the Customer, the Customer shall make payment of the same to the Company on receipt from the Company of evidence of demand and a notice stating that payment has not been received (which notice shall be conclusive and binding on the Customer). For avoidance of doubt, it is clarified that until the amount due to the Company is received by the Company, the Customer and/ or Owner shall remain jointly and severally liable to the Company for payment of such amount.

(c) On all amounts overdue to the Company, the Customer shall pay to the Company interest, calculated from the date such amounts are overdue until payment thereof, at the rate of 24% p.a.

(d) Notwithstanding and without prejudice to Clause 16(c), in the event that the Customer fails to pay any sum due to the Company within Seven (7) days immediately from the date any such sum is due, the Company shall be entitled at any time thereafter by written notice to the Customer declare that: -

- (i) all credit terms in respect of all or any part of the Services rendered pursuant to these Conditions shall be cancelled, whereupon the same shall be cancelled; and
- (ii) all sums payable by the Customer to the Company in respect of all or any part of the Services rendered pursuant to these Conditions have become immediately due and payable, whereupon the same shall immediately or in accordance with the terms of such notice become due and payable.

Liberties and Rights of the Company

17. Except as far as has otherwise been agreed in writing, the Company shall be entitled and the Customer hereby authorizes the Company to enter into contracts on behalf of itself or the Customer and without notice to the Customer,

(a) for the carriage of Goods by any route, means or person.

(b) for the carriage of Goods of any description whether containerized or not on or under the deck of any vessel.

(c) for the storage, packing, transshipment, loading, unloading or handling of Goods by any person at any place whether on shore or afloat and for any length of time.

(d) for the carriage or storage of Goods in Containers or with other Goods of whatever nature; or

(e) for the performance of any of its own obligations, and to do such acts as in the sole opinion of the Company may be necessary or incidental to the performance of the Company's obligations.

18. (a) The Company shall be entitled but under no obligation to depart from the Customer's instructions in any respect if in the sole opinion of the Company there is good reason to do so in the Customer's interest and the Company shall not thereby incur any additional liability whatsoever, other than its liability (if any) hereunder.

(b) The Company may at any time comply with the orders or recommendations given by any Authority. The responsibility of the Company in respect of the Goods shall cease on the delivery or other disposition of the Goods in accordance with such orders or recommendations.

19. If at any time the performance of the Company's obligations, in the sole opinion of the Company or any person whose services the Company makes use of, is or is likely to be affected by any hindrance, risk, delay, difficulty or disadvantage whatsoever and which cannot be avoided by reasonable endeavors by the Company or such other person, the Company may, on giving notice in writing to the Customer or Owner or without notice where it is not reasonably possible to give such notice, treat the performance of its obligations as terminated and place the Goods or any part of them at the Customer's or Owner's disposal at any place which the Company may deem in its sole opinion safe and convenient, whereupon the responsibility of the Company in respect of the Goods shall wholly cease. The Customer shall pay on demand any additional costs of carriage and delivery to and storage at such places and all other expenses incurred by the Company.

20. If delivery of the Goods or any part thereof is not taken by the Customer or Owner at the time and place when and where the Company or any person whose services the Company makes use of calls upon the Customer or Owner to take delivery thereof, the Company shall be entitled to store the Goods or any part thereof at the sole risk of the Customer, whereupon the liability of the Company in respect of such Goods shall wholly cease and the cost of such storage and all other expenses and liability whatsoever paid or payable or incurred or which may be incurred by the Company shall be paid by the Customer on demand.

21. Without prejudice to Clauses 19 and 20, the Company shall be entitled but under no obligation, at the expense of the Customer payable on demand and without any liability on the part of the Company to the Customer or the Owner, to sell or dispose: -

(a) on giving 14 days' notice in writing to the Customer or where the Customer cannot be traced and reasonable efforts have been made to contact any parties who may reasonably be supposed by the Company to have any interest in the Goods, of Goods or any part thereof which in the sole opinion of the Company cannot be delivered as instructed; or

(b) without notice to the Customer, of Goods which have perished, deteriorated or altered, or are in immediate prospect of doing so or which has caused or may reasonably be expected to cause loss or damage to any person or property or to contravene any applicable laws or regulations.

