



Commercial Conditions

Please read carefully these conditions and those further conditions accessible from this website via links, including the terms and conditions set out in the multi-modal waybill ("Waybill") issued by CS Global LTL Services Limited ("CSGTS") and the Standard Trading Conditions of CSGTS, as they together govern the use of the CS Global LTL Services platform ("Platform") and any contractual relationships between CSGTS and the customer ("Customer"), which hereafter would mean and include any account holder of the Platform, shipper, consignee, and/or owner of the goods.

Electronic Communication

- Customer and CSGTS communicate with each other electronically and acknowledge and agree that electronic communication is a proper means for concluding contracts and agree not to contest the validity of contracts on the basis (1) that they were concluded by electronic communication, (2) that the original records are in electronic form, or (3) that no signature(s) evidences such contract.

Offer And Acceptance

- Pricing and booking information obtainable via the CS Global LTL Services platform does not constitute binding offers on the part of CSGTS.
- Quotes are the result of ad-hoc calculations based on the Services requested by Customer in accordance with the shipment information provided by Customer. The pricing shown on a quote is related to the particularly requested service package and is valid for the period valid up to 30 days starting from the date of clicking the "Close and Pay Later" button, or as otherwise stated by CSGTS during the quoting process.
- A quote created by CSGTS via the Platform cannot include confirmation of details such as but not limited to a particular traffic routing and the use of particular subcontractors and/or agents, nor does it make any representation regarding the availability of the service at any particular point in time.
- The shipment information provided by Customer during the quotation and booking process equally has no legally binding effect, until Customer clicks the "Confirm" button for a particular shipment. Clicking the "Confirm" button will complete Customer's order and will constitute a legally binding offer. For the avoidance of doubt, such legally binding offer represents Customer's acceptance of these conditions and the rate(s), fee(s) and charge(s) quoted by CSGTS, as well as other surcharge(s) that may arise and be imposed on Customer under the circumstances outlined in this document.
- There may be instances in which CSGTS will auto-confirm the shipment on behalf of Customer. In such a case, clicking any of the payment channel icons will complete Customer's order and will constitute a legally binding offer.
- Within due course, CSGTS will send an automated response per email confirming receipt and acceptance of the offer. An acceptance of the offer will lead to a legally binding contract between Customer and CSGTS.

Quotation And Scope of Service

- The standard door-to-door services ("Standard Service") quoted on the Platform include delivery of goods from the place of pick-up to the place of delivery on dates, indicated and confirmed by Customer.
- The following is considered not to be part of Standard Service but regarded as value-added services ("VAS") that has to be separately requested by Customer in writing before confirming a shipment. CSGTS will charge Customer separately should any VAS be requested. These services include but are not limited to:
 - Import customs brokerage and payment of duties & taxes
 - A.M. pick-up/delivery
 - After hours or weekend pick-up/delivery
 - Lift gate service required at pick-up/delivery
 - Residential or non-commercial area pick-up/delivery
 - Construction site pick-up/delivery

- School, colleges, churches pick-up/delivery
- Exhibition centre, fairs pick-up/delivery
- Secured or limited access pick-up/delivery
- Inside delivery
- Delivery by appointment
- Extra labour
- Pick-up from/delivery to remote locations (pick-up or delivery is based on local city limit as defined by a 50 km radius, beyond which will be regarded as a trip to remote locations)

The availability of such services and the amount to be charged will depend on the type of VAS requested, and will be determined by CSGTS on a case-by-case basis.

