

TRANS GLOBAL LOGISTICS UK LIMITED

TERMS & CONDITIONS

Trans Global Logistics UK Limited is an accredited AEO company and is operating under **Terms and Conditions** of the **Bill of Lading - BIFA's 2025 T&C's**, and these can be provided upon request and can be found in Trans Global Logistics UK Limited website at www.tglog.co.uk

1.ORIGINAL DOCUMENTS:

It is recommended that the cargo owner keeps all copies of all original documents and of all information that he is submitted to Trans Global Logistics UK Limited for Shipment and booking purposes. Documents can get lost during the shipping process of its transmission. Trans Global Logistics UK Limited cannot be held responsible for any lost documentation / misplaced documents at Port of Loading or Destination / port authority and customs checks misplacements / general post service and couriers to/ from port/ to /from destination to destination / to / from Tglog to clients and any courier must be agreed with Tglog UK Ltd if these documents are vital for the shipment or the UK Vehicle Registrations .**If the cargo original documentation (be that a title for a Vehicle or an original documentation for Boats/ Project cargo or General Cargo) It is not in the same name as the Shipper / Exporter, the original documentation must be **properly signed and transferred over to the new owner** on the back of the documentation **and must be accompanied by a Bill of Sale**, which should show paid in full / or a zero-amount owed.**

For ALL CARGO (Vehicles/ Boats/ Cargo of all type), that have a lien/ bank loan or lease purchase still in place, it is responsibility of the Cargo owner to assure that **the appropriate authorization with a to ship letter is provided by **the Lien holder for submission to Customs for import to avoid any delays at Customs House.****

2.CUSTOMS DOCUMENTATION AND RULES OF ENFORCEMENT

As an AEO Accredited company please do note that Trans Global Logistics UK Limited MUST follow a specific and AEO regulated documentation and operations process which will be highlighted by our Agents for each shipment.

GOODS OWNER / Shipper **must provide the goods HS Code** to our Tglog UK **as it is shipper responsibility to provide the Commodity code** as they are responsible for the HS Code with it the goods need to be ship/ declared.

ANY miss-declaration or incorrect HS Code are at the RESPONSIBILITY of the SHIPPER.

WRONG GOODS DOCUMENTATION - CUSTOMS & ADDITIONAL COSTS

Incomplete or incorrect documents can be rejected by Customs, and this may cause the goods (Vehicles / Boats / Cargo of all types) to not receive permission of entry/ exit or load onto the booked vessel. This will cause delay in receiving Shipment approvals and return of the original documents and will incur the shipper goods to be chargeable with fines and penalties imposed by Customs. Trans Global Logistics UK Limited will not be liable or accept responsibility for the documentations 'rejection imposed by Customs for any reason. Any questions or doubts concerning these regulations, please ask our Team. **Additional costs: Shipping quotation /costs of shipment**, that are

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provided at the time of quotation stage and prior the goods entry the port and have its final shipment assessment by the port Authority / Customs does not include additional X-ray exams, Customs inspections, goods detention or even loss of shipment sail / booking. If random inspection checks, if imposed by Customs, who is at liberty to decide so if deems necessary, can incur in additional charges, that are solely payable by the cargo owner / shipper to release the good. Customs will not release cargo for exportation or importation until such charges are paid.

3.INSURANCE

No cargo is insured under the shipping process unless appropriate insurance coverage is discussed and agreed with our Agents. No Cargo is insured till payment of these additional costs which will be offered as additional and separate costs and service form the Shipping Costs agreed. Trans Global Logistics UK Limited will always offer the option to ensure the cargo as extra coverage for the goods in transit however if this is refused by the Shipper the cargo will be ship without marine insurance and at the shipper own risks. All goods **MUST BE INSURED** for Marine Transit and cannot be held liable for any damages incurred in Transit; Shipper / Consignee cargo owner should inquire with our agent or if not your own insurance company prior shipment to assure you have proper insurance coverage.

Trans Global Logistics UK Limited can provide you with Marine Insurance coverage to most destinations if your current insurance carrier cannot.

NO MARINE INSURANCE is included unless REQUESTED. Insurance is quoted based on the value + Shipping @1.2%. **NOTE:** Marine Insurance cannot be provided for shipments already in progress. Trans Global Logistics UK Limited will not accept any claims for payment or reimbursement of the Marine Insurance deductible.

