

## Standard Trading Conditions (STCs) – Sterdts (Pty) Ltd

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### Freight Forwarding, Logistics & Household Moving

**Version:** v2026-01-05

**Effective date:** 05 January 2026

**Company:** Sterdts (Pty) Ltd (Reg. No. 2016/159326/07)

**Website (Terms):** <https://www.sterdts.co.za/terms>

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### IMPORTANT NOTICE (read before accepting)

These STCs (including the incorporated SAAFF Standard Trading Conditions) contain **important provisions** that:

- limit or exclude liability;
- place goods at **owner's risk** unless insurance is specifically arranged;
- impose **strict time limits** for notice of claims and legal proceedings; and
- grant Sterdts **lien / retention rights** for unpaid amounts.

By accepting a quotation/booking instruction, the Customer confirms they have had a reasonable opportunity to review these terms.

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## SECTION A — STERDTS CORE TERMS (INCORPORATION, CONTRACTING & CONTROLS)

### A1. Application

1. These STCs apply to **all services** provided by Sterdts (Pty) Ltd ("Sterdts"), including freight forwarding, logistics, customs clearing support, transport arrangement, storage/warehousing arrangement, packing arrangement, and household moving/personal effects shipments, **unless Sterdts agrees otherwise in writing**.
2. Sterdts may arrange for services to be performed by third parties (carriers, warehouse operators, packers, depots, agents, subcontractors). The Customer acknowledges those third parties may impose their own terms.

### A2. The Contract Documents (what forms the contract)

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For each shipment/job, the contract between Sterdts and the Customer ("Contract") consists of:

1. **Schedule 1** — the Sterdts **Quotation / Booking Confirmation / Booking Instruction** for that specific job (commercial particulars); and
2. These **Sterdts STCs v2026-01-05**, including:
  - **Section B** (SAAFF STCs — inserted verbatim), and
  - **Section C** (Household Goods Addendum) **if applicable**.

### **A3. Conflict rule and hierarchy (single rule)**

1. If there is any conflict or inconsistency between Contract Documents, the following hierarchy applies:
  - **(1) Director-signed Special Agreement** (if any) expressly stating it varies these STCs for that job; then
  - **(2) These Sterdts STCs** (including Section C for household moves, where applicable, and Section B SAAFF); then
  - **(3) Schedule 1 commercial particulars** (dates, locations, commodity/description, volumes, route, indicative pricing, payment timing) **to the extent they do not conflict** with (1) or (2); then
  - **(4) Third-party terms** (carriers/warehouse/subcontractors) **where applicable**.
2. **No staff member may vary** these STCs by quotation wording, email, WhatsApp, or verbal assurance. **Only a Director-signed Special Agreement** can vary these STCs.

### **A4. Acceptance (how the Customer becomes bound)**

1. The Customer accepts the Contract when they:
  - sign Schedule 1 (quotation/booking confirmation/booking instruction), **or**
  - send an email instruction to proceed that references the job/quote number, **or**
  - otherwise instruct Sterdts to commence services after receiving Schedule 1 and/or these STCs.
2. The Customer warrants they have authority to bind themselves and any other party with an interest in the goods (owner/consignor/consignee).

### **A5. Definitions (for Sterdts STCs)**

1. **"Customer"** means any person/entity requesting services from Sterdts, including the shipper, consignee, owner, importer/exporter, or their agent.
2. **"Goods"** means all cargo, personal effects, household goods, packaging, and any container or equipment not supplied by Sterdts.
3. **"Services"** means any service Sterdts provides or arranges in connection with the Goods.

4. **“Transport Document”** includes any bill of lading (master or house), sea waybill, air waybill, CMR consignment note, rail note, courier consignment note, warehouse receipt, delivery note, or similar document.

## **A6. Capacity determination (Principal vs Agent) — document-based, consistent for all services**

### **A6.1 General**

1. Sterdts may act as **Principal** or **Agent** depending on the actual commercial and documentary structure of each transaction and/or each service segment.
2. The Customer acknowledges that capacity can differ between service components (e.g., carriage vs clearing vs storage) and may legitimately differ across shipments for the same Customer.

### **A6.2 Objective indicators (how capacity is determined)**

Capacity for a given service/shipment will be determined using objective indicators, including (without limitation):

#### **(a) Sterdts acting as Principal is indicated where, for that service segment:**

- Sterdts issues its own **house transport document** (e.g., HBL/HAWB) as contracting carrier; and/or
- Sterdts contracts with a carrier or service provider **in Sterdts' own name** for carriage/storage/handling; and/or
- Sterdts is the contractual counterparty undertaking responsibility for the movement/handling (as evidenced by the documentary chain and contracting structure).

#### **(b) Sterdts acting as Agent is indicated where, for that service segment:**

- Sterdts arranges services **on the Customer's behalf**, and the Customer (or another disclosed principal) is the contracting party to the carrier/warehouse/subcontractor; and/or
- the Customer (or disclosed principal) is shown as shipper/consignor on the relevant **master** transport documentation and Sterdts is not the contracting carrier; and/or
- Sterdts invoices only its agency/service fee and passes through third-party charges as agent (where applicable).

### **A6.3 Timing and non-retroactivity**

1. Capacity is determined **by the structure applicable at the time Sterdts undertakes the relevant service.**

2. Issuance of later documents does **not** retroactively change capacity for services already performed, unless the parties **agree in writing**.

#### **A6.4 Ambiguity fallback (anti "deemed principal")**

If the objective indicators remain genuinely ambiguous for a specific service segment, Sterdts will be treated as acting as **Agent** for that segment **unless and until** clear documentary evidence indicates Sterdts acted as Principal for that segment.

#### **A6.5 Early indications are not variations**

Any early indication about likely capacity (e.g., during quoting) is **not a variation** of these STCs and does not override capacity determined under A6.

#### **A7. No "guarantees" unless Director-signed**

1. No delivery date, transit time, "fully insured" statement, or liability expansion is binding unless:
  - it is recorded in a **Director-signed Special Agreement**, and
  - it expressly states it **varies** these STCs for that job.

#### **A8. Charges, remuneration and disclosure**

1. Sterdts may earn remuneration by **fees, commissions, markups, retained discounts, consolidation spreads, service charges**, or other lawful means.
2. Unless required by law or agreed in writing, Sterdts is not obliged to disclose its remuneration model or third-party discounts.

#### **A9. Insurance (no automatic cover; no fixed "storage hours" claims)**

1. Goods are carried and/or stored at **owner's risk** unless the Customer instructs Sterdts **in writing** to arrange insurance and pays the premium as required.
2. Where Sterdts assists with insurance placement, Sterdts acts as **agent only** for the Customer in placing insurance.
3. Any insurance is subject to the insurer's policy terms, conditions, exclusions, and limits. Cover **may be affected by storage** unless extended by arrangement. Sterdts does not guarantee cover unless confirmed in writing by the insurer/broker.