- CSGTS is not a customs broker and therefore does not offer customs clearance services. If such service is needed, CSGTS can assist with appointing a customs broker for Customer. Payment terms and payment method may differ from those set out by CSGTS herein.
- The quoted all-in price applies to general cargo only and excludes dangerous and hazardous goods, perishables, temperature-controlled, oversized, over-length, out-of-gauge cargo, or any other prohibited cargo indicated by CSGTS in this document, unless explicitly mentioned in the offer and explicitly accepted by CSGTS.
- Cargo exceeding 310 cm in length, or 210 cm in height, is classified as over-length or oversized cargo; cargo exceeding 1000 kg per package will be classified as overweight cargo.
- For the purpose of illustration, general cargo refers to non-high value, non-fragile and non-perishable goods, such as general merchandise, garments, accessories, household textiles, toys, plastic goods, stationery, houseware, kitchenware, kitchenware, non-perishable groceries, etc.
- Prohibited cargo refers, without limitation, to dangerous goods, biochemical weapons, ozone damaging cargoes, foodstuff, alcohol and spirits, seeds, animal products, live plants, pharmaceutical products, commodity tea, tobacco, precious metal objects, jewelry, valuable antique, bullion, nuclear materials, mobile phones, cameras, computer notebooks, tablet computers, goods that contain batteries, magnetic goods, etc.
- The quoted all-in price also includes cargo insurance premium. Details of the cargo insurance policy are outlined in the Cargo Insurance section below.
- Any transit time, cargo ready dates, pick-up dates and delivery dates shown in the quotation are indicative and non-binding; it is derived from historical shipment data based on, inter alia, the respective trade lane and/or product parameters chosen and covering a standard course of transportation. The real time needed, and thus the actual delivery date, can differ. In the actual execution of the shipment, extraordinary events, e.g. delayed payment, partial payment, cargo ready date falling on a weekend or a public holiday at origin, waiting time for customs inspection, or any other circumstances beyond the control of CSGTS, etc., may affect the quoted the expected delivery date.
- If Customer chooses a cargo ready date that falls on a weekend or a public holiday at origin, and likewise for the cargo delivery date at destination, the corresponding service will automatically be postponed to the next business day.

Extra Charges

- The quoted all-in price does not include special charges arising from events or services such as but not limited to the following: storage, detention, special handling, special documentation, shipment "no-show", special equipment, inspection, repacking, forklift fees, quarantine, fumigation, X-Ray, application of special licenses or permits, failure to supply pallets in return as requested by the agents or local operators acting on behalf of CSGTS, etc. If such events occur or such services are required over the course of the shipment, the costs incurred by CSGTS will be transferred to Customer at a rate determined by CSGTS.
- If the actual measurements of the cargo taken at the origin warehouse are found to be different from the shipment information provided, additional charges may be raised at a rate determined by CSGTS. CSGTS also reserves the right to make necessary corrections in the event of any change of the shipment information provided.
- In the event that Customer changes the shipping order and the all-in price calculated based on the revised shipment information differs from the original quotation as a result, Customer may be charged extra at an amount determined by CSGTS.

Cargo Insurance

- In arranging for this insurance policy, Sun Mobility Insurance and Claims Services Limited (the "SMIC") is the insurance broker acting for the insured and is remunerated for its services by the receipt of commission charged by SMIC and included in the premium, which consists of the net premium charged by the insurer and the commission charged by SMIC. The insured's agreement to proceed with this insurance transaction shall constitute the insured's consent to the receipt of the commission by SMIC.
- China Taiping Insurance (HK) Co., Ltd is the underwriter for the underlying cargo insurance policy.
- The Insured acknowledges, agrees and accepts the terms and conditions stated in the following documents, which are disclosed and made available on the CSGTS website:
 - Statement By The Insured
 - Cargo Insurance Quotation
 - Commission Disclosure Statement by SMIC
- Customer is required to make a request separately to CSGTS in writing if an Insurance Certificate needs to be sought for a particular shipment. This can be arranged at a cost of USD 70 per certificate.