4.GOODS PREPARATION

All goods (By Sea / AIR / Truck) must be properly packed with suitable wrapping/ packaging/ pallets or any other necessary to make the cargo well secure and ready to ship. Failing to present the goods in an orderly manner and ready of shipment will deem the goods not ready to be shipped adequately packed and loading/ shipmen will be cancelled. Trans Global Logistics UK Limited will not be held responsible for unsuitable goods peroration or shipment refusal and any associated costs to it.

5.AIRFREIGHT GOODS

Airfreight shipment has additional guidelines which will be notified to the shipper at the time of booking. Failing to adhere to those guidelines Airfreight will be cancelled. All other T&C here listed will also be applicable. Destination Country entry Rules and Regulations must be check by the shipper as it is its own responsibility assuring the cargo will be acceptable for entry.

6. RORO - VEHICLE SHIPPING PREPARATION: The vehicle must be totally empty and cannot be used to carry any personal effects or any items however small can be left in as any loss or refusal to ship can occur at the owner/ shipper own risk.

Vehicles should be clean and free of all soil and debris. and in good order and.

Only factory issued items can be shipped with the vehicle.

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Vehicles cannot contain more than 1/4 of a tank of fuel. Vehicles dropped at port or at our Warehouse for shipment preparation and containing more than 1/4 tank of fuel is subject to draining to comply with the Federal Maritime Laws.

Draining services costs will be at the expense of the owner/shipper or consignee and will need to be paid prior shipment and shipping authorization.

The shipper must make sure and warrants antifreeze protection of the engine's cooling systems down when shipping to certain destination and during the winter season with possible temperatures below zero.

No paints, cleaning supplies, aerosol cans, or other hazardous fluids can be left or shipped with the vehicle and all items if left with no previous warning and acceptance will be discarded at costs. License plates should be removed and carried with you.

Non-running vehicles will not be accepted for shipment unless prior approval is obtained and the appropriate charges for non-running or faulty engine start are applied and paid. All vehicles must have fully functioning parking brakes, no noticeable fluid leaks, and/or any major cracks in the windshield. Trans Global Logistics UK Limited and/or their agents will not accept liability for any mechanical defects of engine, dead battery, transmission, clutch and/or electrical system failure and incident of last-minute non-starter will incur in additional costs at port which will have to be borne by the Shipper/ consignee. Destination Country entry Rules and Regulations must be check by the shipper as it is its own responsibility assuring the cargo will be acceptable for entry.

7.CONTAINER VEHICLE PREPARATION – Personal effects, if left in the vehicle, are left at the shipper/ consignee own risk and Trans Global Logistics UK Limited will not accept liability for the condition or possible missing items.

Marine Insurance can be provided for personal effects inventoried, boxed, declared and vessel manifested. No paints, cleaning supplies, aerosol cans, or other hazardous fluids can be left or shipped with the vehicle and all items must comply with the shipping list acceptance and the destination entry regulations. Vehicles cannot contain more than 1/8 of a tank of fuel, vehicles delivered with more than 1/8 tank of fuel will be subject to draining or running / idling the vehicle to the required level. The shipper warrants antifreeze protection of the engine's cooling systems down to temperatures below zero. Vehicles should be clean and free of all soil and debris. License plates should be removed and carried with you. Non-running vehicles can be accepted for shipment with prior approval. Additional charges may apply for non-running vehicles. Vehicles must not have any fluid leaks. Any possible damages caused when into a container, or other property in the container due to a fluid leak will make the cargo owner responsible for any claim for damage from Warehouse and Shipping Line. Trans Global Logistics UK Limited and/or their agents will not accept liability for any mechanical defects of engine, dead battery, transmission, clutch and/or electrical system and will not accept any liability if mould or any type of weather condition or long period of containerization and vehicle immobility will create damages or non-functionality. Destination Country entry Rules and Regulations must be check by the shipper as it is its own responsibility assuring the cargo will be acceptable for entry.

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8. MACHINERY – Truck, Tractors – H&H -BUSES

Truck, Tractors, Machinery, H&H- Buses follow same vehicle guidelines for RORO or container where fit to be in. Marine insurance is not provided until full quotation, and costs are paid to Trans Global Logistics UK Limited. Mechanical failure or impossibility to operate the machinery at loading port will not be responsibility of Trans Global Logistics UK Limited. Exact measurement and weight must be provided. Clear operational instructions must be provided. Loading equipment must be provided at the collection/ discharging point and if not, available Trans Global Logistics UK Limited must be clearly informed to book the appropriate collection service.