#### **A10. Communications and documents**

1. Email instructions constitute "in writing".
2. The Customer must ensure all shipment details (values, descriptions, quantities, dimensions, hazardous properties, permits, etc.) are accurate and complete.

3. Where Sterdts provides customs clearing support and/or assists with tariff classification, any guidance or suggested tariff headings are provided for information only and do not constitute a determination or guarantee. The Customer (as importer/exporter and/or declarant principal) remains responsible for the correctness of tariff classification and all customs information supplied. Sterdts is entitled to rely on the Customer's written instruction for the tariff code to be used, and the Customer indemnifies Sterdts against any duties, penalties, interest, costs or losses arising from incorrect or incomplete classification/information supplied by or on behalf of the Customer.

## **A11. Cancellations, credits and refunds (general)**

### **A11.1 Requests in writing**

Any cancellation request, postponement request, scope reduction request, or refund request must be made in writing (email shall suffice, subject to Sterdts requesting reasonable supporting documents where required).

### **A11.2 Amounts still payable on cancellation / postponement / scope reduction**

If a shipment, job or service is cancelled, postponed, suspended or reduced in scope, the Customer remains liable for all amounts due in respect of services performed, partially performed, and costs or charges incurred or committed by Sterdts up to the relevant date, including (without limitation) reasonable planning, preparation, inspections, documentation, bookings, administration, labour/time costs, and third-party charges, deposits, penalties, cancellation fees, transport/handling/storage charges, customs-related charges, permit/inspection fees, non-refundable insurance premiums/fees, and bank/transfer/FX-related charges actually incurred.

### **A11.3 Net Refundable Amount**

Any refund due (if any) is limited to the Net Refundable Amount, being the amount actually received by Sterdts from the Customer in cleared funds, less:

- the amounts referred to in clause A11.2; and
- any other amounts owing by the Customer to Sterdts under the Contract.

### **A11.4 Third-party dependent refunds**

To the extent any portion of a refund depends on a credit, reversal, or refund from a third party (including carriers, depots, packers, agents, insurers, authorities, or other service providers), Sterdts shall only be obliged to refund that portion after Sterdts has actually received the relevant credit/refund. Sterdts will use reasonable endeavours to pursue such credits/refunds where applicable and will notify the Customer if recovery is delayed, unsuccessful, or disputed.

### **A11.5 Duties, taxes and statutory charges**

Duties, taxes, levies, disbursements and statutory charges paid to or through third parties or authorities are refundable only to the extent such amounts are actually refunded by the relevant third party or authority.

### **A11.6 Refund processing timelines**

Subject to applicable law, Sterdts will process the confirmed, non-contingent Net Refundable Amount (if any) within 14 (fourteen) business days after final reconciliation of the job and receipt of all information reasonably required to process the refund. Any portion contingent on third-party recovery will be processed within 14 (fourteen) business days after Sterdts' actual receipt of the relevant third-party credit/refund.

### **A11.7 Set-off**

Sterdts may set off any refund amount against any unpaid amount owing by the Customer to Sterdts, to the extent permitted by law.

### **A11.8 Mandatory law**

Nothing in this clause limits or excludes any rights or obligations that apply under mandatory law. To the extent the Consumer Protection Act, 2008 (or other mandatory law) applies, any cancellation charge, credit or refund shall be subject to those mandatory provisions.

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*End of Section A. Section B follows on the next page.*

## SECTION B — SAAFF STANDARD TRADING CONDITIONS (NOV 2023 EDITION)

### B1. Incorporation

1. The **SAAFF Standard Trading Conditions (November 2023 Edition)** (“**SAAFF STCs**”) are hereby **incorporated by reference and form part of** these Sterdts Standard Trading Conditions (“Sterdts STCs”).
2. The SAAFF STCs are incorporated **in their official form, verbatim**, without amendment, paraphrase, or rewrite, and with the **original clause numbering and wording preserved** as issued by SAAFF.

### B2. Method of inclusion (PDF insertion), availability, and pagination

1. For purposes of these Sterdts STCs, the SAAFF STCs are included in this document **by insertion of the official SAAFF PDF pages** into this compiled PDF pack.
2. Accordingly, **all pages appearing after the end of this Section B and immediately before the commencement of SECTION C — HOUSEHOLD GOODS ADDENDUM (PERSONAL EFFECTS / HOUSEHOLD MOVES) constitute the full verbatim text** of the SAAFF STCs (November 2023 Edition) as issued by SAAFF, and are deemed to be incorporated into and form part of this Contract.
3. A stand-alone copy of the same SAAFF STCs is also made available as “**SAAFF STCs November 2023 Edition.pdf**” (or a substantially similar filename) where provided or linked, and the Customer acknowledges receipt of, or reasonable access to, that stand-alone copy where applicable.
4. **Pagination and formatting:** The page numbering, headers, footers, or pagination appearing on the inserted SAAFF pages may differ from the page numbering of this Sterdts STCs document. For compilation convenience, the Sterdts STCs page numbering may **continue sequentially before and after** the inserted SAAFF pages and may **not reflect** the number of inserted SAAFF pages. Any such pagination difference does **not** affect incorporation, and the inserted SAAFF pages remain part of this Contract notwithstanding any separate or non-continuous page numbering.

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*End of Section B introductory provisions. The full SAAFF Standard Trading Conditions (Nov 2023 Edition) follow on the next page.*



# SOUTHERN AFRICAN ASSOCIATION OF FREIGHT FORWARDERS NPC

## TRADING TERMS AND CONDITIONS

Adopted by

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### Contents

1. INTERPRETATION .....	2
2. MEMBERS OF THE GROUP RENDERING SERVICES TO THE CUSTOMER.....	3
3. APPLICATION OF TRADING TERMS AND CONDITIONS .....	3
4. OWNER'S RISK.....	4
5. APPLICABLE LEGISLATION .....	4
6. FIATA COMBINED TRANSPORT BILL OF LADING .....	4
7. EXCLUSION OF OBLIGATIONS OF COMMON OR PUBLIC CARRIER .....	4
8. COMPANY'S DISCRETION IN THE ABSENCE OF INSTRUCTIONS .....	5
9. COMPANY'S GENERAL DISCRETION .....	5
10. INSURANCE .....	5
11. COMPANY'S OBLIGATIONS IN THE ABSENCE OF INSTRUCTIONS .....	6
12. CUSTOMER'S UNDERTAKINGS .....	6
13. RECOVERY OF DEBTS DUE TO THE COMPANY .....	9
14. COMPANY ENTITLED TO ACT AS AGENT OR PRINCIPAL IN CONTRACTING .....	9
15. SUBCONTRACTING .....	10
16. TERMS AND CONDITIONS OF AGENTS AND SUBCONTRACTORS.....	10
17. GOODS REQUIRING SPECIAL ARRANGEMENTS .....	10
18. GOODS REQUIRING PRIOR CONSENT OF THE COMPANY.....	11
19. PERISHABLE GOODS.....	12
20. THE ACCEPTANCE OF DELIVERY .....	12
21. WAREHOUSING .....	13
22. COLLECTION OF EXPENSES AND C O D .....	13
23. SUNDRY GOODS RECOGNISABLE AS THE CUSTOMER'S.....	13
24. EXAMINATION OF LANDED GOODS .....	13
25. DUTIES, TAXES, IMPOSTS, LEVIES AND DEPOSITS.....	14
26. RECOVERY OF DUTIES INCORRECTLY PAID .....	14

