



Kuehne+Nagel Logistics BV  
Road Netherlands

## General Terms and Conditions 2026



## Products

### Groupage

Shipments under 2.500 kg and/or less than 2 loading meters are considered Groupage shipments.

Groupage **Classic**: A standard, reliable groupage service.

Groupage **First**: Guaranteed transit time performance up to 98%.

Groupage **Fix**: Delivery on a specific day later than the indicative regular transit time. Fix can be combined with additional services.

### Loading/Unloading Tail Lift

For goods that are picked up/delivered **with** a tail lift, the following applies:

- Maximum dimensions for an indivisible load: 200 x 120 x 220 cm.
- Maximum weight: 750 kg per package.

For goods that are **not** picked up/delivered with a tail lift, the following applies:

- Maximum dimensions for an indivisible load: 240 x 120 x 220 cm.
- Maximum weight: 1.250 kg per package.

### Less than truckload (LTL)/ Full truck load (FTL)

Partial Truck Load (LTL): for shipments from 2.500 kg and/or larger than 2 loading meters.

- Shipments that do not fit into the Groupage network.
- The entire transport unit is not booked, and the shipment can be consolidated with other LTL shipments.
- Reliable delivery times as agreed with the customer.
- For domestic and international shipments.

Full Truck Load (FTL): For shipments with high capacity and larger than 20.000 kg and/or more than 10.8 loading meters.

- There is no cross-docking.
- Flexible and fast with reliable delivery times as agreed with the customer.
- For domestic and international shipments.

### Loading/Unloading Tail Lift

For goods that are picked up/delivered **with** a tail lift, the following applies:

- Maximum dimensions for an indivisible load: 200 x 120 x 220 cm.
- Het maximale gewicht bedraagt 750 kg per collo.
- Recipient must be accessible with an international vehicle including tail lift.

### Transit times

Transit times for Groupage apply on working days from 08:00–17:00 local time (CET).

The latest version of the transit times can be found on our website: <https://nl.kuehne-nagel.com/-/services/road-logistics/groupage-shipments>.

ⓘ These transit times are indicative. No rights can be derived from them. Transit times (if indicated) are in working days, counting from the day after pickup (LTL/FTL) or departure (Groupage) until the day of delivery to the consignee.

- ⊕ The stated transit times are different for shipments to/from city centers with restrictions, for zip code 45 (Zeeland), and for the Wadden Islands in the Netherlands.
- ⊕ The transit times may deviate during holiday periods. During (inter)national holidays and driving bans within a workweek, transit times and surcharges may be different.
- ⊕ The stated transit times apply exclusively to unconditioned pallet goods in curtain trailers without tail lift. For all other types of goods or equipment used, different transit times may apply.

Kuehne + Nagel Logistics B.V.  
Verhuellweg 5, 6984 AA Doesburg  
The Netherlands

**Benelux € 150,00.**  
**DE/FR/AT €225,00.**  
**ES/PT/IT/PL/HU/CZ/SK/DK/SE €275,00.**  
**Other countries on request.**

BTW NL001159598B01  
KVK 16024021  
28. November 2025, Netherlands

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Doe FO-1 misschien beter less than ipv under (?)


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Extra service options  
Time-specific and special delivery's


 Delivery before 10.00 AM.


 Delivery before 12.00 PM.


 Delivery FIRST.


**FIX** Delivery FIX (delivery on a specific day later than indicative regular transit time).


 Exact delivery time window smaller than 2 hours indicated by the customer, not applicable for Groupage First shipments.


 Evening delivery after 17:00 not applicable for Groupage Fix/First.

 Pickup/delivery JIT.


 Time-specific deliveries for Groupage/LTL/FTL shipments outside the EU and LTL/FTL shipments within the EU.

 Shipments with high urgency, exceptional dimensions, weekend delivery, weight, or courier.

 Deliveries at Amazon distribution centers (at a fixed time on weekdays 07:00–17:00) a surcharge is applicable. For shipments up to 4 Euro pallets, the regular transit time will be at least one day longer. Options and costs for delivery outside these times are only possible on request.

 Hightech service is a tailor-made service for fragile shipments. Highly specialized transport and handling for extra safety and integrity requirements of fragile and high-value products.

 Medtech service is a tailor-made service for customers in medical technology. Reliable, 100% transparent, and first-class service.