All equipment must be clean and privy of any debris, mud and dirt to comply with all safety food and hygiene standards. Destination Country entry Rules and Regulations must be check by the shipper as it is its own responsibility assuring the cargo will be acceptable for entry.

9. PALLET SHIPMNET /CRATES

Pallets / CRATES must be well packed and labelled. Full dimension and weight must be appropriately advised to our team before any collection is agreed. Shipper must advise if pallets are stackable or not and, must advised if the collection point has suitable equipment to load/ unload as this will determine TGLOG solution in sending the appropriate truck+ equipment to collect.

Any pallets containing IMCO/ Dangerous and Liquids or foods must be clearly labelled and have the appropriate DG notes sent to our agent prior any booking and collection.

10. YACHT/ BOAT

Yachts and Boats can be shipped in many ways depending on the sizes. When on Breakbulk (H-H, Water /Water) shipment has a separate T&Cs.

Boats / Yachts shipped on RORO or Container will follow TGLOG UK Ltd T&Cs. Boats on Trailers and Boats on Cradles delivered to the port for export, must be properly lashed to the trailer and/or cradle both on the bow and stern. Any units without proper lashings will be turned away. Lashing material must be of sufficient strength and preferably made of nylon web type material. All units are measured at port. Any variation from the weight +measure provided to Trans Global Logistics UK Limited may incur in additional charges.

11. HIGH AND HEAVY CARGO

All high and heavy cargo will be measured at the port of departure. The final invoice will reflect the dimensions as determined by the line. We recommend folding inside mirrors, lowering aerials / antennas, removing hitches extending from bumpers, etc., which will increase the overall dimensions if folded out, extended or part of the length. Boats on Trailers and Boats on Cradles delivered to the port for export, must be properly lashed to the trailer and/or cradle both on the bow and stern. Any units without proper lashings will be turned away. Lashing material must be of sufficient strength and preferably made of nylon web type material. All units are measured at port. Any variation from the

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weight +measure provided to Trans Global Logistics UK Limited may incur in additional charges.

12.INLAND TRANSPORTATION SERVICES UK /UK or for SHIPMENT

Residential Collection and deliveries can only be accomplished if a car carrier can safely load or unload at a place of residence. If the door collection point is in an area where a car carrier is not allowed to enter or is not considered safe by the driver, you may be required to meet the truck / driver at a nearby area considered safe for loading / unloading of your vehicle.

13.DRY RUN

Dry Runs will be charged. It is imperative that the owner or shipper provide us with the correct information, such as vehicle availability dates, correct address, and point of contact person and telephone numbers. If a truck is dispatched to a collection address and if a vehicle is found not be available at the agreed time or not running / operative condition upon a truck arrival, there will be a Dry Run charge.

14.SHIPMENT & LOGISTICS DATES

Trucking collection / delivery dates and vessel sailings are approximate and cannot be guaranteed. A vessels time of departure and arrival can only be estimated. Please note that if an arrival is delayed for any reason, Trans Global Logistics UK Limited will not reimburse any claim submitted for a rental vehicle or other expense due to the late arrival of a vessel. When a shipping line does not load cargo that has been booked to a particular vessel, Trans Global Logistics UK Limited has no control over the vessel loadings and therefore will not reimburse any claim submitted due to the non- loading or short shipment of cargo. Trans Global Logistics UK Limited is not responsible for any detention charges which may occur when trailer/customer RUN OUT of FREE TIME on Loading or discharging. All charges will be for the account of the Shipper/Importer/ Cargo Owner.

13.LCL/SHARED CONTAINER SHIPMENT

Transit times cannot be guaranteed for Less than Full Container Loads - LCL / Shared Container shipments. Shipments will load and sail as soon as enough cargo is received to make a FCL – Full Container Load. MARINE INSURANCE is HIGHLY RECOMMENDED for all LCL goods.

It is the Shipper/ owner or consignee (new owner) responsibility to assure that the cargo being shipped **has the appropriate marine insurance** coverage during the shipment. Trans Global Logistics UK Limited and their agents are acting only as Logistics Service Providers and are not to be held responsible for any loss or damage to any goods or items left in vehicles / trucks/ boats and yachts and will not be liable for delay in delivery thereof to destination as LCL/ FCL.