27. PAYMENT BY THE CUSTOMER .....	15
28. DEBITING FEES AND DISBURSEMENTS.....	15
29. RISK OF POSTED OR ELECTRONIC ITEMS .....	16
30. QUOTATIONS .....	16
31. NO CLAIMS AGAINST COMPANY DIRECTORS AND EMPLOYEES .....	16
32. CUSTOMER'S INSTRUCTIONS .....	17
33. VARIATION OF THESE TRADING TERMS AND CONDITIONS.....	17
34. NON WAIVER.....	17
35. GOVERNING LAW .....	17
36. SUBMISSION TO JURISDICTION.....	18
37. BENEFIT OF DISCOUNTS.....	18
38. LIEN .....	18
39. INDEMNITY BY THE CUSTOMER.....	18
40. LIMITATION OF COMPANY'S LIABILITY .....	19
41. MONETARY LIMITATION OF LIABILITY OF THE COMPANY.....	20
42. GENERAL AVERAGE .....	20
43. BREACH .....	21
44. WARRANTIES AND REPRESENTATIONS BY THE COMPANY .....	21
45. DISPUTES.....	21
46. TIME FOR PERFORMANCE BY THE CUSTOMER.....	22
47. CLAIMS .....	22
48. SEVERABILITY .....	23

## 1. INTERPRETATION

In these trading terms and conditions

- 1.1. the headings to the clauses are for reference purposes only and shall not aid in the interpretation of the clauses to which they relate;
- 1.2. unless the context clearly indicates a contrary intention, words importing any one gender include the other two genders, the singular includes the plural and vice versa, and natural persons include created entities (corporate or unincorporate) and vice versa;
- 1.3. the following terms shall have the meanings assigned to them hereunder and cognate expressions shall have a corresponding meaning namely –
  - 1.3.1. "authority" includes any regulatory or revenue authority;
  - 1.3.2. "the company" means the company referred to above, or if it exercises its right under clause 2, the member of the group in respect of which it exercises its rights;

- 1.3.3. "customer" means any person at whose request or on whose behalf the company undertakes any business or provides any advice, information or service;
- 1.3.4. "goods" means any goods handled, transported, warehoused or dealt with by or on behalf of or at the instance of the company or which come under the control of the company or its agents, servants or nominees on the instructions of the customer, and includes any container, transportable tank, flat pallet, package or any other form of covering, packaging, container or equipment used in connection with or in relation to such goods;
- 1.3.5. "the group" means the company and any company which is a holding company or subsidiary of the company from time to time which may render a service to the customer in terms of clause 2;
- 1.3.6. "the law" includes the common law, legislative enactments, regulations, international conventions and the determinations, rulings, directions or directives of any applicable or relevant body or authority;
- 1.3.7. "the owner" means the owner of the goods to which any business concluded under these trading terms and conditions relates and any other person who is or may have or acquire any interest, financial or otherwise, therein.

## **2. MEMBERS OF THE GROUP RENDERING SERVICES TO THE CUSTOMER**

The company may at its election perform all or any business undertaken or provide advice, information or services, whether gratuitous or not, either itself or it may procure that any member of the group undertakes such business or provides such advice, information or services as principal upon and subject to the terms and conditions contained herein which shall apply mutatis mutandis to the customer and any such member of the group.

## **3. APPLICATION OF TRADING TERMS AND CONDITIONS**

Subject to clause 5, all and any business undertaken or advice, information or services provided by the company, whether gratuitous or not, is undertaken or provided on

these trading terms and conditions. Any claim brought against the company by the customer, whether in contract, delict or otherwise, shall be subject to these trading terms and conditions.

#### **4. OWNER'S RISK**

All handling, packing, loading, unloading, warehousing and transporting of goods by or on behalf of or at the request of the company are effected at the sole risk of the customer and/or the owner, and the customer indemnifies the company accordingly.

#### **5. APPLICABLE LEGISLATION**

5.1 If the company is obliged, in the execution of any of its duties and/or responsibilities to comply with the law, then the company by complying therewith, shall not be deemed to waive nor abandon any of its rights in terms of these trading terms and conditions.

5.2 In addition thereto, in complying with the law, the company shall not be deemed to have assumed any onus, obligation, responsibility or liability in favour of the customer.

5.3 If any of the terms of these trading terms and conditions is repugnant to or in conflict with the law, then and in such event the conflicting term embodied herein shall be deemed to be amended and/or altered to conform therewith, and such amendment and/or alteration shall not in any way affect the remaining provisions of these trading terms and conditions.

#### **6. FIATA COMBINED TRANSPORT BILL OF LADING**

The company shall be entitled to issue in respect of the whole or part of any contract for the movement of goods a FIATA combined transport bill of lading ("FBL") provided that where a FBL is issued these trading terms and conditions shall continue to apply except insofar as they conflict with the terms and conditions applicable to the FBL. The issue of the FBL by the company shall entitle it to raise an additional charge determined by the company, to cover its additional obligations arising under the FBL.

#### **7. EXCLUSION OF OBLIGATIONS OF COMMON OR PUBLIC CARRIER**

The company deals with goods only on the basis that it is neither a common carrier nor a public carrier.

## **8. COMPANY'S DISCRETION IN THE ABSENCE OF INSTRUCTIONS**

In the absence of specific instructions given timeously in writing by the customer to the company –

- 8.1 It shall be in the reasonable discretion of the company to decide at what time to perform or to procure the performance of any or all of the acts which may be necessary or requisite for the discharge of its obligations to the customer;
- 8.2 The company shall have an absolute discretion to determine the means, route and procedure to be followed by it in performing all or any of the acts or services it has agreed to perform;
- 8.3 In all cases where there is a choice of tariff rates or premiums offered by any carrier, warehouseman, underwriter, or other person depending upon the declared value of the relevant goods or the extent of the liability assumed by the carrier, warehouseman, underwriter or other person, it shall be in the discretion of the company as to what declaration, if any, shall be made, and what liability, if any, shall be imposed on the carrier, warehouseman, underwriter or other person.