 Medtech + service Highly specialized transport and handling for extra safety and integrity requirements of fragile and high-value products. Available addition is special 'white glove' last-mile delivery.

 Waste transport solution (Green or Orange) compliant with all environmental standards.

 Real Tracking Visibility service for full control and transparency over LTL/FTL shipments.



€ 78,00 per shipment.

€ 47,00 per shipment.

20% of the freight cost, minimum € 36,00 per shipment.

€ 57,00 per shipment.

€ 140,00 per shipment (excluding advise costs).

On Request.

On Request.

On Request.

On Request.

€ 18,00 per shipment (including advise costs, excluding extra costs).

On Request.

On Request.

On Request.

On Request.

On Request.

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**Advise shipments**

- 🕒 B2C is the transport of shipments delivered to a private recipient (delivery addresses without a company name) which triggers an appointment.
- 🕒 C2B is only allowed for returns from earlier deliveries and where the freight payer is a company.
- 🕒 Advise shipments (written/telephone/electronic via portal) with the recipient between 09:00–16:00, where the day may change.
- 🕒 Advise shipments (written/telephone/electronic via portal) with the sender between 09:00–16:00, where a 4-hour time slot is freely selectable.
- 🕒 Advise notification (one-way communication) of the recipient by email/SMS/telephone by Kuehne+Nagel office or driver.
- 🕒 Exact delivery time: Time window smaller than 2 hours indicated by the recipient; Kuehne+Nagel can book/make an appointment with the recipient.

**Loading and Unloading Times**

- 🕒 Loading and unloading times (per loading or unloading address) on working days 08:00–17:00 local time (CET).
- 🕒 The maximum waiting time for Groupage-shipments are 30 minutes, LTL 60 minutes and FTL 120 minutes.
- 🕒 After exceeding the above unloading times, additional (waiting) hours will be charged.

**myKN Booking**

- 📄 Orders must be submitted electronically via EDI or myKN. Shipments must be registered as follows:
  - Export and domestic Groupage shipments: 1 working day before pickup, order submitted not later than 16:00.
  - Import and Crosstrade Groupage shipments: 1 working day before pickup, order submitted not later than 14:00.
  - Export and domestic LTL/FTL shipments: 1 working day before pickup, order submitted not later than 13:00.
  - Import LTL/FTL shipments: 1 working day before pickup, order submitted not later than 11:00.
- 📄 For electronically submitted orders, you must print a Kuehne+Nagel label in myKN and attach it to the goods. This label must include the Kuehne+Nagel Communication Reference.
- 📄 Additional costs apply for manual entry of shipments by Kuehne+Nagel.
- 📄 Changes to an already booked shipment if the change occurs after the booking cutoff time (excluding cancellations).
- 📄 The customer is responsible for providing correct dimensions (length, width, height) and weights. If no complete dimensions are provided, K+N will charge at least 0.4 loading meters per pallet.
- 📄 If the value of the shipment is € 50.000,00 or higher, this must be added in myKN or communicated in writing before transport begins.

**Packaging & labels**

- 📄 Goods to be transported must be non-hazardous commercial goods properly packaged. Improperly packaged goods may be refused by Kuehne+Nagel. Kuehne+Nagel is never liable for damage due to a (hidden) packaging defect, even if the shipment was mistakenly accepted.
- 📄 Goods must be packed and labeled according to applicable legislation. Improper packaging may result in refusal by Kuehne+Nagel.
- 📄 Shipments must have clearly visible recipient details (name, address) per pallet/collo. Missing labels or relabeling by K+N will cause delays and extra costs.
- 📄 A shipment can be made physically neutral.
- 📄 Kuehne+Nagel has chosen to make EU distribution completely paperless. If documents must still be sent, they must be attached visibly to the shipment using a pouch.  
*\*This is not applicable to goods under customs regulations or ADR goods (hazardous substances). These documents must be provided separately.*


€ 40,00 per shipment.  
 € 40,00 per shipment.  
 € 18,00 per shipment.  
 € 18,00 per shipment.  
 € 18,00 per shipment.  
 € 47,00 per shipment (excluding advise costs).

€ 93,00 per commenced hour.


€ 20,00 per shipment.  
 € 36,00 per shipment.


70% over the freight rate.  
 € 23,00 per shipment.  
 On Request.