Trans Global Logistics UK Limited undertakes only to use reasonable care in the selection of carriers, transporters, forwarders and others to whom it may entrust the goods for transportation, handling and/or storage or services and Trans Global Logistics UK Limited is authorized to select such persons as required to receive, forward, transport, store, deal with and deliver the goods, all of whom shall be considered as

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having been retained by the Cargo Owner. Trans Global Logistics UK Limited and/or its agents will decide on the transportation solutions however every shipment is not Tglog UK Ltd liability as it is at the risk and liability of the owner/shipper/consignee new owner and subject to the conditions of the Ocean carrier's Bill of Lading.

Trans Global Logistics UK Limited is operating under Terms and Conditions of the Bill of Lading - BIFA's 2025 T&C's, and these can be provided upon request and can be found in long form on our website at www.tglog.co.uk

15. DEMURRAGE - QUAY RENT- DETENTION CHARGES

DEMURRAGE is the responsibility of the Shipper Importer.

QUAY RENT charges are for the account of the shipper/ consignee/ cargo owner.

Trans Global Logistics UK Limited is not responsible / Liable for any quay rent /detention or demurrage charges.

DETENTION: Detention charges apply to all trailer loads after the permitted FREE TIME. Charges vary and will be itemised on invoice / quotes accordingly.

16. DESTINATION IMPORT TAX AND DUTY

Destination Country entry IMPORT Tax and DUTY Rules and Regulations must be check by the shipper prior shipment for to be aware of the destination costs they will incur.

17. ENTRY REGULATIONS

It is its owner/ shipper or new owner /consignee responsibility assuring that the cargo they want to ship will be acceptable for entry at the destination and relevant entry permit / application / fumigation/ asbestos test and any others related will be applied and completed and sent to our agent before any shipment as requested by the country of import.

18. CLAIMS

Claims for any perished or damaged goods dead batteries, mechanical, product failure, signs of normal wear and tear, such as small scratches, dings, Acts of God etc., will not be accepted for payment. The goods, electronics and especially vehicles are subject to environmental changes, such as a tropical environment, extreme areas of dampness, long time in disuse as per port/ shipment transit times and/or inclement weather factors that can enhance dysfunction at all levels, dampness and mould. In the case of a mould growth (fungi) inside goods or vehicle or any other issue and problem to general cargo Trans Global Logistics UK Limited or their Agents cannot accept responsibility or liability. SEE INSURANCE PARAGRAPH ABOVE

19. VESSEL SAILING AND TRANSIT TIME

Trans Global Logistics UK Limited has no control over a Vessel Carrier cancelling, omitting and changing a port call, sailing ETS or deciding to change routes. Trans Global Logistics UK will not accept responsibility or liability in the case of Liner's discontinued services, which can happen without notice from the Shipping line HQ, which is not in any way connected/ related or run by Trans Global Logistics UK Limited.

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Vessel sailings and transit times are requested by Trans Global Logistics UK Limited to the Shipping Line and TGLOG.UK Ltd will advise the shipper/ consignee of these dates as received from the lines and dates must be taken always as approximate as cannot be guaranteed as per Liner changes.

When a shipping line does not load cargo that has been booked to a particular vessel, Trans Global Logistics UK Limited has no control over the vessel loadings and therefore will not reimburse any claim submitted due to the non-loading or short shipment of cargo Please note that if an arrival is delayed for any reason, Trans Global Logistics UK Limited will not be able to reimburse any claim for Key Rent, storage, or any other submitted for a rental vehicle or other expense due to the late arrival of a vessel.

Note: All transit times - Arrivals and Discharge are approximate, Trans Global Logistics UK Limited have no responsibility for any delays due to Shipping Lines Changes.

20.RATES PROVIDED

Rates provided are valid for 7 days (Unless otherwise stated) and are subject to Vessel Space Availability at the time of final booking and Vessel Sailings dates. If Rate validity has expired and a quote will be confirmed after that, rates must be checked again by our team and reconfirmed to the shipper/ consignee before shipments taking place after expiration date. Please note that by providing Booking confirmation within the rate validity, will still not eliminate or protect you against a possible General Rate Increase (GRI) which is liberty of the Shipping Line & Carriers HQ and Not Trans Global Logistics UK Limited. Rates provided **do not include destination port charges, container unloading or service fees at the destination port of arrival**, unless otherwise stated, agreed and paid for prior to shipment. **Rates provided do not include Customs Import Tax and Duty at destination** which are solely responsibility of the shipper/ consignee and are a government fees at the destination import country. Trans Global Logistics UK limited will facilitate the payment of these charges using their portal however they are not involved in any way in receiving Import Tax and Duty payments which will go directly to Destination import country. If the Import Tax and Duty are not paid ON TIME during the Import process, the Customs & Excise will not approve the import and any goods will mature Storage Charges and if this incurred, any storage costs will be charged to the Goods Shipper or its Consignee and Trans Global Logistics UK Limited will not be liable for any of these accrued costs. **Any detention charges at/for the account of the shipper.** * Original title documents cannot be sent by regular mail to an overseas address and must be sent by courier with well label and tracking service which will need to be advised via email to our team. Customers can request documents to be sent via their own courier service by providing us with their account number

