



General terms and conditions 2026

These transport conditions relate to legal relationships in relation to transport and additional services of Van Reenen. These transport conditions apply to all offers and agreements as well as the provision and use of services of Van Reenen.

These transport conditions replace all previous terms and conditions, which are applicable on the co-operation agreements between parties involved.

Domestic transport

Domestic transport takes place under cover of the AVC conditions in 2002, latest version.

International transport

To any international transport the CMR Convention is applicable.

Forwarding

On all Forwarding activities the "Expeditie voorwaarden" according to Fenex are applicable with the exception of article 23, latest version.

Warehousing

In cases the client wants the goods to be stored, they are stored under coverage of the LSV Conditions 2014, latest version.

Above mentioned terms and conditions to be downloaded via link (AVC, CMR, LSV en Fenex). www.reenen.nl/vervoerscondities.htm.

Acceptance of terms and conditions

By issuing an assignment, in whatever form, client agrees to the terms, conditions and rates of Van Reenen.

Booking of orders

Orders ought to be booked by the client. Either through digital data exchange, either by using a web application (look at IT services) to be entered over www.reenen.nl. For entering orders Username and password are mandatory. Request for entrance codes to be sent to cs@reenen.nl.

The agreed rates are based on a digital entry of orders. For registration of orders in another way a surcharge of € 5,00 is applicable and mandatory.

The client is responsible for providing the correct data about the address for both loading as well as unloading address, opening hours, numbers and measurements of the shipment(s).

In case of deviations upwards without notification on behalf of the client based on the initial order no guarantee for collection or delivery is given. In case of deviation downwards without notification on behalf of the client the initial order will be charged.

Ordering shipments

- Daily collection for distribution within the Netherlands and Belgium:
 - Latest notification before 15:00 O'clock.
 - Latest notification time frame delivery before 14:00 O'clock.

- Non daily collection for distribution within the Netherlands and Belgium:

- Day A order notification, Day B collection, delivery according to delivery scheme.
- Notification of shipments on day A before 15:00 O'clock. On later notification no guarantee for collection of shipments can be given.
- Notification of international shipments and Luxemburg
 - At least one working day ahead of day of collection at 14:00 O'clock at the latest.
 - Shipments to be collected ought to be ready for collection from 08:00 O'clock, unless otherwise agreed.
- International shipments for Germany and France according to the transit times provided by Van Reenen.
- All other countries on demand.
- The collection day is not included in the transit time.

Units of account / volume conversion

Rates are based on the following units of account:

- 1 Euro pallet is 80 x 120 x 220 cm (maximum weight 700 kg per pallet) and converted 0.4 loading meter.
- 1 block pallet is 100 x 120 x 220 cm (maximum weight 875 kg per pallet) and converted to 0.5 loading meter.
- 1 loading meters is 1.750 kg at a maximum.
- 1 M3 is 330 kg and will be converted to loading meters.
- In case of rates per kilogram or ton it is stated that the minimum of the successive group is the maxim of the previous group.
- Goods with a length of > 160 cm and < 240 cm, the width of the good is considered to be the loading meters. This is the basis for the rate calculation.
- Package till 23 kg at a maximum with one side > 240 cm will be charged with a length surcharge of € 15,00.
- Package more >23 kg with one side > 240 cm will be charged with a length surcharge of € 15,00 per shipment.
- The maximum weight based on the NIOSH method is 23 kilogram in optimum conditions. Heavier or larger numbers of packages must be packed on a pallet. If it is dealt with in this way this might lead to delay in your shipment.
- As a basis for the calculation the biggest size (length and width) of the pallet(s) / goods will be maintained or the volume weight or the length weight is calculated. The highest outcome is de the basis for the billing.
- On deviations in pallet sizes a change in the loading meters will be made.

IT service portfolio

It is possible to integrate both systems and/or to be informed about the status of the shipments sent.