Commented [KS8]: Packaging


 Shipments with more than 5 packages and a maximum package weight of 23 kg must be palletized. Otherwise costs for palletizing loose boxes/cartons will apply. **€ 40,00 per commenced hour.**


 **Dangerous Goods**

 Transport orders for dangerous goods must be submitted in writing or digitally and comply with prescribed regulations. In addition to providing all required information, the shipment must be packaged and labeled according to applicable regulations.


 Dangerous goods shipments with an overseas destination, a DGD/IMO is also required. Failure to comply may result in a fine.


 The sender must ensure goods are correctly classified according to the Dangerous Goods Transport Act (WVGS) and international regulations such as ADR, ADN, RID, and IMDG.


 Transporting ADR goods, a surcharge applies to the quoted transport rates.


 ADR classes/goods that cannot be transported by Kuehne+Nagel: .

- Klasse 1 (explosives)
- Klasse 2.3 (toxic gases)
- Klasse 6.2 (infectious substances)
- Klasse 7 (radioactive)
- ADR goods with high hazard potential, also called HCDG-goods.


 ADR goods, except HCDG with packaging group 1 only on request.

 An SDS (Safety Data Sheet) must be immediately available upon request from Kuehne+Nagel by the sender.

 Lithium batteries only with packaging instruction P903 (for new products) can only be transported on request and after confirmation and a UN 38.3 test report must be available.


 Shipments containing ADR goods may have delivery times extended by one working day due to extra ADR checks and loading restrictions.


 Due to legal ADR/IMDG restrictions, mixed loading prohibitions and mandatory ADR document checks also extend delivery times by one working day.


 Kuehne+Nagel reserves the right not to execute an accepted order if there are valid reasons related to the nature, condition, or packaging of goods, or if required documents, instructions, or safety measures do not comply with applicable laws and regulations.


 ADR shipments are considered non-stackable for safety reasons.

 **Customs Goods**

 The payment term for excise duties, import duties, and VAT is 5 days. After this period, an advance commission will be charged.

 Clearance costs in non-EU countries (for DDP export) are only possible on request. Costs for preparing transit documents for FCA shipments are only possible on request and under coverage of a security amount to be determined.

 For all cargo under customs/excise control, an extra check takes place because deviations from special requirements may still occur for certain times and/or routes, particularly depending on government instructions.

 When using a broker other than Kuehne+Nagel, responsibility and communication lie with the customer.

 Missing essential information will be charged.

 A list of costs for customs services can be provided on request.

**Minimum €52,00 per shipment.**

**15% over the freight rate.  
Minimum € 40,00.**

**3% over the invoice amount.**

## Pallet Management

- Kuehne+Nagel op basis van vloerplaatsen en directe ruil. K+N faciliteert pallet exchange (hereinafter referred to as 'packaging') on request based on floor positions and direct exchange.
- The following countries are part of the Groupage packaging exchange system:
  - Euro pallets: Austria, Germany, Netherlands, Luxembourg and Belgium.
  - Box pallets: Austria, Germany, Netherlands and Luxembourg.
  - Bilateral agreement: Switzerland, Italy and France.
  - For FTL/LTL, the exchange per load must be agreed upon with the customer, carrier, and consignee.
- The consignee must return the same number of packaging items as received during delivery.
- The packaging to be returned must be ready at the unloading location for exchange. Any additional waiting costs will be charged.
- If no exchange occurs, the right to return the packaging lapses.
- For the administration of exchangeable packaging, Kuehne+Nagel charges a fee calculated over the total number of Euro pallets returned at the unloading location(s)
- Returning gitterboxes is only possible on request.
- Euro pallets provided by K+N that are not exchanged upon delivery will be charged to the customer.