## **9. COMPANY'S GENERAL DISCRETION**

- 9.1 Notwithstanding anything to the contrary herein contained, if at any time the company should consider it to be in the customer's interests or for the public good to depart from any of the customer's instructions, the company shall be entitled to do so and shall not incur any liability in consequence of doing so.
- 9.2 If events or circumstances come to the attention of the company, its agents, servants, or nominees which, in the opinion of the company, make it in whole or in part, impossible or impracticable for the company to comply with a customer's instructions the company shall take reasonable steps to inform such customer of such events or circumstances and to seek further instructions. If such further instructions are not timeously received by the company in writing, the company shall, at its sole discretion, be entitled to detain, return, store, sell, abandon, or destroy all or part of the goods concerned at the risk and expense of the customer.

## **10. INSURANCE**

Where the company agrees to do so, it shall endeavour to effect any insurance the customer timeously and in writing instructs it to effect. Such insurance will be subject to such exceptions and conditions as may be imposed by the insurance company or underwriter taking the risk and the company shall not be obliged to obtain separate cover for any risks so excluded. Unless otherwise agreed in writing the company shall not be under any obligation to obtain separate insurance in respect of separate consignments but may insure all or any of such consignments under any open or general policy held by the company from time to time. Should any insurer dispute its liability in terms of any insurance policy in respect of any goods, the customer concerned shall have recourse against such insurer only and the company shall not have any responsibility or liability whatsoever in relation thereto notwithstanding that the premium paid on such policy may differ from the amount paid by the customer to the company in respect thereof. Insofar as the company agrees to arrange insurance the company acts solely as agent for and on behalf of the customer. The provisions of this clause 10 shall inure for the benefit of any financial services provider represented by the company, or to whom the customer is referred to by the company, on the basis that any reference to "the company" shall also be construed as a reference to such financial services provider.

## **11. COMPANY'S OBLIGATIONS IN THE ABSENCE OF INSTRUCTIONS**

Unless specific written instructions are timeously given to and accepted by the company, the company shall not be obliged to –

- 11.1 make any declaration for the purpose of any statute, convention, or contract, as to the nature or value of any goods or as to any special interest in delivery. In particular, the company shall be under no obligation to make any declaration or to seek any special protection or cover from any carrier in respect of any goods which are, or fall within the definition ascribed thereto by that body of dangerous goods or other goods which require special conditions of handling or storage;
- 11.2 arrange for any particular goods to be carried, stored or handled separately from other goods.

## **12. CUSTOMER'S UNDERTAKINGS**

- 12.1 For all purposes hereunder the customer shall be deemed to have in relation to the customer's business, the goods and the services to be rendered by the company in respect thereto, reasonable knowledge of all matters directly or indirectly relating thereto or arising therefrom including, without limitation,

terms of sale and purchase and all matter relating thereto and the customer undertakes to supply all pertinent information to the company.

12.2 The customer warrants that –

- 12.2.1 it is either the owner or the authorised agent of the owner of any goods in respect of which the customer instructs the company and that each such person is bound by these trading terms and conditions;
- 12.2.2 in authorising the customer to enter into any contract with the company and/or in accepting any document issued by the company in connection with such contract, the owner, sender or consignee is bound by these trading terms and conditions for itself and its agents and for any parties on whose behalf it or its agents may act, and in particular, but without prejudice to the generality of the foregoing, it accepts that the company shall have the right to enforce against them jointly and severally any liability of the customer under these trading terms and conditions or to recover from them any sums to be paid by the customer which upon proper demand have not been paid;
- 12.2.3 all information and instructions supplied or to be supplied by it to the company is and shall be accurate, true and comprehensive, and in particular, without derogating from the generality of the foregoing, the customer shall be deemed to be bound by and warrants the accuracy of all descriptions, values, tariff headings and other particulars furnished to the company for Customs, consular and other purposes, and the customer warrants that it will not withhold any necessary or pertinent information, and indemnifies the company against all claims, losses, penalties, damages, expenses and fines whatsoever, whensoever and howsoever arising as a result of a breach of the foregoing whether negligently or otherwise, without derogating from the generality of the foregoing, any assessment or reassessment;
- 12.2.4 all information supplied or to be supplied by it to the company may be lawfully used or otherwise processed by the company in any country or jurisdiction for the purposes of implementing the customer's instructions;
- 12.2.5 it will comply with such laws as may be applicable to it;
- 12.2.6 the customer, the owner, the shipper, or the consignee of the goods, shall be responsible for obtaining, at its own risk and expense, any license or other authorisation or document required for the export and

import of the goods in respect of which the customer instructs the company, save where the company has been given and has accepted, in writing, specific instructions to do so;

- 12.2.7 it is validated and accredited by the applicable civil aviation authority as a known consignor, unless it has informed the company otherwise in writing;
- 12.2.8 all goods will be properly, safely, adequately and appropriately prepared and packed, stowed, labelled and marked, having regard inter alia to the implementation by or on behalf of the company or at its instance of the contract involved, and the characteristics of and dangers associated with the goods involved and are capable of withstanding the normal hazards inherent in the implementation of such contract and will not cause the death of, or injury to, or illness of, any person, nor cause any loss of, or damage to, property;
- 12.2.9 save where the company has been given and has accepted specific instructions to prepare and pack the goods –
  - 12.2.9.1 that the goods have been prepared and packed in secure premises; and
  - 12.2.9.2 that the goods have been handled by staff who have been subjected to background checks and have received job specific cargo security training as prescribed by law; and
  - 12.2.9.3 that the goods have been protected from unlawful interference during preparation, storage and transportation; and
  - 12.2.9.4 that the goods have been subjected to such security controls as may be prescribed by law; and
  - 12.2.9.5 that the goods have been sealed with seals of acceptable quality and of such type as may be prescribed by law.
- 12.2.10 where goods are carried in or on containers, trailers, flats, tilts, railway wagons, tanks, igloos or any other unit load devices specifically constructed for the carriage of goods by land, sea or air, (each such device hereinafter individually referred to as "the transport unit") then save where the company has been given and has accepted specific written instructions to load the transport unit –

12.2.10.1 that the transport unit has been properly and competently loaded; and

12.2.10.2 that the goods involved are suitable for carriage in or on the transport unit; and

12.2.10.3 that the transport unit is itself in a suitable condition to carry the goods loaded therein and complies with the requirements of all relevant transport authorities and carriers; and

12.2.10.4 that it will provide the company in writing with the verified gross mass of the transport unit, prior to it being loaded on board a ship.

### **13. RECOVERY OF DEBTS DUE TO THE COMPANY**

The company shall be entitled to recover any amounts due to it by the customer in respect of instructions relating to or in terms of any contract in respect of particular goods from the customer, or if the customer acts as an agent for a disclosed or undisclosed principal, as the company in its absolute discretion deems fit.

### **14. COMPANY ENTITLED TO ACT AS AGENT OR PRINCIPAL IN CONTRACTING**

14.1 Unless otherwise agreed in writing, the company in procuring the carriage, storage, packing or handling of goods shall be entitled to act either as an agent for and on behalf of the customer or as a principal, as it in its absolute discretion deems fit.