NO MARINE INSURANCE is included unless REQUESTED. Insurance is quoted based on the value + Shipping @1.2%.

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21. DELAYED RORO VESSEL BOOKING

For cargo which cannot be delivered to the port by the vessel cutoff date, you will need to inform us at least 5 working days prior to the required port cut off delivery date. If we are informed within 5 working days prior to vessel cut off, your file will be put in a “Pending” state and you will not be penalized. Any deposit paid will be applied to the shipment once it takes place. No shows and rolled bookings without notice, will result in a £75 charge due to AES change / cancellation and/or update requirements.

22. DESTINATION COUNTRY IMPORT REGULATIONS

It is the consignee / car owner’s responsibility to assure that all Import regulations are met at the destination country. It is the sole responsibility of the car owner to assure that the vehicle(s) can be imported into the destination country. Trans Global Logistics UK will not accept any liability for regulations preventing the cargo into the destination country. Any fines or other costs incurred will be at the expense of the car owner. Any costs incurred to return cargo to the UK. will be at the sole expense of the car owner. If you are not sure if your car(s) can be imported, we suggest that you contact the Consulate of that country, who will provide you with their vehicle importation laws, regulations and vehicle importation requirements. **SPECIAL COUNTRY such AUSTRALIA AND NEW ZEALAND/ KENIA CARRABEAN / SINGAPORE etc have strict rules as** all cargo destined to these destinations are subject to import permits and AQIS inspection - Asbestos test fumigations requirements or any other required by the country of destinations.

It is the cargo owner’s responsibility to assure all required import permits are obtained prior to shipment. Links to the Australian and New Zealand Government websites are provided on our website. Trans Global Logistics UK Limited can arrange and offer cleaning services prior to shipment; however, we cannot guarantee that the UK Services for cargo cleaned in the UK will meet the Australian and New Zealand Agriculture cleanliness requirements. Cargo subject to Quarantine and all costs for quarantine, inspection and cleaning cargo at the destination port of arrival are at the sole expense of the cargo owner.

23. REQUEST FOR BOL CHANGES OR TELEX RELEASE CHARGES

The cargo owner / shipper must provide all correct information to our Tglog Agent such: Shipper / Consignee and Notify party name /surname. / Address and contact are correct. Bill of Lading Instructions are so then provided from our team to the shipping line, at least 72 hours prior to a vessel’s scheduled departure.

Please do note that any requests for changes to the Bill of Lading name/ address etc may result in an additional charge from the shipping line and these will be passed to the Cargo owner as TGLOG will not be held responsible for any additional costs.

24. CHARGES AND PAYMENT

Trans Global Logistics UK Limited operates ONLY on prepaid shipment basis.

All charges are due upon receipt of invoice. Payment - Shipping charges are due upon receipt of invoice and must be received BEFORE TGLOG can confirm any booking by SEA/AIR /LAND Transport. Ocean Bills of Lading and cargo will not be released until full

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payment is received. Late payments are subject to interest charges. Late Payments will stop the good to be released / collected and transported.

Trans Global Logistics UK Limited is at liberty to cancel the transport at any time if the payment conditions are not met and will not accept any additional dead freight costs charged by the shipping line or the transported and or any claims for storage or demurrage charges caused by non-release of cargo. Cancellation fees will apply if the shipment if then fully cancel.

CREDIT CARD payment over the phone is accepted however a 5% processing fee is applicable. Bank transfer details will be on the invoice and payee must make sure that.

CHEQUES ARE NOT ACCEPTED.

Any special Payment Term agreement must be discussed with management.

25. BOOKINGS CANCELLATIONS FEES

All booking confirmed over the phone, via email, what app or any other digital way and the onboarding process has begun (even prior any invoice/ booking payment) ARE SUJCT to CANCELLATION FEES of £ 150.00 as minimum standard processing.