22. (a) All Goods and documents in the possession, custody and control of the Company or its agents shall be subject to a general lien and right of detention for all sums (including without limitation all costs and charges payable by the Customer) due to the Company at any time and from time to time whether in respect of Services provided by the Company to the Customer or Owner or in respect of such Goods or other goods or otherwise. If the sums due as aforesaid are not satisfied within 14 days from service by the Company of a notice in writing upon the Customer or Owner as the case may be, the Company shall be entitled to sell or dispose of the Goods or documents whether by public auction, private treaty or otherwise, and the proceeds of sale shall be applied in satisfaction of firstly, the costs and expenses of the sale or disposal and secondly, the sums due to the Company without any liability whatsoever on the part of the Company to the Customer. For the avoidance of doubt, in the event that the proceeds of sale are insufficient to satisfy all sums due to the Company, the Company shall be entitled to recover from the Customer or the Owner (as the case may be) all sums which remain outstanding. Costs attendant to exercise of a lien by the Company shall be to the account of the Customer.

(b) Notwithstanding Clause 22(a) above, when the Goods are liable to perish or deteriorate, the Company's right to sell or dispose of the Goods shall arise immediately upon any sum becoming due to the Company subject only to the Company taking reasonable steps to bring to the Customer's or Owner's attention its intention of selling or disposing of the Goods before doing so.

(c) In addition to Clauses 22(a) & (b), if there is a failure by the Customer and/ or Owner to pay amounts due to the Company, in addition to any other remedy available to it, the Company shall be entitled to suspend performance of the Services (or part of the Services), whether or not the outstanding amounts relate to the Services (or part thereof) which are suspended.

23. The Company shall be entitled to retain and be paid all brokerages, commissions, allowances and other remunerations agreed to be customarily retained by or paid to freight forwarders.

24. The Company shall have the right to enforce against the Customer and Owner jointly and severally any liability of the Customer under these Conditions or to recover from them any sums to be paid by the Customer which upon demand have not been paid.

Containers

25. (a) If a Container has not been packed nor stuffed by the Company, the Company shall not be liable for loss of or damage to the contents thereof if caused by: -

- (i) the manner in which the Container has been packed or stuffed.
- (ii) the unsuitability of the contents for carriage in Containers.
- (iii) the unsuitability or defective condition of the Container provided that where the Container has been supplied by or on behalf of the Company, this paragraph shall apply only if the unsuitability or defective condition (a) arose without any negligence on the part of the Company or (b) would have been apparent upon reasonable inspection by the Customer or Owner or person acting on behalf of either of them or (c) arose as a result of the peculiarity of the Goods and such peculiarity is not made known to the Company; or
- (iv) the Container not being sealed at the commencement of any carriage except where the Company has agreed in writing to seal the Container.

(b) The Customer shall defend, indemnify and hold harmless the Company against all claims, liability, loss, damage, costs and expenses arising from one or more of the matters provided for in (a) above.

(c) Where the Company is instructed to provide a Container, in the absence of any specific request in writing, the Company is not under an obligation to provide a Container of any particular type or quality and the Company shall not be liable for any loss/damage that may arise due to the failure of the Company to use any particular type or quality of Container.

General Liability

26. (a) Except insofar as otherwise provided by these Conditions, the Company shall not, in any manner and to any extent, be liable for any non-performance, delay, increased costs, loss or damage whatsoever arising from: -

- (i) any act or omission or delay of the Customer or Owner or any person acting on their behalf including a failure by the Customer to Owner to abide by these Conditions.
- (ii) the compliance by the Company of any instructions given to the Company by or on behalf of the Customer, Owner or any other person entitled to give such instructions.
- (iii) insufficiency of instructions or the preparation, packing, storage, labeling or marking of the Goods by the Customer.
- (iv) handling, loading, storage or unloading of the Goods by the Customer or Owner or any person acting on their behalf.
- (v) inherent vice of the Goods.
- (vi) wars, acts of piracy, riots, civil commotion, strikes, lockouts, lockdowns, stoppage, orders issued by statutory authorities or restraint of labor from whatsoever cause.