14.2 The offer and acceptance of a fixed price for the accomplishment of any task shall not itself determine whether such task is to be arranged by the company acting as agent or as a principal.

14.3 The customer acknowledges that when the company, as agent for and on behalf of the customer, concludes any contract with a third party, such agreement is concluded between the customer and the third party.

14.4 Unless otherwise agreed in writing, the company, when acting as agent for and on behalf of the customer, shall be entitled to enter into any contract it reasonably deems necessary or requisite for the fulfilment of the customer's instructions, including, without limitation, contracts for the –

- 14.4.1 carriage of goods by any route or means or person;
- 14.4.2 storage, packing, transport, shipping, loading, unloading and/or handling of goods by any person at any place whether on shore or afloat and for any length of time;
- 14.4.3 carriage or storage of goods in break-bulk form in or on transport units as defined in clause 12.2.8 or with or without other goods of whatsoever nature.

## **15. SUBCONTRACTING**

- 15.1 Any business entrusted by the customer to the company may, in the absolute discretion of the company, be fulfilled by the company itself, by its own servants performing part or all of the relevant services, or by the company employing, or entrusting the goods or services to third parties on such conditions as may be stipulated by, or negotiated with, such third parties for the purposes of such services, or such part thereof as they may be employed to carry out.
- 15.2 Where the company employs third parties to perform all or any of the functions which it has agreed to perform, the customer agrees that the company shall have no responsibility or liability to its customer for any act or omission of such third party, even though the company may be responsible for the payment of such third party's charges; but the company shall, if suitably indemnified against all costs, (including attorney and client costs) which may be incurred or awarded against the company, take such action against the third party on the customer's behalf as the customer may direct.

## **16. TERMS AND CONDITIONS OF AGENTS AND SUBCONTRACTORS**

Notwithstanding anything to the contrary contained herein the customer agrees that all goods shall be dealt with by the company on the terms and conditions, whether or not inconsistent with these terms and conditions, stipulated by the carriers, warehousemen, government departments, and all other parties (whether acting as agents or subcontractors to the company or not) into whose possession or custody the goods may pass, or subject to whose authority they may at any time be.

## **17. GOODS REQUIRING SPECIAL ARRANGEMENTS**

Except under special arrangements previously made in writing the company will not accept or deal with bullion, currency, precious stones, jewellery, watches, antiques, artworks, cellular telephones, tablets, laptops, computers, computer equipment, televisions, audio or visual equipment, photovoltaic equipment, generators or any other valuables, or with human remains, livestock, plants or any goods having special requirements as to storage, temperature, humidity or otherwise. Should the customer nevertheless deliver such goods to the company or cause the company to handle or deal with any such goods otherwise than under special arrangements previously made in writing the company shall incur no liability whatsoever in respect of such goods, and in particular, shall incur no liability in respect of its negligent acts or omissions in respect of such goods, nor any liability for the acts or omissions of its servants, agents or employees. A claim, if any, against the company in respect of the goods referred to in this clause 17 shall be governed by the provisions of clauses 40 and 41.

## **18. GOODS REQUIRING PRIOR CONSENT OF THE COMPANY**

18.1 The customer shall obtain in advance the company's specific written consent to accept into its possession or control or into the possession or control of any of its servants, agents or employees any goods, including radio-active materials, which may be or become perishable, dangerous, inflammable or noxious, or which by their nature may injure, damage, taint or contaminate, or in any way whatsoever adversely affect any person, goods or property, including goods likely to harbour or attract vermin or other pests. The customer warrants that such goods, or the case, crate, box, drum canister, tank, flat, pallet, package or other holder or covering of such goods will comply with any applicable laws, regulations or requirement of any authority or carrier or of the company and that the nature and characteristics of such goods and all other data required by such laws, regulations or requirements will be prominently and clearly marked on the outside cover of such goods.

18.2 If any such goods are delivered to the company, whether or not in breach of the provisions of clause 18.1, such goods may for good reason as the company in its discretion deems fit including, without limitation, the risk to other goods, property, life or health be destroyed, disposed of abandoned or rendered harmless or otherwise dealt with at the risk and expense of the customer and without the company being liable for any compensation to the customer or any other party, and without prejudice to the company's rights to recover its charges and/or fees including the costs of such destruction, disposal, abandonment or rendering harmless or other dealing with the goods. The customer indemnifies the company against all loss, liability or damage caused to the company as a result of the tender of goods to the company and/or out of the foregoing.

## 19. PERISHABLE GOODS

19.1 Without limiting or affecting any other terms of these trading terms and conditions, goods (whether perishable or otherwise) in the care custody or control of the company may at the customer's expense be sold or disposed of by the company without notice to the customer, sender, owner or consignee, if –

19.1.1. such goods have begun to deteriorate or are likely to deteriorate;

19.1.2. such goods are insufficiently addressed or marked;

19.1.3. the customer cannot be identified;

19.1.4. the goods have not been collected or accepted by the customer or any other person after the expiration of 21 days from the company notifying the customer in writing to collect or accept such goods, provided that if the company has no address for the customer such notice period shall not be necessary, and payment or tender of the net proceeds, if any, of the sale thereof after deduction of those charges and expenses incurred by the company in respect thereof shall be equivalent to delivery of such goods.

19.2 Should any amount owing by the customer to the company in respect of any goods referred to in clause 19.1 become due and payable and remain unpaid, the company shall be entitled and the customer hereby authorises the company and without first obtaining an order of court, to sell all or any of the goods by public auction or on reasonable notice not exceeding 14 days by private treaty. The net proceeds of any such sale, after deducting therefrom all costs, charges and expenses incurred by the company, shall be applied in reduction or discharge as the case may be, of the customer's obligations to the company in respect of such goods without prejudice to the company's rights to recover from the customer any balance which may remain owing to the company after the exercise of such rights. Should the total amount collected by the company, after deducting therefrom all costs, charges and expenses incurred by the company in respect thereof, exceed the full amount of the customer's obligations to the company in respect of such goods, the company shall be obliged to refund such excess to the customer.

## 20. THE ACCEPTANCE OF DELIVERY

If delivery of any goods is not accepted by the customer, consignee or party nominated by the customer at the appropriate time and place then: -

20.1 The company shall be entitled to store the goods or any part thereof at no risk to the company and at the expense of the customer;

20.2 The provisions of clauses 9.2 and/or 19.2 shall apply mutatis mutandis.

## **21. WAREHOUSING**

Pending forwarding and/or delivery by or on behalf of the company, goods may be warehoused or otherwise held at any place as determined by the company in its absolute discretion, at the customer's expense.

## **22. COLLECTION OF EXPENSES AND C O D**

22.1 When goods are accepted or dealt with by the company upon instructions to collect freight, duties, charges or other expenses from the consignee or any other person, the customer shall remain responsible therefor if they are not paid by such consignee or any other person immediately when due.