Interactive communication with your end customer when a shipment will be delivered. By using BAS (Betrouwbare Aflever Service) your end customer is informed about the expected arrival time and date of their shipment. BAS is the connection with our network. This service will cost you € 0,60 per shipment only. The specifications en extra integration terms can be sent on request.



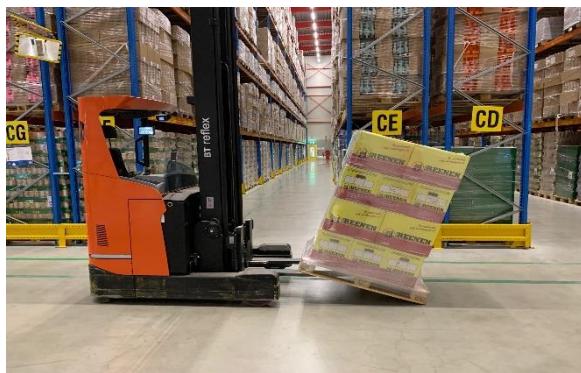
Labeling

- The offered goods must be packed transport worthy and are to be provided with the correct information about;
 - Shipper.
 - Receiver (Name, address, postal code, country).
 - Package quantity and total number of packages to be shipped (f.e. 1 out of 3 etc...).
 - Your reference number.
 - Unique barcode, containing the unique pallet – package identification. The size of the pallet must be 10 x 15 cm.
 - Possible delivery notes are to be attached to the pallet.

Packing & Transport

The offered goods must be packed appropriate. Van Reenen is not liable for:

- Absence of or defective condition of packing of the goods which considering their nature or the manner of carriage should have been sufficiently packed; (ao. glass, pottery, etc.).
- The nature of certain commodities which owing to causes related to this nature are exposed to total or partial loss or to damage, particularly through combustion, explosion, melting, breakage, corrosion, decay, desiccation, leakage, normal reduction of quality or presence of vermin or rodents.
- In cases the primary packaging is not appropriate for a safe transport the packer must pack the goods in a transport worthy packaging that meets the requirements for a correct stowage and load securing.
- Cargo must resist both forward, backward as well as lateral forces. The standard used is the so called Belgium 26 degrees test in which the pallet must maintain stable at an angle of inclination of 26 degrees.



- Vulnerable and fragile cargo must be provided with a suitable packaging with a so called bumper function.

Transit times

Within the various distribution systems the following transit times are applicable (working days);

- Netherlands : 1 working day
- NL "Islands" : 1 – 2 working days
- Zeeuws Vlaanderen : 1 – 2 working days
- Belgium (zone BEZN) : 1 working day
- Belgium (zone BEZZ) en LU: 2 working days
- International destinations according to scheme: (on request).

BEZN:

1800-4099, 4600-4699, 4800-4899, 9000-9299, 9900-9999

BEZZ:

1000-1799, 4100-4599, 4700-4799, 4900-8999, 9300-9899

The collection day is not included in the transit time.

Window Time Deliveries/collections

Deliveries or collections will take place between 08:00 and 17:00 O'clock. Guaranteed time frame deliveries or collections are possible through a separate delivery service.

All deviating timeframes, as a fixed time or a time frame are to be seen as a window time delivery and will be charged as such.

Applicable window time deliveries as underneath stated;

Time delivery	Time frame	Surcharge
≤ 1 uur	Before 08:00 O'clock or after 17:00 O'clock	€ 80,--
≤ 2 uur	Before 09:00 O'clock	€ 60,--
≤ 3 uur	Before 10:00 O'clock	€ 40,--
≤ 4 uur	Before 11:00 O'clock	€ 35,--
≤ 5 uur	Before 12:00 O'clock	€ 30,--
≤ 6 uur	Before 13:00 O'clock	€ 25,--
≤ 7 uur	Before 15:00 O'clock	€ 15,--
> 7 uur		No surcharge

Given the complexity of time frame or fixed time deliveries or collections in the planning it is a necessity to receive the applicable orders before 14:00 O'clock. At a later registration or requests of the time deliveries no guarantee on the time delivery request can be given.

