

## Guidelines for customers

These guidelines are designed for customers shipping their own cars, motor homes, bikes and boats. The document provides some basic information needed to facilitate problem free shipments.

### 1. Prior to shipment

#### 1.1 Booking

Cargo must be booked with UECC or local agent prior to shipment. At time of booking you must provide a copy of your drivers license or copies of the vehicles registration papers.

#### 1.2 Cargo Dimensions

The exact dimensions (Length x Width x height, weight) are required to ensure that the vehicle can be stowed properly to avoid damage and to calculate freight. The dimensions must be provided at time of booking and may be verified by physical inspection. In case of discrepancies UECC will notify the shipper.

Any discrepancies in actual and declared dimensions or cargo details may be subject to fines and extra costs

#### 1.3 Dangerous or hazardous cargo

Unless specifically agreed and confirmed by UECC. it is not allowed to ship dangerous cargo within any vehicle. If agreed, visible IMO stickers should be attached to the cargo.

By accepting the UECC booking confirmation, the shipper guarantees that appropriate checks are made to ensure dangerous cargo is not loaded as any part of the declared cargo. The shipper accepts total responsibility for any mandatory financial penalties or prosecution arising from incorrect or omitted declaration for dangerous cargo, including all resulting operating costs to ensure safety of the vessel. UECC reserve the right to discharge such cargo in nearest safe harbour.

Further advice is available from UECC.

### 2. Delivery of cargo

#### 2.1 Terminal operation hours

Terminal operation hours and terms for storage charges vary and we recommend that you confirm these details at time of booking from UECC Customer Service or local agent.

### 3. Preparation of cargo for shipment

#### 3.1 Keys

All vehicles are driven onto the vessel and keys must therefore be left in the vehicle or handed over to the terminal operator as per custom of the port. The customer should retain a spare set of keys and bring them with them when collecting the vehicle.

#### 3.2 License plates

When shipping in or out from the EU/EEC, UECC recommends to remove license plates and carry them with you or send them separately. They may be "souvenir" items in foreign ports & replacing them when you collect your car is both costly and inconvenient.

#### 3.3 Personal effects

No personal effects are allowed in the vehicle or in the baggage compartment. Only equipment defined as standard equipment of the vehicle when delivered new (e.g. vehicle toolbox, spare tire, manuals, etc. ) will be allowed. Please note this is a security requirement as a result of the tightening of global security measures effective July 1st, 2004. Vehicles containing personal effects will not be accepted for shipment.

UECC accepts no liability for any goods placed in the vehicle and in contravention with this policy

### 3.4 Motor homes

Propane/LPG tanks containing propane can not be accepted. The tanks must be fixed on the unit itself and certified as empty. If the tanks are of a removable type, the tanks must be removed prior to delivery to the port.

Motor homes that require electrical power during the voyage cannot be accepted.

Please note your motor home will be inspected and should not contain items that could be considered as being dangerous or a security liability on load or discharge terminal or during ocean transportation. Prohibited items are, but not limited to:

- Crates and boxes
- Flammable liquids
- Motorcycles/Scooters
- Perishable goods
- Corrosive/explosive liquids or materials

### 3.5 Radios

Remove "pop out" radios or the face of your radio where possible.

### 3.6 Fuel

Please deliver your vehicle with no more than one-quarter ( $\frac{1}{4}$ ) tank of fuel to comply with applicable safety regulations. You need enough fuel to deliver, load/discharge your car, and reach a fuel station at destination.

### 3.7 Condition of cargo/cleaning

As vehicles will be driven on board, the vehicle must be in a drivable condition with properly working brakes.

Deliver the vehicle clean and ensure that the vehicle meets all acceptance standards covered by national quarantine laws in the country of discharge and any transit ports. National quarantine authorities may inspect the cargo and reject discharging or demand cleaning. Any costs associated with rejection or cleaning will be for the account of the shipper.

## 4. Transport documentation

After your cargo has been loaded and you have settled freight and charges, UECC will issue a Non-Negotiable Bill of Lading serving as the contract of carriage and receipt of the cargo.

The transportation terms are produced in the Bill of Lading terms and conditions and apply to all shipments handled by UECC. The terms and conditions are printed on the reverse side of the Bill of Lading and can be provided upon request.

## 5. Insurance

UECC strongly recommends that you purchase a Marine Insurance policy. The liability of the carrier is limited the Hague-Visby rules and do not necessarily reflect the value of a vehicle.

## 6. Freight and charges

### 6.1 Ocean freight

The ocean freight is calculated based on either a rate per unit or basis the cubic or the weight of the cargo (whichever is greater) and varies depending on the ports and nature of the cargo. Freight and charges for personal owned vehicles shall be prepaid and are due for payment once the cargo is loaded.

### 6.2 Local charges

The load and discharge ports normally charge for their services in local currency directly to the shipper or through the carrier depending on port practice. These charges depend on port tariff and vary between ports. Payment terms are "cash on delivery" and local charges through carrier will appear on our documents.

Check with destination agent before going to the port for fees, acceptable forms of payment, and required documentation.

### **6.3 'Additional' charges**

Some additional charges do apply and the booking office will inform which charges apply and how much they amount to. Additional charges also apply to issuing Bills of Lading and for corrections after the transport documentation has been issued.

## **7. Arrival at destination**

The guidelines captured below are general and local variations exist. We recommend that the person picking up the vehicle bring a spare key.

### **7.1 Time of Arrival**

Please confirm the arrival date of the vessel with UECC's local agent or UECC Customer Service.

### **7.2 Payment of local charges**

Local charges will need to be settled prior to delivery of cargo.

### **7.3 Delivery of cargo**

To collect the cargo at the terminal you will need a copy of the Bill of Lading and proof of identity (showing you as consignee for the cargo)

### **7.4 Examine cargo for damage**

We recommend that you inspect the condition of the vehicle before delivery. If you find any damage please record it on the receipt or dock tally before signing and returning it to the delivery clerk.

If you notice damage after delivery you must notify us in writing within 24 hours of delivery. See 'Claims filing procedure' below for how to expedite processing of cargo claims.

## 8. Claims and insurance

UECC's liability for cargo is limited by the Terms & Conditions of Carriage as stipulated within the UECC Bill Of Lading. We strongly recommend that Marine Cargo Insurance is taken out by the shipper/cargo owner with a reputable cargo underwriter / insurance company.

### 8.1 Claims filing procedure (if you have cargo insurance)

Please submit the claim directly to your insurers, who will settle it in accordance with your policy.

### 8.2 Claims filing procedure (if you do not have cargo insurance)

You may file your claim directly with UECC. All claims and/or notices of loss or damage must be filed within the period prescribed by the Bill of Lading and/or applicable law.

Please make sure you compile the following documents and information:

- General statement of the damage together with the amount being claimed.
- Survey report with original photographs or other documents to show the extent of the damage.
- A copy of both sides of the Bill of Lading or Sea Waybill.
- Itemised repair invoice or itemised estimate of repair costs.
- All correspondence with UECC or other parties regarding the damage.
- Any other documentation that may assist our examination of your claim.
- Your address, telephone numbers and e-mail address.

Please send scanned copies of all documents to [uecc.claims@carconsulting.com](mailto:uecc.claims@carconsulting.com), or by post to:

Claims Management on behalf of UECC  
Muelle Costa S/N, Planta 2  
08039 Barcelona, Spain