## Proof of Delivery (POD)

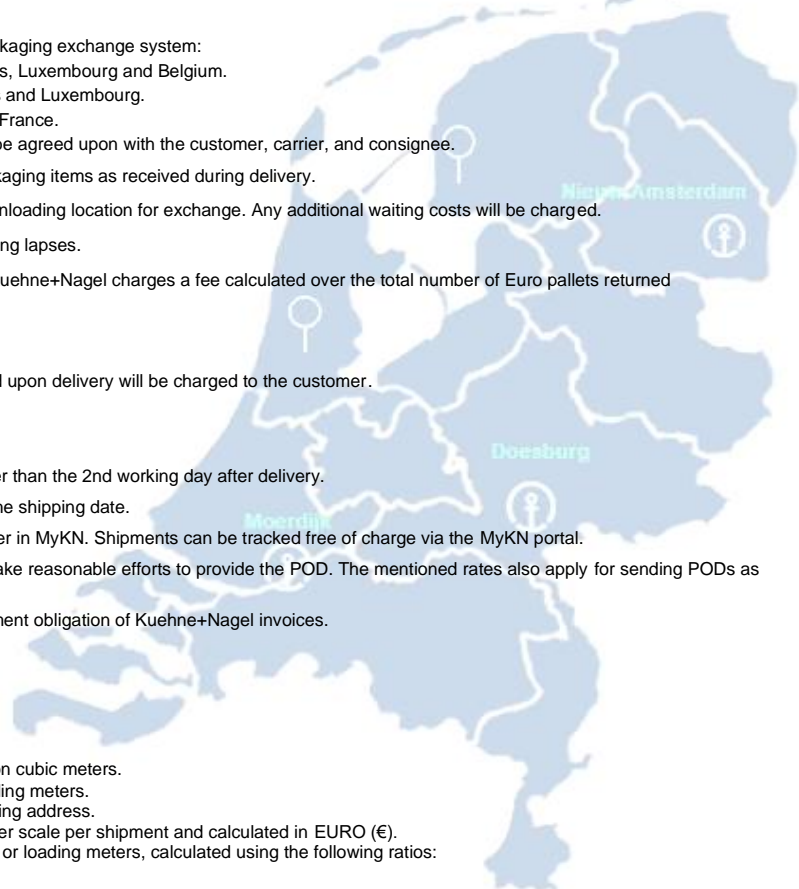
- Kuehne+Nagel must have the POD available not later than the 2nd working day after delivery.
- POD can be requested up to 60 working days after the shipping date.
- POD can be requested free of charge by the customer in MyKN. Shipments can be tracked free of charge via the MyKN portal.
- After this period, Kuehne+Nagel is only obliged to make reasonable efforts to provide the POD. The mentioned rates also apply for sending PODs as invoice attachments
- Failure to provide a POD does not suspend the payment obligation of Kuehne+Nagel invoices.

## Rates, Invoicing, and Payment

### Rates

- a. Rates are exclusive of VAT
  - Groupage shipments will be charged based on cubic meters.
  - LTL shipments will be charged based on loading meters.
- b. Rates are valid for one loading and one unloading address.
- c. Rates are based on a kg, pallet, or loading meter scale per shipment and calculated in EURO (€).
- d. The chargeable weight is the highest of kg, m<sup>3</sup>, or loading meters, calculated using the following ratios:
  - Gross weight (kg) = actual weight.
  - 1 m<sup>3</sup> (cbm) = 333 kg.
  - 1 loading meter (ldm) = 1.850 kg

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€ 99,00 per commenced hour.

Depreciation rate of 10%.  
On Request.

€ 3,00 per pallet excluding depreciation.

€ 20,00 per document.

€ 20,00 per document.











- e. Long goods are goods over 240 cm
  - Light Long Goods up to 29,9 kg.

- Heavy Long Goods from 30 kg.





- Above 4.00 meters is considered LTL/FTL.

- f. Stackable means that within the same shipment, 2 or more pallets are present and stackable. Conditions:



- Not heavier than 500 kg per Euro/block pallet.
- Not higher than 110 cm per Euro/block pallet.
- Shipments within the Netherlands are not eligible for stackable.

-  Quoted freight prices and rates exclude dumping, toll, and ferry charges and any rights and existing or future (kilometer) levies imposed by a government or third parties. If these costs are imposed on Kuehne+Nagel, they will be passed on to the customer.
-  For pickup/delivery of goods on the Dutch Wadden Islands, city centers, Zeeland, and areas with limited access and mountains, a surcharge applies.
-  Freight prices and rates exclude diesel surcharge (DOT). The DOT is variable and calculated over freight rates. Kuehne+Nagel adjusts the variable DOT based on the average fuelprice of the previous month and it can never be negative (source: TLN excluding VAT via TLN and EVO-Fenedex).
-  Cost-increasing factors imposed by the government and/or other causes beyond our control will be charged immediately as a surcharge or may lead to interim rate adjustments.
-  Freight and transport rates are based on the data you provided regarding volume and frequency. If these data do not match after a certain period, Kuehne+Nagel reserves the right to adjust rates to the actual situation.
-  Failed groupage delivery (nobody present/closed/refused/etc.).
-  Return shipment Groupage.
-  Cancellation or failed pickup/delivery (error freight) on the day before pickup for LTL/FTL shipment.
-  Cancellation or failed pickup/delivery (error freight) on the day of pickup for LTL/FTL shipment.
-  Shipments are free of storage costs at the depot for 3 working days; after that, costs will be charged. For goods that remain in the depot for more than 3 working days, LSV 2014 conditions apply.