Van Reenen can never be held responsible in not meeting the requested time frame. Under the terms AVC / CMR conditions and terms we can only be held liable for the applicable transport costs at the maximum.

Time for loading and unloading

For loading and unloading of cargo a standard time will be issued, which is made up of a number of parameters:

- Report loading / unloading address included sign up at the address - 10 minutes + 2 minutes per pallet.
- Max . loading / unloading time - 60 minutes.

We reserve the right to charge waiting hours or others when exceeding the above mentioned norm at € 80,-- per hour to the client in the events Van Reenen could not foresee or could not prevent. The minimum is put on 15 minutes per exceeded residence time.

If no one is present to accept a shipment smaller than 4 loading meters, a maximum waiting time of 15 minutes can be allowed to ensure the progress of the journey.

In occasions a truck is being redirected to another address an extra stop will be charged for a minimum of € 45,--. This includes amongst others weighbridges, custom stops etc...



Door to door deliveries

If an order is asked for to be delivered unloaded, this shipment will be delivered at the closest possible location to the applicable address (door). In all other cases on a location close by.

Any additional service asked for must be asked for by a written notice.

Defects

- In case shipments Benelux shipments are cancelled on the day of loading 75% of the agreed rate will be charged.
- In case shipments are loaded already the cancellation costs are 100% with an additional surcharge for the transport back to the client of 75%.
- For international shipments it applies that cancellation within two days before loading a cancellation fee of 75% is applicable.
- If or when a shipment is cancelled on the day before loading 100% of the agreed price will be charged.
- If goods are in extradition and are rejected and returned, the agreed freight rate is charged twice.
- If a shipment is refused at the unloading address, the shipment will be taken back, awaiting instructions from the client.

Second offer/delivery

For a second offer, the freight rate will be charged again unless Van Reenen acted culpable. In that case, the shipment will be delivered free of charge.

ADR transport

- For the transport of ADR goods an additional surcharge of 10% on top of the agreed base rates is applicable at all time with a minimum of € 25,--.
- No ADR shipments for category **1 (explosive), 6.2 (infectious) or 7 (radioactive)** are done.
- The client is responsible for a correct labelling, packing, documenting and declaration of the applicable shipment as well as a correct assignment of the UN classification and applicable chemical designation as well as the packaging group.
- At all-time our security advisor is authorized to hold the transport to investigate any deviations. Delays caused by this are the risk of the client.

Food transport

Food products, transported or stored, to be treated according to FSSC 22000 ought to be ordered as such. In the cases it is not mentioned as such the shipment or storage will not be treated accordingly.

Organic food products, transported or stored, to be treated according to Skal ought to be ordered as such. In the cases it is not mentioned as such the shipment or storage will not be treated accordingly.

Rates

- All rates are issued in Euros, excluding VAT and variable fuel surcharge is applicable on all transports done (DOT).
- Rates are valid from date of issue until the end of the current calendar year unless otherwise agreed.
- Single-stage offers/rates are valid for the current month only.
- The freight rates and tariffs are exclusive of landfill tolls, ferry charges, excluding Maut tolls (unless otherwise indicated) in Germany and excluding existing or yet to be introduced (kilometres) charges, assigned by a government or by third parties

imposed. If these costs are imposed on us these additional costs will be charged to the client.

- For deliveries to "Zeeuws Vlaanderen" a surcharge of € 25,-- is charged.
- For deliveries to the "Wadden islands" separate rates are mandatory and are charged with an additional fee of 175% on the freight rate.
- For the supply of goods within environmental zones a surcharge of € 27,50 is calculated on the freight rate.
- The latest version is to be found at milieuzones.nl
- An additional service for booking of loading and unloading in a portal is charged for by € 8,50 per delivery.
- Deliveries to the centre of certain Belgium cities a surcharge of € 60,-- per shipment is charged. Applicable postal codes can be found behind the city name(s);

Brussel	1000	Bergen	7000
Antwerpen	2000	Brugge	8000
Mechelen	2800	Kortrijk	8500
Leuven	3000	Roeselare	8800
Hasselt	3500	Gent	9000
Luik	4000	St. Niklaas	9100
Namen	5000	Aalst	9300
Charleroi	6000		

- Maut charge is applicable on traffic to and from Germany as well as in all cases Germany is used as a transit country. Shipments to departments 67, 68 and 90 in France Germany is used as a transit country and Maut charge is applicable.