22.2 If accepted by the company, instructions to collect payment on delivery shall be subject to the condition that the company will be entitled to assume that the recipient will effect payment and in the matter of such collection will not be liable for any negotiable instrument which is not met on due date for payment.

## **23. SUNDRY GOODS RECOGNISABLE AS THE CUSTOMER'S**

The company shall have no obligation to take any action in respect of any goods which may be recognisable as belonging to the Customer unless and until it receives suitable instructions relating to those goods together with all necessary documents.

## **24. EXAMINATION OF LANDED GOODS**

24.1 Where it is necessary for an examination to be held or other action to be taken by the company in respect of any discrepancy in the goods which are landed or discharged from any vessel, aircraft, vehicle, or transport unit, no responsibility shall attach to the company for any failure to hold such examination or to take any other action unless the company has been timeously advised by the landing or discharge agent that such goods have been landed and that such a discrepancy exists.

24.2 The company will not be responsible for examining or counting any goods received by it where such goods are bundled, palletised or packed in any manner such that their number cannot be quickly and easily counted. Should the company undertake to count goods so received, it shall incur no liability in respect of any error or inaccuracy in such counting, whether such error or inaccuracy is the result of negligence on the part of the company or otherwise. The company shall be entitled to levy a charge on the customer for the counting of goods in such circumstances.

24.3 The company shall have the right, but shall not be obliged, to examine or cause to be examined any goods, and to enquire into the correctness or sufficiency of information or documentation submitted in respect of such goods and the customer shall co-operate promptly and fully with any such examination or enquiry.

## **25. DUTIES, TAXES, IMPOSTS, LEVIES AND DEPOSITS**

25.1 The customer, whether or not the cause of payment was due to an act, instruction or omission of the sender, owner and/or consignee and their agents, if any, shall be liable for any duties, taxes, imposts, levies, deposits or out-lays of whatsoever nature levied by or payable to the authorities, intermediaries or other parties at any port or place or in connection with the goods and whether at the time of entry and/or at any subsequent time and for any payments, fines, penalties, expenses, loss or damage or whatsoever incurred or sustained or paid by the company in connection therewith or arising thereout.

25.2 The company shall bear no liability in consequence of the fact that there may be a change in the rate of duty, wharfage, freight, railage or cartage or any other tariff, before or after the performance by the company of any act involving a less favourable rate or tariff or by virtue of the fact that a saving might have been effected in some other way had any act been performed at a different time or by virtue of the fact that the goods were entered under an incorrect tariff heading.

## **26. RECOVERY OF DUTIES INCORRECTLY PAID**

Where as a result of any act or omission by or on behalf or at the instance of the company and whether or not such act or omission was negligent, any duty, tax, levy, railage, wharfage, freight, cartage or any other impost or charge has been paid or levied in an incorrect amount, then any responsibility or liability to the customer which the company may otherwise have will cease and fall away if the customer does not –

- 26.1 within a reasonable time having regard to all the circumstances, and in particular to the time allowed for the recovery from the payee of the amount overpaid, advise the company that an incorrect amount has been paid or levied; and
- 26.2 do all such acts as are necessary to enable the company to effect recovery of the amount incorrectly paid.

The fact that the customer may not be aware that any such incorrect payment has been made shall not constitute a circumstance to be taken into account in calculating what a reasonable time is for the purpose of clause 26.1. Should any act or omission by the customer, whether or not such act or omission was due to ignorance on the part of the customer, and whether or not such ignorance was reasonable or justified in the circumstances, prejudice the company's right of recovery, the customer shall be deemed not to have complied with the provisions of clauses 26.1 and 26.2.

## **27. PAYMENT BY THE CUSTOMER**

- 27.1 Unless otherwise specifically agreed by the company in writing the customer shall pay to the company in cash immediately upon presentation of account all sums due to the company without deduction or set-off and payments shall not be withheld or deferred on account of any claim or counterclaim which the customer may allege.
- 27.2 All and any moneys received by the company from the customer shall be appropriated by the company in its sole and absolute discretion in respect of any undisputed indebtedness owing by the customer to the company, notwithstanding that the customer might, when making payment, seek to appropriate the payment so made to any particular debt or portion of a debt.
- 27.3 Should any sum not be paid by the customer to the company when due, all other sums owed by the customer to the company shall immediately become due and payable.

## **28. DEBITING FEES AND DISBURSEMENTS**

The company shall under no circumstances be precluded from raising a debit and obtaining payment in respect of any fee or disbursements due to it notwithstanding the fact that a previous debit or debits, whether excluding or partly excluding the items subsequently requiring to be charged or recovered, had been raised and whether or not any notice had been given that further debits were to follow.

**29. RISK OF POSTED OR ELECTRONIC ITEMS**

Notwithstanding any prior dealings between the company and the customer all documents, cash, cheques, bank drafts, transfers, payments or other remittances, sent to the company through the post or made electronically shall be deemed not to have been received by the company unless and until they are actually received by the company.

**30. QUOTATIONS**

30.1 The company shall be entitled at any time by notice to the customer to cancel or resile from any quotation or executory agreement in circumstances where it becomes impracticable or uneconomical for the company to carry out the contract at the quoted rate and the customer shall have no claim whatsoever against the company for any loss that the customer might incur as a result of the company cancelling or resiling from the quotation or executory agreement.

30.2 Without in any way limiting the provisions of clause 30.1 all quotations and agreements are subject to revision without notice having regard to changes in currency exchange rates and upward movements in amounts payable by or on behalf of or at the instance of the company to third parties including, without limitation, freight, surcharges, insurance premiums, equipment rental and labour which charges and upward movements take place after quotation. Any revision of rates as aforesaid will be commensurate with the change in the currency exchange rate or the increase in such amounts payable. Any such increase shall, failing agreement between the parties, be determined by the then auditors of the company or any other auditors nominated by the company, who in such determination shall act as experts and not as arbitrators and whose decision shall be final and binding on the parties.

30.3 Where a fee is based on the weight of the goods, the fee may be calculated, at the sole discretion of the company, according to the higher of actual or volumetric weight. The company shall have the right to re-weigh and to re-measure any goods and to correct any under-declaration of weight.

**31. NO CLAIMS AGAINST COMPANY DIRECTORS AND EMPLOYEES**

The customer undertakes that no claims shall be made against any director, servant or employee of the company which imposes or attempts to impose upon him any liability in connection with the rendering of any services which are the subject of these trading terms and conditions and hereby waive all and any such claims.

### **32. CUSTOMER'S INSTRUCTIONS**

The customer's instructions to the company shall be precise, clear and comprehensive and in particular, but without limitation, shall cover any valuation or determination issued by Customs in respect of any goods to be dealt with by or on behalf of or at the request of the company. Instructions given by the customer shall be recognised by the company as valid only if timeously given specifically in relation to a particular matter in question. Oral instructions, standing or general instructions or instructions given later, even if received by the company without comment, shall not in any way be binding upon the company, but the company may act thereupon in the exercise of its absolute discretion. Notwithstanding any law to the contrary, the company shall only be deemed to have received electronic data or messages to the extent that they have been retrieved, processed and read by the addressee of the company.

