



HRX TERMS OF SERVICE (TOS) AND SERVICE PRICING

HRX Finland Oy

Effective date: February 1, 2025

1. Scope of application

These Terms of Service (TOS) apply to all HRX services.

The applicable services are outlined in the following documents:

- Transport Pricing
 - Service Fees
 - Export and Import Schedules
-

2. Transport agreement and general provisions

A transport agreement is established when a client places an order or submits a consignment to HRX.

All transport services comply with:

- International road transport terms of service.
- Road Transport Contract Act.
- The CMR Convention and NSAB 2015 (in Nordic countries).
- Applicable laws and regulations in respective countries.

HRX reserves the right to sell goods in its custody if applicable fees remain unpaid.

The sender is liable for any costs resulting from discrepancies between shipping documents and the actual goods.

Shipments are covered by CMR insurance. Optional all-risk insurance can be arranged under a separate agreement.

HRX does not transport the following:

- Cash, jewelry, or financial instruments.
- Weapons or ammunition.
- Cash on delivery (COD) shipments.

If delays arise due to incomplete documentation or other client-related issues, HRX may charge the client for any resulting costs.

HRX ensures the confidentiality of client information to prevent misuse.



Taxes, tolls, and official Fees:

The Shipper/Customer shall be solely responsible for ensuring that all applicable taxes, including but not limited to excise taxes, tolls, and any other official fees or charges, are paid in full and in accordance with the laws and regulations of the country of departure, transit, and destination. This responsibility applies in all cases, including but not limited to situations involving theft or loss of the shipment.

3. Placing shipment orders

Shipment orders must include the following details:

- Sender's and recipient's names and contact details (address and phone number).
- Pickup and delivery addresses.
- Description of the goods, including quantity, weight, volume, and type.
- Specific requirements such as hazardous goods (IMCO) or temperature-controlled transport.
- Preferred delivery or unloading times.
- Payment information.
- Any special instructions.

Orders can be submitted electronically or via email to HRX terminal offices. The sender is responsible for providing accurate information and will bear the costs of any errors.

4. Hazardous goods

For hazardous goods, the sender must provide:

- The official name of the substance.
 - UN number.
 - Transport classification.
 - Packaging classification.
-

5. Packaging and labeling

The sender is responsible for ensuring proper packaging and labeling of goods. HRX system integrated labels must be used.

Each package must display:

- Sender's name.
- Recipient's name and delivery address.
- Total number of packages in the shipment.
- Clear markings for hazardous or special goods.



6. Delivery times

HRX delivers shipments according to pre-agreed schedules. In case of a delay caused by HRX, compensation is limited to the cost of the original transport fee.

7. Service fees

Service fees are determined by current pricing policies.

If the payment responsibility lies with a party other than the one who placed the order and payment is not made, the order initiator will be held liable.

Taxes, regulatory fees, or other legal changes may result in price adjustments.

8. Payment terms

- Payments are due within fourteen (14) days unless specified otherwise.
 - Late payments are subject to interest as stated in the agreement.
 - Private customers must pay in full before shipment.
-

HRX Service fees

1. Transport fees

The transport fees cover pickup, transportation, distribution and CMR insurance, unless specified otherwise.

2. Weight calculation basis

If the actual weight of the shipment is less than the specified values, the following standards will apply:

Volume weight:

- **1 cubic meter (m³) = 333 kg.**

Pallet weight:

- **FIN pallet (120x100 cm):** 925 kg/pallet for heights over 120 cm.
- **EUR pallet (120x80 cm):** 740 kg/pallet for heights over 120 cm.
- **Half pallet (80x60 cm):** 370 kg/pallet for heights over 120 cm.



- **Stackable, maximum 120 cm high pallets (various dimensions):** Based on actual weight or volume mass.

IBC containers (1000 L):

- **Non-stackable:** 925 kg/container or actual weight.
- **Stackable:** Based on actual weight or volume mass.