(vii) any act of God including epidemics or pandemics, fire, flood, earthquake and other natural events over which the Company has no control; or.

(vii) any cause or event which the Company could not avoid and the consequences whereof it could not prevent by the exercise of reasonable diligence.

(b) Subject to Clause 14, the Company shall not in any circumstances be liable for loss or damage howsoever caused to property other than the Goods themselves, or for any indirect or consequential loss or damage, loss of profits, loss of market or the consequences of any delay or deviation.

Amount of Compensation

27. Except as far as otherwise provided by these Conditions, the liability of the Company howsoever arising and notwithstanding that such liability shall have arisen from the neglect or default of the Company shall not exceed.

- (a) in respect of all claims other than those subject to the provisions of Clause 28(b) below, the lesser of
- (i) the value of the Goods lost, damaged, misdirected, misdelivered or in respect of which a claim arises; or
 - (ii) Rs.1.00 per gross kilogram of the said Goods,
- and shall not exceed Rs100,000.00 in any event whatsoever in respect of any one claim; and
- (b) in respect of claims for delay where not excluded by the provisions of these Conditions, the amount of the Company's charges for the services in respect of the Goods delayed.
- (c) Provided that the liability of the company shall always be limited to the extent of the claim passed under the Legal Liability insurance policy procured by Company and no further.

28. For the purposes of Clause 27 and Clause 29, the value of the Goods: -

- (a) shall be calculated by reference to the invoice value of the Goods plus freight and insurance if paid; and
- (b) if there is no invoice value for the Goods, shall be calculated by reference to the value of such Goods at the place and time when they are delivered to the Customer or Owner, their assignees or such persons as instructed by the Customer or should have been so delivered. The value of the Goods shall be fixed according to the current market value or commodity exchange price or if there is no current market value or commodity exchange price, by reference to the normal value of Goods of the same kind and quality.

29. By special agreement in writing and on payment of additional charges, higher compensation may be claimed from the Company not exceeding the value of the Goods or the agreed value, whichever is the lesser.

30. (a) The Company shall be discharged of any liability whatsoever unless: -

- (i) notice of any claim is received in writing by the Company or its agent within 14 days after the date specified in (b) below; and
- (ii) suit is brought in the proper forum and written notice thereof received by the Company within 9 months after the date specified in (b) below.

(b) The date referred to in Clause 30(a) above shall: -

- (i) in the case of damage to Goods, the date of delivery of the Goods, and in the case of loss of the Goods, the date the Goods should have been delivered.
- (ii) in the case of delay or non-delivery of the Goods, the date that the Goods should have been delivered; and
- (iii) in any other case, the event giving rise to the claim.

General Average

31. The Customer shall defend, indemnify and hold harmless the Company in respect of any general average or any claims of a general average nature which may be made on the Company and the Customer shall provide such security as may be required by the Company in this connection.

Miscellaneous

32. Any notice served by post in relation to or in connection with the Agreement or the Services hereunder shall be conclusively deemed to have been received on the second day following the day on which it was posted to the address of the recipient last known to the Company. Any notice sent by facsimile transmission by the Customer or the Owner to the Company shall be conclusively deemed to have been received at the time of actual receipt by the Company. This clause shall be without prejudice to any other agreement or arrangement between the Company and the Customer or Owner relating to communications by means of Electronic Data Interchange.

33. The failure by the Company to take immediate action against any breach or default of any of the provisions set out in these Conditions shall not be construed as a waiver of any succeeding breach of the same or other provisions herein nor shall any delay or omission on the part of the Company to exercise or avail itself of any right power or privilege that it has or may have hereunder operate as a waiver of any breach or default by the Customer.

34. The rights and remedies conferred on the Company under these Conditions shall be cumulative and shall be in addition to and without prejudice to any rights or remedies otherwise available (whether at law or in equity) to the Company.

35. (a) The defenses and limits of liability provided for by these Conditions shall apply in any action against the Company whether such action be founded in contract or tort or in whatsoever form.