- All rates given are based on the current cost level. If in the current year price changes are made to the legislation for the transport of important cost components, then we will charge you these extra costs.
- Requested destacking of goods on addresses will be charged at € 15,-- per shipment at a maximum of 10 minutes.
- The weight of a package is 23 kilogram at a maximum.
- For the service of use of a tail lift in the international traffic Germany and France (not Benelux) € 75,-- per delivery is asked. All other countries are on request.
- For the service of use of a truck mounted forklift > 4 loading meters in the Benelux € 90,-- per delivery is asked. In all other international traffic this price is calculated per working day.
- The use or reservation of the truck-mounted forklift is both spoken as well written communicated and agreed to CS@Reenen.nl
- Shipments with a truck mounted forklift capacity less than 4 loading meters can be scheduled with an additional charge of € 150,-- in the Benelux.
- The service of international deliveries and collections by or with a truck < 7,5 tons a price of € 150,-- is charged additional to the freight rate agreed.
- Any requests for POD of shipments can be resolved by using the intranet portal of van Reenen. In case it is manual task to be done by van Reenen employees a fee of € 8,50 per item will be charged.



Europallets

Pallets can only be exchanged in Benelux and Germany if there is a written order, given by the client. Van Reenen is not responsible for the quality of the delivered and returned pallets and is not liable, if no exchange pallets is available on the delivery addresses. Not returned Europallets at unloading addresses must be recovered from the recipient by the client.

Assets of exchange pallets of Van Reenen be monitored quarterly and charged to the client. With regard to Europallets a quality loss of 10% of the total amount of Europallets transported is applicable over a period of one year. The loss/differences will be settled with the balances of the client. For all applicable international europallet change it is said an amount of € 2,-- per pallet is charged for pallet exchange to the client. For the exchange of all other kind of pallets other rates are used.

Terms of Payment

The payment of services provided is 14 days. We reserve the right to point out unpaid bills to the customer. If the term of payment is exceeded the claim can be relinquished by Van Reenen. All applicable charges are at the expense of the client at all time. In case of any claims about the received invoices, they needs to be send to crediteuren@reenen.nl within 8 days after receiving the invoices.

The client is not allowed to settle the bills, charged under this agreement.

The Transport en Logistiek Nederland general terms of payment are applicable.

Complaints, Transport insurance and claims

Complaints about goods must be noted on the according waybill, checklist and/or boardcomputer. Damage occurred and final settling of any damage will always be covered according to AVC and CMR regulations.

During transport the goods are insured according to CMR conditions (max. liability carrier SDR 8.33 per kilo) or according AVC conditions (max. liability carrier is € 3.40 per kilo).

In common claims, in which the coverage based on conditions specified are not sufficient or do not cover, the client will have to hand it over to their freight insurance, or need to take these costs themselves.

As an extra service the possibility will be offered to insure the goods additionally. This is a round coverage offered with a limited own risk, which is accounted for by the client.

All common claims are settled based on the AVC / CMR conditions, in which our insurer will give neutral expertise in handling the claims occurred. The findings and conclusions are binding on the insurer handling your claim. Reports of damage needs to be sent within 1 working day to: schades@reenen.nl.

Van Reenen is never liable for any consequential damages and only liable for the actual suffered damage (base is the purchase invoice of the applicable goods as well as photos and the goods themselves).

Should it happen, you have a non-material complaint, do report it by sending an e-mail to info@reenen.nl. Depending on the complexity of the complaint you may expect a reaction within 10 working days at the latest.