Other pallets (various dimensions):

- Minimum of 740 kg or actual weight/volume mass.

Loading meter weight (LDM):

- **1 loading meter** = 1850 kg

Volume mass calculation:

Volume mass applies when:

- The actual weight is less than 333 kg/m^3 .
- Items can be stacked above, below, or around the package.

Volume is determined by multiplying the shipment's maximum dimensions (length x width x height (m)). Volume mass is calculated by multiplying the volume by 333 kg/m^3 .

Pallet weight calculation:

Pallet weight applies when:

- Stacking above or below the shipment is not possible.
- Pallet height exceeds 120 cm.

The total shipment weight is calculated by multiplying the pallet weight by the number of pallets used.

- **FIN pallet:** 925 kg/pallet.
- **EUR pallet:** 740 kg/pallet.

Loading meter weight (1850 kg/LDM):

Loading meters applies when:

- Cargo is non-standard.
- Stacking above, below, or alongside the shipment is not possible.

The total shipment weight is calculated by multiplying the length in loading meters by 1850 kg.



Long items:

- Length 2,41–3,99 m: 2 x actual weight (minimum 50 kg).
- Length 4.00–5.99 m: 3 x actual weight (minimum 250 kg).
- Length 6.00–6.99 m: 4 x actual weight (minimum 740 kg).
- Length 7,00–9.99 m: 5 x actual weight (minimum 1500 kg).
- Length 10.00 m or more: 6 x actual weight (minimum 1850 kg).

The carrier reserves the right to adjust the freight weight if necessary.

3. Additional fees and special charges

According to the price list below.

Dangerous goods in international transport (IMO, ADR)	from € 95,00
Dangerous goods in domestic transport (VAK)	+20 % price increase
Temperature-controlled transport	+20 % price increase
Import & export declaration	from € 85,00
FIX pick up & delivery	from € 40,00
Dedicated transport	according to agreement
Inside delivery	according to agreement
Ferry surcharge and deliveries to the archipelago*	according to agreement
Pick up/delivery from/to a private person	from € 30,00
Demurrage (waiting time)	€ 35,00/starting 30 min
No-show fee for wasted trip due to late order cancellation	from € 50,00
Rebilling due to sender's incorrect information	€ 30,00
Invoice by mail	€ 20,00

*Postal codes for ferry surcharges and deliveries to the archipelago:

Finland: 00190, 21660, 21710, 25940, 25950.

Sweden: 13025,13033, 13036,13038,13039, 13041, 13042, 13043, 13044, 13055, 13056, 13492,14995, 17892,18403, 18495, 18497, 18496,18499, 18541, 18591, 18592, 18594, 18599, 29407, 26195, 37364, 43080, 43082, 43083, 43085, 44265-67, 45205, 45625, 45650, 45651, 45655, 47100, 47193-94, 47110-11, 47141-42, 47197, 47112-13, 47144, 47120-22, 47131-33, 47180, 47151, 47404, 47414-16, 47494-95, 47496, 47531-32, 47580, 47535, 47537, 47540-42, 47545, 47550, 47551, 47552, 47553.

4. Documentation and labeling fees

- Waybill creation: € 2,00 per waybill
- Address labels: € 2,00 per label



5. Terminal and storage charges

According to the price list below.

Storage fee: first day	free
Storage fee: 2–5 days	€ 1,00 per 100 kg/day
Storage fee: 6–15 days	€ 0,80 per 100 kg/day
Storage fee: 16 days–	€ 0,75 per 100 kg/day
Minimum storage fee	€ 15,00 per shipment
Disposable pallet	€ 10,00/pc
Pick-up or delivery by customer or third party to HRX Terminal	€ 8,00/ton, minimum € 8,00. In case forklift is needed in unloading, fee is € 15,00/ton per starting 15 minutes.
Other terminal work	€ 35,00 /starting 30 min. Minimum € 35,00.