### **33. VARIATION OF THESE TRADING TERMS AND CONDITIONS**

No variation of these trading terms and conditions shall be binding on the company unless embodied in a written document signed by a duly authorised director of the company. Any purported variation or alteration of these trading terms and conditions otherwise than as set out above shall be of no force and effect, whether such purported variation or alteration is written or oral, or takes place before or after receipt of these standard trading terms and conditions by the customer.

### **34. NON WAIVER**

No extension of time or waiver or relaxation of any of the trading terms and conditions shall operate as an estoppel against any party in respect of its rights under these trading terms and conditions, nor shall it operate so as to preclude such party thereafter from exercising its rights strictly in accordance with these trading terms and conditions.

### **35. GOVERNING LAW**

These trading terms and conditions and all agreements entered into between the company and the customer pursuant thereto and on the terms thereof shall be governed by and construed in accordance with the laws of the Republic of South Africa.

**36. SUBMISSION TO JURISDICTION**

The parties agree that any legal action or proceedings arising out of or in connection with these trading terms and conditions shall be brought in the division of the High Court of South Africa where the company's head office is situated at the commencement of the proceedings, and the customer irrevocably submits to the non-exclusive jurisdiction of such court.

**37. BENEFIT OF DISCOUNTS**

The company is entitled to the benefits of any discounts or preferential tariffs obtained and to retain and be paid all brokerages, commissions, allowances and other remunerations of whatsoever nature and kind and shall not be obliged to disclose or account to the customer, or principal for any such amounts or benefits received or receivable by it.

**38. LIEN**

All goods and documents relating to goods including bills of lading and import permits, as well as all refunds, repayments, claims and other recoveries, shall be subject to a special and general lien and pledge either for moneys due in respect of such goods or for other moneys due to the company from the customer, sender, owner, consignee, importer or the holder of the bill of lading or their agents, if any. If any moneys due to the Company are not paid within 14 days after notice has been given to the person from whom the moneys are due that such goods or documents are being detained, they may be sold by auction or otherwise or in some other way disposed of for value at the sole discretion of the Company and at the expense of such person, and the nett proceeds applied in or towards satisfaction of the indebtedness.

**39. INDEMNITY BY THE CUSTOMER**

Without prejudice to any of the company's rights and securities under these trading terms and conditions, the customer indemnifies and holds harmless the company against all liabilities, damages, costs and expenses whatsoever incurred or suffered by the company arising directly or indirectly from or in connection with the customer's express or implied instructions or their implementation by or on behalf of or at the instance of the company in relation to any goods and in particular, but without limitation of the foregoing, in respect of any liability whatsoever which may be incurred-

- 39.1 to any haulier, carrier, warehouseman or other person whatsoever at any time involved with such goods arising out of any claim made directly or indirectly against any such person by the customer or by any consignor, consignee or owner of such goods or by any person having an interest in such goods or by any other person whatsoever; and/or
- 39.2 to any owner or consignee of such goods who is not the customer of the company where the company performs the service of a deconsolidation agent, or any other service; and/or
- 39.3 to any relevant body or authority; and/or
- 39.4 to any carrier of the goods if the company is the consignor or consignee of the goods; and/or
- 39.5 in respect of any goods referred to in clause 18; and/or
- 39.6 in terms of any applicable law, as a result of the company acting on behalf of the customer; and/or
- 39.7 as a result of a breach of any warranty referred to in clause 12.

#### **40. LIMITATION OF COMPANY'S LIABILITY**

- 40.1 Subject also to the provisions of clause 40.2 and clause 41, the company shall not be liable for any claim of whatsoever nature (whether in contract or in delict) and whether for damages or otherwise, howsoever arising -
- unless –
- a) such claim arises from a grossly negligent act or grossly negligent omission on the part of the company or its servants; and
  - b) if the claim relates to the loss of, damage to or delay in the handling of goods, such claim in addition arises at a time when the goods in question are in the actual custody of the company and under its actual control.
- 40.2 Notwithstanding anything to the contrary contained in these trading terms and conditions, the company shall not be liable for any indirect and consequential loss arising from any act or omission or statement or advice by the company, its agents, servants or nominees, whether negligent or otherwise.

## **41. MONETARY LIMITATION OF LIABILITY OF THE COMPANY**

41.1 In those cases where the company is liable to the customer in terms of clause 40.1, or for any other reason, in no such case whatsoever shall any liability of the company, howsoever arising, exceed whichever is the least of the following respective amounts –

41.1.1 if applicable, the value of the goods evidenced by the relevant documentation or declared by the customer for customs purposes or for any purpose connected with their transportation;

41.1.2 if applicable, the value of the goods declared for insurance purposes;

41.1.3 double the amount of the fees raised by the company for its services in connection with the goods, information, advice or other service provided by it, but excluding any amount payable to sub-contractors, agents and third parties.

41.2 If it is desired that the liability of the company in those cases where it is liable to the customer in terms of clause 40.1 should not be governed by the limits referred to in clause 40.1 written notice thereof must be received by the company before any goods or documents are entrusted to or delivered to or into the control of the company (or its agents or sub-contractors), together with a statement of the value of the goods. Upon receipt of such notice the company may in the exercise of its absolute discretion agree in writing to its liability being increased to a maximum amount equivalent to the amount stated in the notice, in which case it will be entitled to effect special insurance to cover its maximum liability and the party giving the notice shall be deemed, by so doing, to have agreed and undertaken to pay the company the amount of the premium payable by the company for such insurance. If the company does not so agree the limits referred to in clause 41.1 shall apply.

41.3 If no fee is raised by the company for the information, advice or service provided by it then, for the purposes of clause 41.1.3, the company shall be deemed to have raised a fee equivalent to the fee that it would usually have raised for such information, advice or service or, failing this, an amount of R1 000.00.

## **42. GENERAL AVERAGE**

The customer indemnifies and holds harmless the company in respect of any claims of a general average nature which may be made against the company and the customer shall provide such security as may be required by the company in this connection.

**43. BREACH**

If the company breaches any of these trading terms and conditions or any agreement between it and the customer and fails to remedy such breach within 30 days of the date of receipt of written notice requiring it to do so then the customer shall be entitled to compel performance by the company of the obligations it has defaulted in, but shall not be entitled to cancel these trading terms and conditions and any agreement between the customer and the company.