(b) Notwithstanding any provisions to the contrary contained herein, Services in relation to goods of a fragile nature, such as glass, China, statutory precious metals or pictures, or goods of a perishable nature, such as plants, foodstuffs or provisions, or special goods such as live animals, are only rendered by the Company solely at the Customer's risk without any liability whatsoever to the Company.

(c) The rates published herewith are for the conveyance to all parts of the world of goods consisting of ordinary merchandise; the Customer is responsible for the payment of any increase in rates, freights, premiums or other charges which may be imposed after the commencement of the transit. Works of art and other goods of high value, goods out of proportion in bulk to their weight such as bicycles, perambulators, feathers, bamboo-furniture or hollow glass, may be accepted at rates which are available from the Company on request. Customs duties, local taxes and charges, portage and local delivery expenses are additional to the rates for carriage unless otherwise stated. All rates and charges when payable abroad are liable to be increased by the Company at its sole discretion.

(d) Unless a special agreement is made as to the rate of carriage, the Company shall have the option of charging by value, weight or measurement.

Jurisdiction and Law

36. (a) These Conditions and any claim or dispute arising out of or in connection with the Services of the Company shall be subject to Indian law and the exclusive jurisdiction of the Courts in Mumbai, India.

(b) Notwithstanding what has been set out in Clause 36 (a) above, the Company is entitled to commence legal action against the Customer and / or Owner in any jurisdiction of its choice.

PART III COMPANY ACTING AS AGENTS

37. (a) To the extent that the Company acts as an agent, the Company does not make or purport to make any contract with the Customer for the carriage, storage or handling of the Goods nor for any other physical service in relation to them and acts solely on behalf of the Customer in securing such services by establishing contracts with third parties so that direct contractual relationships are established between the Customer and such third parties.

(b) The Company shall not be liable for the acts or omissions of such third parties referred to in sub-clause (a) above.

(c) The Company shall not be responsible for any accident or for any act neglect or default howsoever arising whether willful or otherwise on the part of its agents or those with whom it contracts in respect of the Goods to be forwarded, whether they are carriers by land, sea or air (whether ship-owners, lighter men, canal, railway or aircraft operators or others) or warehouse keepers or other persons. The Company shall not be responsible for any money paid or remitted by it on behalf of the senders to any persons in respect of the Goods to be forwarded, whether for the purpose of paying duties or charges in respect of the Goods or otherwise. All the general and special exemptions stated in this condition shall apply although the particular rates or charges made by the Company to the senders or persons forwarding the Goods may not be identical with the amounts paid by it to such agents, contractors or other persons.

38. (a) Without prejudice to Clause 17, the Company, when acting as an agent, has the authority of the Customer to enter into contracts on the Customer's behalf and to do such acts so as to bind the Customer by such contracts and acts in all respects notwithstanding any departure from the Customer's instructions.

(b) The Company only forwards Goods subject to the contracts, terms, conditions, and regulations of the various persons, companies or Authorities into whose possession the Goods may pass.

(c) The Customer shall defend, indemnify and hold harmless the Company in respect of all claims, liability, loss, damage, costs or expenses arising out of any contracts made in the procurement of the satisfaction of the Customer's requirements.

Choice of Rates

39. Where there is a choice of rates according to the extent or degree of liability assumed by persons carrying, storing or handling the Goods, no declaration of value where optional will be made unless otherwise agreed in writing.

PART IV COMPANY ACTING AS PRINCIPAL

40. To the extent that the Company contracts as principal for the performance of the Customer's instructions, the Company undertakes to perform or in its own name to procure the performance of the Customer's instructions and subject to the provisions of these Conditions shall be liable for the loss of or damage to the Goods occurring from the time that the Goods are taken into its charge until the time of delivery provided such loss or damage is directly attributable to the Company's proven gross negligence or breach of law or breach of these Conditions.

41. Notwithstanding any other provision in these Conditions, if it is proven that loss of or damage to the Goods occurred the Company's liability shall be determined by the provisions contained in any international convention or national law, the provisions of which: -

(a) cannot be departed from by private contract, to the detriment of the claimant; and
(b) would have applied if the claimant had made a separate and direct contract with the actual provider of the particular service in respect of that service or stage of carriage where the loss or damage occurred and received as evidence thereof any particular document which must be issued if such international convention or national law shall apply.