Payment and Confirming of Shipping Order

- Both online and offline payment channels are available on the CSGTS platform. Details of the payment methods are made available on the CSGTS website.
- If wire transfer is chosen as the payment method, Customer is required to deposit the full amount indicated on the invoice on or before the payment due date indicated therein. The transaction shall be carried out on a shared costs basis, meaning Customer is responsible for the charges levied by the sender's bank while CSGTS will bear the costs incurred at the receiver's bank.
- Failure to do so, which may take the form of partial payment, delayed payment, etc., may risk the shipping order being changed as CSGTS deems fit. CSGTS will inform Customer should such situation arise.
- On the CS Global LTL Services platform, making payment for the quoted price does not amount to confirming the shipping order.
- The opportunity to confirm a shipping order is designed to be made available after the payment for the quoted price. In circumstances such as the wire transfer payment option being chosen, CSGTS may auto-confirm the shipping order on behalf of Customer. Until a confirmation is received, or shipping order is being auto-confirmed, the execution of the door-to-door service will not commence. In most cases, the latest date on which a shipping order needs to be confirmed is 3 days before the cargo ready date.
- Prices quoted by, or invoiced through, the Platform shall be denominated in USD.
- If any outstanding balance is found before the cargo arrives at the destination port, as indicated by the Arrival of Port milestone, CSGTS may put the shipment on hold at the destination warehouse, or undertake any other action as CSGTS deems fit.
- If any outstanding balance is created beyond the point of Arrival at Port and is found unsettled, likewise CSGTS may put the shipment on hold or undertake any other action as CSGTS deems fit.

No-Refund Policy

- All payments made to CSGTS are not refundable under any circumstances.

Shipping Documents

- CSGTS will issue a non-negotiable multi-modal waybill for every shipment that is booked via the Platform. This Waybill is not negotiable and does not constitute title to the goods. This waybill is not a document of title to the goods, thus it does not give any right to its holder to receive or transfer the goods. CSGTS is entitled to deliver the goods to the consignee without production of any original copy of this Waybill.
- The original copy of the Waybill will only be issued electronically in the format of a PDF file, upon the finalisation of the measurements of the cargo at the origin warehouse. The terms and conditions set out on the back of the waybill are made available on the platform and the CSGTS website.
- The Customer has the obligation and is required to submit the required documents to CSGTS, by way of uploading them to the document folder of the corresponding shipment, on or before the cargo ready date.

Transportation And Hindrance

- CSGTS shall carry out its services with skill and care and in accordance with Customer's instructions as agreed. If Customer's instructions, required documentation or information are inaccurate, incomplete, incorrect or not according to contract, CSGTS may at Customer's risk and expense act as it reasonably deems fit and Customer shall indemnify and hold CSGTS harmless from any related claims, costs, liabilities and expenses.
- CSGTS reserves the right to refuse any shipment or Services at any times and at its absolute discretion and accepts no liability whatsoever in any such case.

Changing Shipping Instructions

- CSGTS allows Customer to change shipment details as long as the shipping order is not confirmed. Customer may be billed extra if the revised shipping order carries an all-in price higher than the price that has been paid for.
- Requests for changes to the shipping details will be approved on a case-by-case basis beyond the point at which the shipping order is confirmed. Customer is required to raise it as a request to CSGTS in writing if needed.

Palletisation

- Customer is required to palletise their goods in advance if the place of pick-up falls in one of the countries listed below. Otherwise CSGTS as represented by its agents, sub-contractors, etc. locally may refuse the shipment or providing the service at the time of pick-up. These countries are:
 - U.K.
 - U.S.
 - Canada

Assumption on Time and Date

- The times and dates shown on the Platform, the CSGTS website and in any other material published by CSGTS are published based on local Hong Kong time (UTC + 8 hours).

Country Specific Remarks

- China
 - Customer is required to provide the consignee name, consignee address and cargo description in Chinese for all China-bound cargo.
- UK
 - CSGTS offers residential delivery to the kerb side only. Break-bulk at the kerb side or delivery past the kerb will not be catered.
 - For cargo departing the U.K., the Customer is required to arrange to have their cargo palletised before pick-up. Only 4-way pallets with either a dimension of 1.2m x 1.2m or 1.2m x 1m will be accepted. Otherwise, Customer will risk their cargo not being accepted by CSGTS or its agents associated with CSGTS.