

## Air Service Terms and Conditions (Export)

- a. Costs are calculated based on the information provided; any variation may cause the rate and/or route to no longer apply.
- b. Please consider the validity of the rate; after the expiration date, an update must be requested.
- c. It is important to note that any additional charges applied by the selected airline for the transportation of your cargo will be the sole responsibility of the client.
- d. Booking is subject to space availability, confirmation, and acceptance by the airline under Standard service. Flash/Priority service rates are available upon request.
- e. Cargo is transported at the client's own risk; if insurance is required, it must be requested at the time of quotation and service confirmation.
- f. Fragile, non-stackable cargo or cargo with special conditions may incur additional charges. Please specify such conditions at the time of the request.
- g. Cargo must be properly packed and secured with at least 4 straps in a “#” shape. Otherwise, additional charges for cargo conditioning may apply.
- h. Pallets must have a fumigation seal and be in good condition. Otherwise, additional charges for cargo conditioning may apply.
- i. Please consider the maximum allowed dimensions and weight per package as specified.
- j. Pickups under dedicated service must be scheduled and/or canceled at least 48 hours in advance. They are free of handling charges and considered for direct entry into customs the same day. If the cargo is not unloaded, storage or delay charges and transfer freight to the airport may apply. Includes 2 free hours for loading and 2 hours for unloading at the warehouse once the cargo is in customs; from the fourth hour onwards, an additional charge per hour or part thereof will apply depending on the unit type.
- k. Pickups under consolidated service must be scheduled 48 hours in advance and are subject to availability. Transit time is estimated. Only 20 minutes are allotted for loading and/or unloading. Pickup and delivery time window is open from 9:00

a.m. to 5:00 p.m. If a specific time appointment is required, it will be subject to availability and may incur extra charges.

- l. Clients without credit must pay for the service before the waybill cut-off time.
- m. We reserve the right to refuse cargo that, due to its nature or packaging conditions, poses a risk to the safety of the transport, aircraft, or operating personnel, including dangerous goods that do not comply with the current International Air Transport Association (IATA) regulations.
- n. Cancellations or rescheduling must be requested at least 72 hours before the flight departure; otherwise, NO SHOW fees will apply. The penalty percentage will vary by airline.
- o. Departures from Monterrey International Airport (MTY), Nuevo León, Mexico, are only available Monday through Friday via ground segment.
- p. Deliveries are accepted until 1:00 p.m.; shipments received after this time will be postponed to the next business day.
- q. We do not handle dangerous or perishable goods via Monterrey International Airport (MTY).
- r. Service does not include export clearance, VAT, cargo insurance, international transportation, delay charges, any type of storage fees, handling and/or airport inspections, in-bond cancellation, or export formalities.
- s. It takes 24–48 hours to register new clients with the customs broker once all required documentation is correctly submitted.
- t. For cargo departing via Mexico City International Airport (MEX) with ground interline, the cut-off time may vary depending on the airline.
- u. Cargo received after the cut-off will depart the next business day.
- v. Cargo departing via the United States (USA) is transported via ground and/or air interline. Please consider the 1:00 p.m. cut-off time.
- w. Cargo received after the cut-off time will be scheduled for the next available departure.
- x. Transport insurance can be contracted for a premium of 0.65%. To request it,

written notice must be submitted prior to the shipment date.  
y. Service is not subject to consequential damages.

## Air Service Conditions (Import)

- a. Costs are calculated based on the information provided; any variation may cause the rate and/or route to no longer apply.
- b. Please consider the validity of the rate; after the expiration date, an update must be requested.
- c. Surcharges may vary depending on the airline.
- d. Booking is subject to space availability, confirmation, and acceptance by the airline under Standard service. Flash/Priority service rates are available upon request.
- e. Cargo is transported at the client's own risk; if insurance is required, it must be requested at the time of quotation and service confirmation.
- f. Fragile, non-stackable cargo or cargo with special conditions may incur additional charges. Please specify such conditions at the time of the request.
- g. Cargo must be properly packed and secured with at least 4 straps in a “#” shape. Otherwise, additional charges for cargo conditioning may apply.
- h. Pallets must have a fumigation seal and be in good condition. Otherwise, additional charges for cargo conditioning may apply.
- i. Please consider the maximum allowed dimensions and weight per package as specified.
- j. Pickups under dedicated service must be scheduled and/or canceled at least 48 hours in advance. They are free of handling charges and considered for direct entry into customs the same day. If the cargo is not unloaded, storage or delay charges and transfer freight to the airport may apply. Includes 2 free hours for loading and 2 hours for unloading at the warehouse once the cargo is in customs; from the fourth hour onwards, an additional charge per hour or part thereof will apply depending on the unit type.
- k. Pickups under consolidated service must be scheduled 48 hours in advance and are subject to availability. Transit time is estimated. Only 30 minutes are allotted for loading and/or unloading. Pickup and delivery time window is open from 9:00 a.m. to 6:00 p.m. If a specific time appointment is required, it will be subject to

availability and may incur extra charges.

- l. Clients without credit must pay for the service before the waybill cut-off time.
- m. We reserve the right to refuse cargo that, due to its nature or packaging conditions, poses a risk to the safety of the transport, aircraft, or operating personnel, including dangerous goods that do not comply with the current International Air Transport Association (IATA) regulations.
- n. Cancellations or rescheduling must be requested at least 72 hours before the flight departure; otherwise, NO SHOW fees will apply. The penalty percentage will vary by airline.
- o. Service does not include import clearance, VAT, cargo insurance, international transportation, delay charges, any type of storage fees, handling and/or airport inspections, in-bond cancellation, or import formalities.
- p. It takes 24–48 hours to register new clients with the customs broker once all required documentation is correctly submitted.
- q. Transport insurance can be contracted for a premium of 0.65%. To request it, written notice must be submitted prior to the shipment date.
- r. Service is not subject to consequential damages.