Additional Cancellation - If the goods (ALL GOODS) shipment is cancelled after Trans Global Logistics UK has received full invoice payment and/or has filed the Shippers Export Declaration/ book a Land Transport / or a Registration slot there will be ADDITIONAL cancellation fees applied Depending on the Cancellation notice period/ the dead freight caused - PLEASE SEE DETAILD in our DISCLAMER SECTION

26. DISCLAIMER Trans Global Logistics UK LTD is a Shipping & Logistics company; we act in good faith and without prejudice when acting on behalf of any client.

We are handling any goods / cargo type on behalf of the shipper / owner with the most careful and detailed attention. We will always ensure that all 3rd party that will work on behalf of Trans Global Logistics will be carefully selected and instructed to perform the job at the highest level. However Trans Global Logistics UK Limited cannot be held responsible for any Loss, Damage, to cargo while in transit and handled by 3rd party Shipping line, Transporter or any of the Overseas Agent.

We may from time to time employ 3rd party operators to act on our behalf, we ensure that these 3rd party operators work to our own professional approach to business, however we cannot guarantee this level all the time, and we cannot be held responsible for a 3rd party not operating to our high levels of professionalism. Our main aim is to provide a Transportation service which is beyond our customers' expectations. We aim to keep all our customers informed of any problems and changes that may occur during the shipping process, and act only with the agreement of the customer. Trans Global Logistics UK Ltd is not taking any responsibilities for incorrect information, any charges for detention, demurrage, quay rent or storage fees, taxes and duties that might be applicable. We cannot be held responsible for any losses through Fire & Theft or damage of any cargo whilst in the possession of a 3rd party operator and strongly recommend that Marine insurance be taken out by our customers when booking Ocean shipping. **Trans Global Logistics UK Ltd takes no responsibility for any cargo not insured for shipment** If any claims are made for a cargo during inland transportation

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the claim must be processed through the 3rd Party insurance directly with the 3rd party and not through Trans Global Logistics UK Ltd. All claims for Marine Insurance must go back to the 3rd Party and not through Trans Global Logistics UK Ltd. Trans Global Logistics UK Ltd, ensure through due diligence that our 3rd party Transporters (Land Transport) have adequate insurance for the transport of our customers cargo within UK & EU.

DISCLAIMER NOTE FOR UK VEHICLES IMPORT and REGISTRATION

Imported Vehicles cannot be driven in the UK until fully complying with the UK Vehicle Motor Standards. Vehicle cannot be collected directly from port. We offer UK VEHICLE REGISTRATION and Collect at Port for the owner not to incurred in any issue. If this service is declined, we, Trans Global Logistics UK Ltd will not take any responsibility if the vehicle is driven on a UK road without the Legal Motor Documentation.

Trans Global Logistics UK Limited is offering UK Vehicle Registration Services and UK Registration Plate Services as full registered Vehicle Plate Licence body within the Motor Department. During the UK Vehicle Registration DVSA/ DVLA and MOT and Vehicle Modifications will need to be done on imported vehicles to make them comply with UK Motor department law. Trans Global Logistics UK will work at the best of their knowledge in all parts for the registration and applications and inform the clients if any modifications are needed and costs this with our partners. Trans Global Logistics UK Limited will not be held responsible for any modifications issue, any paperwork rejections, any IVA/ MOT test failures and any vehicle malfunctioning, loss, damage or else and all claims related.

Cancellation fees will apply if the UK Vehicle Registration is cancelled after its confirmation (by email / by advance payment or by phone) as the UK vehicle Registration process works on advance preparation, documentation gathering and lodging with the Motor Department portal which require advance payments and therefore the FULL costs of registration agreed at confirmation will be charged.

27.CANCELLATION POLICY; Any cancellation must be received in writing.

Administration fees cancellation:

All booking confirmed over the phone, via email, what app or any other digital way and are Subject to an **ADMINISTRATION CANCELLATION FEES of £ 150.00** as minimum standard for all information processing.

In addition to the above further cancellation structure as below :

1) Transport in UK / EU truck cancellation fees as follows:

- **Cancellation within 5 Days** - £350.00
- **Cancellation under 5 days** - £ 450.00
- **Cancellation under 3 days** - £ 600.00
- **Cancellation under 2 days** - Full cost of the transport

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2) Shipping Cancellations RORO & Container

- **Cancellation** up to 6 working days prior to shipping at UK port -50% of full freight and shipping line cancellation fees
- **Cancellation** up 5 days prior shipping at UK port - 75% of full freight
- **Cancellation** up to 3 days at UK port - 100% full dead freight

28.GENERAL LIEN AND RIGHT TO SELL CUSTOMER'S Property.

