

## **Trans Global Logistics UK Limited – Disclaimer**

**Trans Global Logistics UK LTD** is a Shipping & Logistics Company, AOE Accredited and working under BIFA 2025 – BOL T&C. We act in good faith and without prejudice when acting on behalf of any client. Our main aim is to provide an exceptional Shipping & Logistics Services (Customs Clearance - Export -Import-Destination Landing, UK Vehicle Registration and Transportation Services) to go beyond our customers' expectations.

When arranging Shipping & Logistics Services (Customs/Import /Export by Ship/Air /Road) , **Trans Global Logistics UK LTD** will make sure to provide our clients with a complete process information about the services chosen by the client either for the UK Export, Customs Clearances, UK Import process, UK Vehicle Registration and UK Vehicle Transport.

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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 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.

**INSURANCE: Trans Global Logistics UK Ltd takes no responsibility for any cargo not insured for shipment.** 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.

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**THIRD PARTY SUPPLIER :** We may, from time to time and where necessary, employ 3<sup>rd</sup> party operators to act on our behalf, and in these cases we ensure that these 3<sup>rd</sup> party operators work to our own professional standard, under strict SLA and Operation's SOP , along with our company standard and ethics to business; However we cannot guarantee these level will be applied at all the time, especially in certain situations and locations, and therefore we cannot be held responsible for a 3<sup>rd</sup> party failure or inadequacy to comply with our ethos and therefore may not able to operating at our high levels of professionalism and care.

**VEHICLE TRANSPORT:** Trans Global Logistics UK Ltd, ensure through due diligence that our 3<sup>rd</sup> party Transporters (Land Transport) have adequate insurance for the transport of our customers cargo within UK & EU. We recommend that vehicles on open trailers are not covered by the owners, as this may cause damages to the vehicle if the covers flap on the vehicle during transport and may be blown off the vehicle in transit. We do recommend for vehicles of a certain age and value to take Eclosed and dedicated transport option.

**DESTINATION ENTRY RESTRICTION:** Please note that there are some destinations in the world that have specific import rules and we as Trans Global Logistics UK limited will advise if your vehicle/ cargo will not be admissible as per our knowledge and comprehension of the country rules and regulations. However if you deemed us to be incorrect in the interpretation of the entry requirement for your specific destination and still want to go ahead with our company shipment and transportation we will be lifted by any further responsibilities once the vehicle /cargo will be possibly have issue at customs entry of the desire country of shipment and the clients will be solely responsible for the consequences that will unravel from that point onwards.

**CORRECT INFORMATION:** Trans Global Logistics UK Ltd is not taking any responsibilities for incorrect information given to them at any point in time by any Clients, Cargo Owner , Shipping Line while shipment arrangements, any charges for detention, demurrage, quay rent or storage fees, taxes and duties that might be applicable.

**IMPORT/ EXPORT:** We aim to keep all our clients informed of any problems and changes that may occur during the booking process, the Shipping Export -Import Process, the UK landing and the UK Vehicle Registration process, and act only with the agreement of the client and their cargo at all time.

**UK IMPORT RULES/ Vehicles:** Imported Vehicles cannot be driven in the UK till fully complying with the UK Vehicle Motor Standards and be fully Register in the UK unless belonging to Military Member -SOFA exemption or entry the UK solely on a 6-month Temporary import Entry Permit.

**Imported Vehicles under TOR or Commercially purchased elsewhere (Seller/ Buyer situation and imported in the UK) cannot be driven on UK Roads.** Vehicles arriving at port will be therefore collected directly from port and driven to our HQ or to the Clients Door address, unless special dispensation and circumstances can state otherwise.

**Trans Global Logistics UK Ltd will not take any responsibility if the vehicle is requested by the importer under duress and driven on a UK road without the Legal Motor Documentation and**

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insurance and Tglog.UK Ltd will not be liable for any consequences risen from the contrary advise provided to the client at the time of booking and /or import/Export process.

**We offer UK VEHICLE REGISTRATION** on all imported vehicles cannot be driven in the UK until fully complying with the UK Vehicle Motor Standards. Vehicle cannot be collected directly from port and Collect at Port for the owner not to incurred in any issue. If this service if 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 need it 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.

**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**

**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

**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

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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.

**Signed**

Customer Name \_\_\_\_\_

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_