42. Notwithstanding any provision in these Conditions but subject to Clauses 41 and 43, if it can be proved that the loss of or damage to the Goods occurred at sea or inland waterway and the provisions of Clause 41 do not apply, the Company's liability shall be limited to those set out in the Hague-Visby Rules and the Company shall be entitled to rely on all defenses, exemptions or limitations provided to carriers by the Hague-Visby Rules. Reference in the Hague-Visby Rules to carriage by sea shall be deemed to include reference to carriage by inland waterways and the Hague-Visby Rules shall be construed accordingly.

43. Notwithstanding the provisions of Clause 42, if the loss of or damage to the Goods occurred at sea or on inland waterways, and the Owner, Charterer or operator of the vessel establishes a limitation fund, the liability of the Company shall be limited to the proportion of the said limitation fund allocated to the Goods.

44. Notwithstanding the provisions of Clause 41, Clause 42 & Clause 43, , if it is proven that loss of or damage to the Goods occurred due to any negligence or misconduct on the part of the Company, the liability of the Company shall be limited to the amount recoverable from the Company's Legal Liability Insurance Policy with a sum insured up to Rs.6,00,00,000/- , and no further.

Air Carriage

44. If the Company acts as a principal in respect of a carriage of Goods by air, the following notice is hereby given: -

If the carriage involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable and the Convention governs and, in most cases, limits the liability of carriers in respect of loss of or damage to cargo. Agreed stopping places are those places (other than the places of departure and destination) shown under requested routing and/or those places shown in carrier's timetable as scheduled stopping places for the route. The address of the first carrier is the airport of departure.

Both To Blame Collision Clause

45. The current Both-to-Blame Collision Clause as adopted by BIMCO is incorporated in and deemed to form part of these Conditions. If the vessel comes into collision with another vessel as a result of the negligence of the other vessel and any act of negligence or default of the Master, Marines, Pilot or the servant of the carrier in the navigation or in the management of the vessel, the merchant will indemnify the carrier against all loss or liability to the other or non-carrying vessel or her Owner insofar as such loss or liability represents loss of or damage to or any claim whatsoever of the owner of the said goods paid or payable by the carrying vessel or her Owner as part of his claim against the carrying vessel or carrier. The foregoing provisions shall also apply where the Owner operator or those in charge of any vessels or objects other than or in addition to the colliding vessels or objects are at fault in respect of a collision or contract.

PART V COMPANY PROVIDING WAREHOUSING SERVICES

46. Unless agreed to in writing, the Company will accept only non-hazardous Goods for warehousing from Customers.

47(a) It is the responsibility of the Customer or Owner of the goods to obtain insurance cover in respect of Goods entrusted to Company for warehousing.

(b) Notwithstanding the foregoing the Company may, upon the Customer's or Owner's request, obtain insurance cover in respect of Goods entrusted for warehousing, on such terms and conditions as may be separately agreed upon in writing.

48 (a) Unless agreed to in writing, the Customer or Owner shall transport/deliver Goods to nominated warehouse (at their cost and expense).

(b) Unless agreed to in writing, the Customer or Owner shall arrange (at their cost and expense) to take delivery of Goods from the Company's warehouse.

49. The Company's warehouses will remain open between [9:30am] to [6:00pm], Monday to Saturday and will remain closed on Sundays and public holidays. The Company is not bound to accept delivery of Goods at or deliver Goods from its warehouses, except during the time when the warehouses remain open.

50. The Customer/Owner shall be liable for damage/loss to the warehouse/property contained within warehouse (including goods of third parties) occasioned by Goods entrusted to the Company for storage, unless such damage/loss is directly attributable to acts, omissions or negligence by the Company/its employees.

51. In case of damage/loss is directly attributable to acts, omissions or negligence by the Company/its employees, the company shall claim the damage/loss under the legal liability Insurance policy procured by the Company and the liability of the Company shall always be limited to the extent of the claim passed under the legal liability Insurance policy and no further.