Trans Global Logistics UK Limited shall have a general and continuing lien on all property of the customer coming into Trans Global' Logistics UK Limited actual or constructive possession or control for monies owed to Trans Global Logistics UK Limited regarding the shipment on which the lien is claimed, on a prior shipment and/or both. b. Trans Global Logistics UK Limited shall provide written notice to the customer of its intent to exercise such lien, the exact number of monies due and owing, as well as any on-going storage or other charges; The customer shall notify all parties having an interest in its shipment of Trans Global' s Logistic UK Limited rights and/or the exercise of such lien. c. Unless, within thirty days of receiving notice of lien, Customer posts cash or letter of credit at sight, or, if the amount due is in dispute an acceptable bond equal to 110% of the value of the total amount due, in favour of Trans Global Logistics UK Limited guaranteeing payment of the monies owed, plus all storage charges accrued or to be accrued, Trans Global Logistics UK Limited shall have the right to sell such shipment at public or private sale or auction and any net proceeds remaining thereafter shall be refunded to the Customer.

29.CUSTOMER AND COMPANY.

All customers, which include, forwarders, NVOCC's, transporters, shippers and /or owner of cargo acknowledge and agree with all terms and conditions of Trans Global Logistics UK Limited. It is the full responsibility of the cargo owner to provide and complete the Shippers Letter of Intent (SLI) or Booking Request Order/ POA and for such information and documentation to be accurate. Once the SLI or BRO/ POA is received from the customer, the customer agrees and acknowledges all of Trans Global Logistics UK Limited terms and conditions. It is the customers responsibility to complete and forward the completed SLI or BRO and POA including a copy of the passport or TAX ID back to Trans Global Logistics UK. Failure to provide required documentation, may result in shipment delays. All possible fines and penalties that may arise due to incomplete information and documentation are the full and sole responsibility of the Shipper or Cargo Owner

30.FRAUD: Trans Global Logistics UK Limited makes all effort to ensure all fraudulent activities will be spotted/ addressed and mitigated through a process of due diligence to make all efforts to ensure all information are always checked , corrected and verified.

31.CLAIMS AND LIMITATION OF ACTIONS

Please note Trans Global Logistics UK Limited Disclaimer as all Cargo must be insured before Shipping. Any 3rd party claims must be directed to the 3rd party Directly.

Instructions for filing a claim can be found on our website. Unless subject to a specific statute or international convention, all claims against Trans Global Logistics UK Limited

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for a potential or actual loss, must be made in writing and received by Trans Global Logistics UK Limited within ninety (60) days of the event giving rise to claim; the failure to give Trans Global Logistics UK Limited timely notice shall be a complete defence to any suit or action commenced by the Customer. a.

For claims arising out of ocean transportation, the COGSA – Carriage of Goods by Sea Act will be the governing source and all claims made against the Ocean carrier must be made within (1) one year from the date of the loss.

For claims arising out of the preparation and/or submission of an import entry, within seventy-five (75) days from the date of liquidation of the entry.

NOTE: Trans Global Logistics UK Limited house Bill of Lading is covered by BIFA's 2025 Terms and Conditions.

31. GOVERNING LAW

These terms and conditions of service and the relationship of the parties shall be construed according to the laws of the United Kingdom without considering principles of conflict of law. All disputes arising hereunder shall be resolved in UK and UK only.

In any disputes involving monies owed to Trans Global Logistics UK Limited, Trans Global Logistics UK Limited shall be entitled to all costs of collection, including reasonable attorney's fees and interest at 15% per annum or the highest rate allowed by law, whichever is less, unless a lower amount is agreed to by Trans Global Logistics UK Limited.

If you have any questions or concerns, please contact us by :

- 1) Phoning to : +44 (0) 1638 515714 for assistance or clarification
- 2) Email your questions to: info@tglog.co.uk / enquires@tglog.co.uk

As requested on the Shippers Letter of Intent (SLI) or Booking Request Form, please sign shipper cargo owner / to sign their initial the Signature block provided indicating that you have read and understand the Terms and Conditions of Trans Global Logistics UK Limited.