### Invoicing

-  Invoicing takes place via email.
-  Extra costs apply for sending invoices in another way.
-  Kuehne+Nagel invoices in euros per shipment for services provided. Transport and import duties are invoiced separately.
-  Complaints must be submitted in writing within 7 working days after the invoice date, stating the reasons.

### Payment

-  The payment term is 30 days, without deduction or set-off, from the invoice date with a maximum credit limit of € 3.000,00 unless otherwise agreed in writing. Kuehne+Nagel applies a credit restriction (DPP = Duty Payment Provision) which is due if the agreed payment term is not met.
-  If invoices related to taxes, import duties, or VAT are not paid within the relevant period, a financing fee automatically applies. In addition to any interest, in accordance with local legislation.

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**25% surcharge over the freight rates. Minimum € 41,00.**  
**25% surcharge over the freight rates. Minimum € 94,00.**  
**25% over the freight rate.**

**% over the freight rate.**

**Average fuelprice previous month**  
**-/- basis fuelprice \* 33% fuel share.**

**70% error freight over the freight rate.**  
**Return costs + 15% over the freight rate.**  
**80% error freight over the freight rate.**  
**100% error freight over the freight rate.**

**€ 9,00 per pallet per day.**

**€ 20,00 per invoice.**

**3% over the invoice amount.**

**2% over the invoice amount.**

- Invoices related to taxes and import duties must be paid within 5 days of the invoice date, without deduction or set-off.
- VAT invoices for imports must be paid directly.

- The total outstanding invoiced amount owed to Kuehne+Nagel may never exceed the credit limit, if applicable, as determined by Kuehne+Nagel or its credit insurer. If the total outstanding amount exceeds the credit limit, the customer must pay the excess amount upon written request from Kuehne+Nagel. If the customer fails to pay within 5 working days after such written notice, Kuehne+Nagel reserves the right to suspend further services until payment is made, without prejudice to its right of lien on the goods. (Kuehne+Nagel's credit limit is based on approval from Kuehne+Nagel's credit insurer).
- Kuehne+Nagel reserves the right not to grant/limit credit to certain (natural) persons and/or require a shorter payment term.
- Extension of the standard payment term and/or credit limit must be requested before starting a possible collaboration.
- If the freight payer does not have a VAT number, the freight and associated costs must be paid in advance.
- Any claims against carriers or Kuehne+Nagel do not suspend the payment obligation of Kuehne+Nagel invoices.
- Collection costs for exceeding the agreed payment term and/or credit limit are always fully borne by the freight payer.
- The applicable statutory commercial interest is due from the day after the payment term expires.

## Claims & Insurance

- All-risk insurance for goods is only possible upon written request. The insurance premium will be charged separately.
- Visible damages must be noted immediately upon receipt on the freight documents and signed by the driver for approval.
- Claims for damage during transport will be charged to the carrier(s) engaged by Kuehne+Nagel. Kuehne+Nagel can assist you in submitting claims against these carriers.
- Claims must be submitted in writing and accompanied by invoices, damage reports, and any other documentation necessary for processing. Claims are handled separately from invoicing and can never be a reason for dispute or suspension of payments. Claims must be submitted within 24 hours after delivery in writing.
- Kuehne+Nagel is never liable for loss, damage, or delay due to circumstances beyond our control, including (but not limited to) weather conditions, pandemics, fire, or risks of war and strikes.
- Kuehne+Nagel is never liable for any consequential damages, lost profits, intangible damages, etc.
- The customer is responsible for the registration of chemical substances under REACH, Regulation 1907/2006/EC, and subsequent European legislation. Kuehne+Nagel is never liable for any damage resulting from your failure to comply with obligations under these and other applicable laws.