PART VI COMPANY PROVIDING TRANSPORTATION SERVICES

Unless agreed to in writing, the Company will accept only non-hazardous Goods for transportation from Customers.

52 (a) It is the responsibility of the Customer or Owner of the goods to obtain insurance cover in respect of Goods entrusted to Company for transportation

(b) Notwithstanding the foregoing the Company may, upon the Customer's or Owner's request, obtain insurance cover in respect of Goods entrusted for warehousing, on such terms and conditions as may be separately agreed upon in writing.

53. The Customer/Owner shall be liable for damage/loss to the Goods entrusted to the Company for storage, unless such damage/loss is directly attributable to acts, omissions or negligence by the Company/its employees.

54. The Company shall provide the damage certificate to the customer/owner of goods for claiming the insurance under the transit insurance policy.

55. In case of damage/loss is directly attributable to acts, omissions or negligence by the Company/its employees, the company shall claim the damage/loss under the legal liability Insurance policy procured by the Company and the liability of the Company shall always be limited to the extent of the claim passed under the legal liability Insurance policy and no further.

Annexure to the Standard Trading Conditions

RULES GOVERNING ELECTRONIC DATA INTERCHANGE

1. OBJECTIVE AND DEFINITIONS

1.1 These Rules are intended to facilitate the provision of Services by the Company to its Customers through the use of Electronic Data Interchange by electronically sending and receiving data in agreed formats in substitution for conventional paper-based documents. These Rules seek to assure that such transactions are not legally invalid or unenforceable by reason only of their being effected by means of available electronic technologies for the benefit of the parties.

1.2 Terms defined in the Standard Trading Conditions to which these Rules form an Annex but not specifically defined herein shall, unless the context otherwise requires, have the same meanings when used in these Rules.

1.3 In these Rules, the following expressions, except where the context otherwise requires or where it is otherwise stated, shall have the following meanings: -

'Adopted Protocol' means the method for the interchange of Messages based on the [EDIFACT] standard for the presentation and structuring or the communication of Messages, or such other standard as may be specifically agreed upon in writing by the parties, and more particularly defined in the User Manual.

'Data Log' means a complete and chronologically sequential record, automatically generated, of all the Messages sent and received by a party and maintained in accordance with the rules stipulated in the User Manual.

'Message' means a communication relating to the provisions of the Services which is structured in accordance with the Adopted Protocol and includes, where the context permits, any part of such communication.

'User Manual' means the edition currently in force of the manual on, inter alia, the operational, security and technical procedures and rules applicable to the transmission of Messages using the Adopted Protocol; and 'Writing' includes a duly authenticated Message.

1.4 In these Rules, references to "electronic" include a reference to mechanical, electromechanical, optical, electro-chemical or other medium for the storage or conveyance of transmitted Messages.

2. APPLICATION

2.1 These Rules shall apply to all Messages between the Company and its Customers using the Adopted Protocol in relation to the provision by the Company of any Services to which the Standard Trading Conditions apply.

2.2 Except as expressly provided, these Rules do not apply to govern any other relationships (contractual or otherwise) in the context of which Messages are communicated and, in particular, do not apply to the underlying commercial transactions relating to the provision of the Services, which shall be governed by the Standard Trading Conditions.

3. SYSTEMS OPERATIONS AND CONFIDENTIALITY

3.1 The Company and the Customer agree that each of them shall: -

a. at its own expense, test and maintain its equipment, software and services necessary to effectively and reliably transmit and receive Messages.

b. ensure that no changes are made to the systems operations which impair the mutual capabilities of the parties to communicate as contemplated by these Rules without providing reasonable prior notice of the intended change.

c. implement and maintain security procedures, including any specified in the User Manual, to protect Messages and their records against misuse, improper or unauthorized access, alteration or loss.

d. that its Messages are correct and complete in form and secured in accordance with the provisions of the User Manual; and

e. ensure that intermediaries employed to retransmit Messages are instructed not to make unauthorized change in the data content and that the data content of such Messages is not disclosed to any unauthorized person.

3.2 No information contained in any Message communicated under these Rules shall be considered confidential unless by operation of law or by designation in the User Manual or in the Message.