**44. WARRANTIES AND REPRESENTATIONS BY THE COMPANY**

The company makes no warranties and representations to the customer save as may be specifically provided herein or as notified in writing by the company to the customer from time to time. The customer acknowledges that the company is not in any way bound by any oral statement, representation, guarantee, promise, undertaking, inducement or otherwise which may have been made at any time by any salesman, employee, representative or any person acting or purporting to act for or on behalf of the company, whether negligently or otherwise unless such statements, representations, guarantees, promises, undertakings, warranties or inducements are supplied or made in writing by an employee duly authorised by written resolution of the board of directors of the company in response to a written enquiry specifying accurately and in complete detail what information is required.

**45. DISPUTES**

45.1. Should there be any dispute of any nature whatsoever between the parties in regard to any aspect, matter or thing relating to these trading terms and conditions and whether or not the company has executed its obligations in terms of any agreement it has with the customer, then and in such event the customer shall nevertheless be obliged to perform its obligations in terms of any such agreement as though the company had performed properly and to the customer's satisfaction.

45.2. The customer's remedy, having performed its obligations as provided in clause 45.1, shall be limited to an action against the company for repayment of either the whole or portion of the amount which the customer alleges, constitutes an overpayment.

45.3. Without affecting the generality of clauses 45.1 and 45.2 the customer shall not be entitled to withhold payment of any amounts, by reason of any dispute with the company, whether in relation to the company's performance in terms of any

agreement, or lack of performance or otherwise, after which payment the customer's rights of action against the company in terms of this clause can be enforced. Until such payment is made, any rights that the customer may have, shall be deemed not yet to have arisen and it is only the payment to the company which releases such rights and makes them available to the customer in respect of any claim that he may have against the company.

45.4. In any dispute between the company and the customer the company shall be deemed to have performed its obligations in a proper and workmanlike manner and strictly in accordance with any agreement between it and the customer, until such time as the customer proves the contrary.

45.5. At the option of the company, any dispute of any nature whatsoever between the company and the customer may be referred for final resolution in the city or town in which the company's head office is situated, in accordance with the Rules of the Arbitration Foundation of Southern Africa, by an arbitrator or arbitrators appointed by the Foundation.

#### **46. TIME FOR PERFORMANCE BY THE CUSTOMER**

Time is of the essence for the performance by the customer of all obligations owed to the company in terms of any agreement with it governed by these terms and conditions.

#### **47. CLAIMS**

47.1 Any claim against the company must be notified to the company in writing within 30 days of the event giving rise to the claim, failing which it shall be deemed to have been extinguished for all purposes.

47.2 Subject to compliance with clause 47.1, any claim against the company shall be extinguished for all purposes 365 days after the event giving rise to the claim, unless prior to the expiry of the period a summons or other process instituting legal action has been served on the company.

47.3 Should any applicable terms and conditions as contemplated by clause 16 contain a shorter time period for the notification of claims than that referred to in clause 47.1 then, for the purposes of clause 47.1, that shorter time period shall apply.

**48. SEVERABILITY**

If any provision of these terms and conditions is unenforceable, then the company shall be entitled to elect (which election may be made at any time) that such provision shall be severed from the remaining provisions of these terms and conditions which shall not be affected and shall remain of full force and effect.

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## SECTION C — HOUSEHOLD GOODS ADDENDUM (PERSONAL EFFECTS / HOUSEHOLD MOVES)

### C0. Application and interaction with Section A/Section B

1. This Section C applies **only** to household goods and personal effects moves (local or international) arranged/provided by Sterdts (“HHG Services”).
2. For HHG Services, Section C applies **in addition to** Sections A and B.
3. If there is any conflict between Section C and Sections A or B, **Section C prevails** for HHG Services **only**, but **capacity determination remains governed by Section A6** (document-based) unless a Director-signed Special Agreement states otherwise.

### C1. Customer warranties (HHG)

1. The Customer warrants they have lawful authority to:
  - provide the goods for moving;
  - grant access to collection/delivery premises; and
  - give instructions on packing, handling, export/import arrangements.
2. The Customer will not include prohibited or dangerous items and will disclose any restricted items in advance.

### C2. Estimates and scope changes

1. HHG quotations/estimates are based on information provided by the Customer (volume/weight/access/packing requirements/routes/timing).
2. Charges may change if:
  - actual volume/weight differs materially;
  - access conditions differ;
  - additional services become necessary;
  - exchange rates, carrier costs, fuel/levies, or third-party charges change; or
  - customs/quarantine/inspection requirements change.

### C3. Excluded services unless specifically quoted

Unless expressly included in Schedule 1, HHG Services do **not** include:

- disconnection/reconnection of appliances/utilities;
- specialised crating/rigging unless arranged;
- payment of duties/taxes/quarantine fees at destination;
- long-term storage beyond quoted scope;
- insurance unless instructed and premium paid.

#### C4. Prohibited and dangerous goods (HHG)

1. The Customer must not include firearms/ammunition/explosives, illegal drugs/contraband, flammables, corrosives, gases, perishables, live plants/animals, or any prohibited items under carrier/customs rules.
2. If such items are found, Sterdts may refuse, remove, hand over to authorities, or arrange disposal at the Customer's cost and risk.

#### C5. Payment (HHG)

1. Unless agreed otherwise in writing, payment timing for HHG Services is as stated in Schedule 1 and may require payment in advance of collection/loading/export.
2. Sterdts may exercise lien/retention rights for unpaid amounts in accordance with the incorporated terms and applicable law.

#### C6. Inventory, condition, and packing

1. The Customer should ensure high-value items are identified and declared where required for insurance or special handling.
2. Where Sterdts packs goods, Sterdts may issue an inventory/packing list; the Customer should raise discrepancies promptly.

#### C7. Claims notification (HHG)

1. The Customer must notify Sterdts in writing of any loss/damage claim within the time limits stated in the incorporated terms and/or as otherwise set out in Schedule 1 for HHG Services.
2. The Customer must allow reasonable opportunity for inspection before disposal/repair.

#### C8. Cancellation (HHG)

Cancellation terms (including any notice periods, charges or fees) apply as stated in Schedule 1 (as applicable). If Schedule 1 does not state specific cancellation terms for the relevant circumstances, clause A11 (Cancellations, credits and refunds (general)) applies. For household-goods services, any cancellation charge/credit/refund remains subject to applicable mandatory law.

#### C9. Insurance (HHG)

1. Goods are moved at **owner's risk** unless insurance is specifically requested in writing and arranged.
2. Insurance (if arranged) is subject to insurer terms; exclusions commonly apply to certain valuables unless declared and separately insured.

## **C10. Storage (HHG)**

1. If storage is required, it is governed by the applicable storage arrangements and incorporated terms.
2. Storage may affect insurance unless extended by arrangement.

## **C11. International HHG compliance**

1. International HHG moves are subject to destination customs/quarantine rules. Sterdts may assist, but the Customer remains responsible for accurate information and compliance.
2. Transit times are estimates and depend on carrier schedules, port/terminal operations, customs inspections, and other factors outside Sterdts' control.

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*End of Section C and these STCs.*