

1. All **instructions** must be submitted timeously in writing. Late, incomplete and or verbal instructions may be accepted from time to time however GSS cannot be held liable for any consequences arising from such instructions due to any mis-understanding or confusion following the acceptance of thereof.
2. The **complete, detailed & accurate declaration** of information by clients on transport instructions is the responsibility of the client. Delays, penalties and any other consequences or liability arising from the mis-declaration, incomplete declaration, or inconsistency of information submitted will be at the entire risk of the Client and or the organization issuing the instruction.
3. All **weight information** will be considered as “gross weight” including packaging and container tare weights unless indicated to the contrary. Any and all penalties and costs incurred due to mis-declaration of weights, un-even packing of containers or inconsistency of weight related information, will be for the clients account. GSS also reserves the right to adjust their charges in line with heavy surcharges as per their rate schedule in such cases.
4. If vehicles are delayed due to the **unavailability of CTOs or other documentation** required for the un/packing and or delivery of cargo or containers, standby charges as per the rate schedule will apply and be invoiced from the time the delay commences until the document is available whether or not notice of such delay was being incurred.
5. **Standby** is applicable from the moment the vehicle is placed at the disposal of the client until it is released, excluding the following **free periods** per container allowed for un/packing, which free periods are to commence from the time un/packing commences.

12M = 4 hours	6M = 3 hours	Tanktainers = 1 hour
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6. A **free period** of 20 minutes is allowed for the collection or delivery of full or empty containers **at depots and Terminals / Berths** calculated from the time the vehicle arrives at the gate or in the queue to the gate, whichever is the earlier, whereafter standby charges will apply.
7. Where **vehicles are delayed** by clients and or the authorities for any reason relating to the cargo, including but not limited to the un-scheduled stopping for weighing or scanning of the load, standby charges as per the rate schedule will apply for the duration of the delay.
8. An additional fee may be raised for the **early pre-placing of Trailers** for un/packing. This fee can consist of additional transport charges and or trailer standby / rental.
9. All **additional costs** incurred will be included in our invoices to our clients and we will not be responsible for the recovery of any costs from third parties.
10. The **rate schedule** is generally valid from April to March every year. However, our rates are subject to amendment without notice due to changes in legislation and or fuel price fluctuations and can otherwise be changed subject to one months notice.
- 11 We reserve the right to use either owned, managed, or sub-contracted vehicles at our discretion.
- 12 Should these Terms and Conditions conflict with any other agreed Terms and Conditions, then these terms and conditions will apply but only to the extent of the specific conflict.
- 13 All other Terms & Conditions are as per our Standard Trading Conditions, a copy of which is available on request.
- 14 All instructions received by us will be considered as confirmation of the clients’ agreement and acceptance of these terms and conditions.