3.3 In the circumstances stipulated in the User Manual or if so, agreed between the parties, the parties shall apply special protection (such as encryption or other means listed in the User Manual or agreed between the parties) to the Messages behind transmitted. Unless the parties otherwise agree, the recipient of Messages so protected shall ensure that at least the same level of protection used by the sender is applied for any further transmission.

4. VERIFICATION OF MESSAGES

4.1 All Messages must identify the sender and recipient in accordance with the provisions of the User Manual and must include a means of verifying the formal completeness and authenticity of the Message by some means agreed upon in writing by the parties or by the means provided for in the Adopted Protocol.

5. INTEGRITY OF MESSAGES

5.1 Any Message transmitted in compliance with these Rules shall be deemed to have been received when accessible to the intended recipient in the manner designated in the User Manual. Subject to Rule 5.2, each party accepts the integrity of all Messages and agrees to accord these the same status as would be applicable to information sent via paper documents.

5.2 Where there is evidence that a Message has been or is likely to have been corrupted, garbled, incomplete, incorrect, or not in good order, it shall not be acted upon by the recipient.

5.3 If the sender has been able to identify the circumstances mentioned in Rule 5.2, he shall re-transmit the Message as soon as practicable with a clear indication that it is a corrected Message. In the absence of such re-transmission, the recipient's version of the Message shall prevail.

5.4 If it is the recipient who is able to identify the circumstances mentioned in Rule 5.2, he shall inform the sender (if identifiable from the received Message) as soon as practicable and shall not act on the Message until he has received the correct Message or confirmation that the received Message is correct. In the absence of such notice to the sender by the recipient, the sender's version of the Message shall prevail.

5.5 Notwithstanding that the sender is responsible and liable for the completeness and accuracy of a Message, the sender will not be liable for the consequences of an incomplete or incorrect Message if the error is or should be obvious to the recipient.

5.6 If the recipient has reason to believe that the message is not intended for him, he should take reasonable action to inform the sender immediately and should delete the information contained in the Message from his system but not the Data Log.

6. ACKNOWLEDGEMENT OF RECEIPT OF MESSAGES

6.1 Unless otherwise designated in the User Manual or the sender of a Message has expressly requested the recipient to acknowledge receipt of the Message, the recipient need not acknowledge the receipt of the Message.

6.2 Where an acknowledgement of receipt of a Message is designated in the User Manual or the sender of a Message has expressly requested the recipient to acknowledge receipt of a Message, the following provisions shall apply: -

a. any acknowledgement of receipt of such a Message shall be given in such form, by such method and within such time limit as may be specified in the User Manual or as may be expressly agreed between the parties.

b. where the User Manual does not specify the form, method and/or time limit for the acknowledgement of receipt of a Message, or the sender has not agreed with the recipient that the acknowledgement is to be given in a particular form, by a particular method and/or by a certain time limit, the acknowledgement may be given as soon as practicable after receipt of the Message by the recipient by :-

(i) any communication by the recipient, automated or otherwise; or

(ii) any conduct of the recipient, sufficient in the circumstances then existing to indicate to the sender that the Message has been received.

c. if the sender has not received an acknowledgement within the time limit mentioned in the foregoing provisions of this Rule 6, he should take immediate action to obtain it. If, despite such action, an acknowledgement is not received within a further time stipulated by the sender, the sender should advise the recipient of the non-receipt in accordance with the procedures laid down in the User Manual. If he does so, he is entitled to regard the Message as null and void upon giving notice to that effect to the recipient without undue delay.

d. the recipient shall not act on such Message until the acknowledgement is sent in accordance with the foregoing provisions; and

e. the costs incurred by the recipient in sending such an acknowledgement shall be borne by the sender.

7. CONFIRMATION OF CONTENT

7.1 The sender of a Message may, in addition to the acknowledgement, request the recipient to advise him whether the content of the Message has been received and the form it has been received in, without prejudice to any subsequent consideration or action that the contents may warrant. A recipient is not authorized to act on such a Message until he has complied with the request of the sender. The sender shall bear the cost of the recipient in sending the confirmation of content/form.