**On Request.**

## Prohibited Goods

### Groupage:

- Livestock and live plants.
- Goods without required packaging.
- Weapons and ammunition.
- Personal belongings.
- Art such as artworks, paintings and sculptures.
- Papers such as banknotes and securities or certificates.
- Valuable objects such as gemstones, jewelry and coins.
- Unpacked furniture.
- Various types of dangerous goods as described in the ADR chapter.
- CAD/COD/Cash on Delivery shipments are not possible (payment upon receipt is not possible).
- Goods prohibited for compliance and trade control reasons.

- Temperature-controlled goods

LTL/FTL:

- Livestock and live plants.
- B2C-shipments.
- Goods without required packaging.
- Weapons and ammunition.
- Art such as artworks, paintings and sculptures.
- Papers such as banknotes and securities or certificates.
- Valuable objects such as gemstones, jewelry and coins.
- Unpacked furniture.
- Various types of dangerous goods as described in the ADR chapter.
- CAD/COD/Cash on Delivery shipments are not possible (payment upon receipt is not possible).
- Goods prohibited for compliance and trade control reasons.



## General

All activities and agreements entered into by Kuehne+Nagel Logistics B.V. (Business Unit Road Logistics) Kuehne+Nagel ") are subject to these General Terms and Conditions of Kuehne+Nagel Logistics B.V.(Business Unit Road Logistics) (" General Terms and Conditions ") as well as the incorporated Logistics Services Conditions LSV 2014 ") of FENEX and TLN.

Under the LSV 2014, the following applies:

- a. All transport orders (i.e. as a "freight forwarder") by Kuehne+Nagel are accepted as forwarding services in accordance with the Dutch Forwarding Conditions of FENEX, which also apply to customs and fiscal services.
- b. Transport, contracted storage, and all related logistics services are subject to the remaining provisions of LSV 2014.
- c. If and to the extent that transport is performed directly by Kuehne+Nagel or contracted by Kuehne+Nagel as a carrier, the following conventions and regulations apply:
  - i. For international road transport of goods, the CMR convention and, additionally, the Dutch General Transport Conditions 2002 ( AVC ) to the extent permitted by
  - ii. For domestic road transport of goods, the AVC applies.
- d. Combined transport is governed by international regulations alongside relevant Dutch legal provisions as outlined in Articles 8:40 to 8:52 of the Dutch Civil Code.

The above terms and conditions are always subject to the most recent version, including any arbitration clauses unless contractually stipulated otherwise. All terms and conditions will be provided to the client upon first request. These terms and conditions can also be downloaded, printed and saved via this website: <https://nl.kuehne-nagel.com/nl/-/kuehne-nagel-s-terms-conditions>

By assigning an order, the client automatically agrees to the quotation and the conditions mentioned above.

In case of conflicts between these General Terms and Conditions and other mentioned conditions and conventions, the General Terms and Conditions will prevail unless they conflict with other mandatory legal provisions.

Dutch law governs all actions and agreements with Kuehne+Nagel parties submit to the jurisdiction of the Rotterdam District Court for disputes.

Our privacy statement can be found on our website: <https://privacy.kuehne-nagel.com/en/#/>

## Customer Trade Control Clausule

The customer warrants that (a) the customer and its owners, as well as all parties involved in the customer's shipments and transactions, including their owners, and (b) the customer's transactions for which Kuehne + Nagel provides services are not subject to applicable US, EU, or national customs, import, export, trade, or sanctions laws and regulations that prohibit such services.

The customer will provide Kuehne+Nagel in writing with all documents and information, including but not limited to product classification numbers, customs values, country of origin, export control classification numbers and other required export, re-export, transit, or import licenses, permits, authorisations or exemptions ("Customer Data") necessary for Kuehne+Nagel to perform services in compliance with applicable laws and regulations.

The customer warrants that the Customer Data is complete and accurate. The customer will immediately notify Kuehne + Nagel of errors, discrepancies, misstatements or omissions in the Customer Data that are flagged by Kuehne + Nagel with customs or other authorities or third parties on behalf of the customer.

The customer acknowledges that Kuehne+Nagel is not the official exporter ("Exporter of Record"), official importer ("Importer of Record"), fiscal representative, or end user, and it is not possible for Kuehne+Nagel to file government forms on behalf of such.

The customer will indemnify and hold harmless Kuehne + Nagel and its affiliates from all claims, expenses, losses, fines and damages, including reasonable attorney fees, arising from or related to the customer's failure to comply with the obligations under this clause.