7.2 The confirmation referred to in Rule 7.1 above shall be given in such manner and within such time limit as the parties may expressly agree. Where the sender has not agreed with the recipient that the confirmation is to be given in particular form or by a particular method or by a particular time limit, confirmation may be given as soon as practicable after receipt of the Message by the Recipient by: -

(a) any communication by the recipient, automated or otherwise; or

(b) any conduct of the recipient, sufficient to indicate to the sender that the contents/form of the Message has been received.

7.3 If the sender has not received the requested confirmation advice within the time limit mentioned in the foregoing provisions of this Rule 7, he should take action either to obtain the confirmation or to re-transmit the Message. If, despite such action, the recipient fails to confirm the contents/form of the Message as required, the sender shall treat the Message as null and void upon giving notice to that effect to the recipient.

8. VALIDITY AND ENFORCEABILITY

8.1 The parties agree that valid and enforceable obligations may be created by the communication of Messages in compliance with these Rules. The parties expressly waive all rights to object to the validity of a transaction solely on the ground that the communication between the parties occurred through the use of Electronic Data Interchange.

8.2 Without regard to the absence of any writings and written signatures, to the extent permitted by law, the records of Messages maintained by the parties (including the Data Log) shall be admissible and may be used as evidence of the information contained therein. The parties agree not to contest the admissibility of the Data Log as evidence in any legal, administrative, judicial or other proceedings insofar as it has been maintained in accordance with the provisions of the User Manual.

8.3 Unless otherwise agreed between the parties or required by law, a contract concluded through the use of Electronic Data Interchange under these Rules shall be deemed to be formed when the Message sent as acceptance of an offer has been received in accordance with Rule 5.1.

9. STORAGE OF DATA

9.1 Each party shall ensure that a Data Log is maintained without any modification in accordance with the provisions of the User Manual.

9.2 The parties shall maintain the Data Log unchanged and protected from corruption for a period of seven years or for such other period as agreed upon by the parties or mandated by the law in the country where the Data Log is maintained.

9.3 The Data Log may be maintained on computer media or other suitable means provided that the data can be easily retrieved and presented in readable form, whether as a print-out or in any other visible format.

9.4 Each party shall ensure that the person responsible for the data processing system he relies on is available to certify that the Data Log and any reproduction made from it is correct.

9.5 Messages may be transmitted to each party directly or through any third-party service provider ('Intermediary') and processed, stored or logged by such Intermediary. A party is obliged to pay the costs of each service it requires from its own Intermediary and may change this Intermediary upon [two (2)] months' prior notice in writing provided the other party accepts the change in writing.

9.6 A party using the services of a third-party provider in the communication or processing of Messages shall be responsible for any acts, failures or omissions of that provider in the provisions of the said services.

10. FORCE MAJEURE

10.1 A party shall not be deemed to be in breach of these Rules or otherwise liable by reason of any delay in performance or non-performance of any of its obligations under these Rules or for increased costs to the extent that such delay or non-performance or increased costs is due to an act of God or of Government or Rulers or Statutory Authorities or any other cause beyond such party's reasonable control (including but not limited to any mechanical, electronic or communications failure).

11. INVALIDITY AND SEVERABILITY

11.1 In the event of a conflict between any provisions of these Rules and any law, regulation or decree, the provision of these Rules so affected shall be null and void or shall, where practicable, be curtailed and limited to the extent necessary to bring it within the requirements of such law, regulation or decree. Such a provision shall be severable from and shall not render null and void other provisions of these Rules.

12. NOTICES

12.1 Save in the case of communications by means of Electronic Data Interchange, the provisions of the Standard Trading Conditions relating to notices shall apply to any notices given by one party to another under or pursuant to these Rules.

ANNEXURE 1

List of Companies Covered under Standard Terms and Conditions

SR. NO.	NAME OF THE COMPANY
1	Rhenus Logistics India Private Limited.
2	Rhenus Contract Logistics India Private Limited
3	Streamline Logistics India Private Limited
4	Rhenus A & O India Private Limited
5	Rhenus Road Freight India Private Limited
6	Rhenus Supply Chain Solutions Private Limited.