

Supplementary terms and conditions

1. Duration of cooperation

The cooperation is established for an indefinite duration.

2. Notice period

The cooperation may be terminated upon six months' notice with effect from the end of the month. The duration of the offered prices is stated in the offer. If a request for amendment is subsequently made and no agreement is reached, the contract shall expire at the end of the offer period. If neither party subsequently requests an amendment, the contract shall continue. In such a case either party may request a price adjustment with a one-month period with effect at the end of the month. However, if no agreement is reached, the contract shall expire at the end of the month in question.

3. Liability in transport

[The SPEDLOGSWISS General Terms and Conditions](#) (latest version) shall apply. Pursuant to these terms and conditions, our liability is limited to a maximum of SDR 8.33 per kg gross weight and a maximum of 20,000 per damage. The transported load shall be packed in such a way that all safe transport conditions are met. In the event of incorrect/inadequate packaging, any liability claims for damage shall be rejected.

Upon express request, we can additionally insure the transport of goods on your behalf. Insurance coverage and premiums are determined on an individual basis and any related costs will be charged to your company.

4. Storage liability

[The SPEDLOGSWISS General Terms and Conditions for Storage](#) (latest edition) shall apply. Pursuant to these terms and conditions, our liability is limited to a maximum of SDR 8.33 per kg gross weight and a maximum of 20,000 per damage. We do not insure stored goods against risks such as fire, flooding, burglary or damage caused by other events.

Upon express request, we may insure your stored goods for you for the required insurance amount. Insurance coverage and premiums are determined on an individual basis and any related costs will be charged to your company.

5. Personal data protection

Personal data may only be processed to the extent that this is permitted under applicable data protection legislation, in particular the Federal Data Protection Act of 25 September 2020 (DSG, SR 235.1) and its implementing regulations. The Parties ensure that their employees involved in the processing of personal data shall be obliged to maintain secrecy or be subject to an appropriate statutory obligation of secrecy. The parties shall familiarise their employees with the data protection provisions relevant from their point of view or have already done so. The customer must ensure that Raben Sieber AG, as Data Protection Officer, is authorised to process the personal data provided by the customer. Raben Sieber AG shall process the personal data of customers as a data controller. In exceptional cases Raben Sieber AG may be the order processor. In this case, Raben Sieber AG shall process the customer's personal data only in accordance with the customer's instructions and exclusively for the purposes of this contract, take necessary technical and organisational measures, grant control rights with regard to the processing of the customer's personal data at the customer's first request, support the customer with data protection queries and take necessary contractual measures (e.g. SCC - Standard Contractual Clauses) if the customer's personal data are transferred to a country without an adequate level of data protection (third country).

The customer agrees that Raben Sieber AG, as processor, may use its data sub-processors. By entering into this contract, the client agrees to entrust the personal data to the listed subcontractors of the processor. If Raben Sieber AG intends to engage subcontractors other than those listed for data processing, it shall notify the customer of a new subcontractor prior to the transfer of personal data to the customer by posting the updated list on the Raben Sieber AG website at <https://raben-sieber.ch/en/data-protection>

Within seven (7) days of posting the information about the processor's new subcontractor, the client may object to the processing of personal data by the subcontractor.

6. Car-free locations / terminal loads for mountain railways

The ordering party shall be charged with charges and other expenses for special permits, etc.

Additional transport costs to destinations that are not regularly accessible by road shall be charged according to the delivery tariff (e.g. Zermatt, Saas Fee, Wengen, etc.).

7. Payment term

Invoices shall be payable without deduction within fourteen (14) days of issue. Any discounts shall be charged later. If payment is not made within fourteen (14) days (deadline expiry), Raben Sieber AG shall be entitled to charge default interest.

8. VAT

All services offered shall be billed exclusive of VAT.

9. Invoice sending: Invoice paper surcharge

As a rule, Raben Sieber AG sends digital invoices. A charge of CHF 5.00 (dispatch to Switzerland/Liechtenstein) and CHF 7.00 (dispatch abroad) shall be charged per printed document for a paper invoice.

10. Manual transfer of order

A charge of CHF 15.00 per order shall be charged on any orders placed by email, fax or phone.

11. Missing dimensions

Raben Sieber AG shall determine any missing dimensions of the transported goods for an additional charge of CHF 5.00 per package.

12. Stackable goods for domestic transport

Unless otherwise stated in the transport order, goods are generally considered to be unstackable.

For stackable goods, the following requirements shall apply:

The weight of the transport unit (including the load carrier) is less than 25 kg or Raben Sieber AG can stack another transport unit (pallet, cardboard box, etc.) with a maximum of the same base area and maximum of the same weight on the transport unit.

The maximum height of the transport unit (including load carrier) must not exceed 130 cm.

13. Fuel surcharge for international transport

Raben Sieber AG generally follows the recommendations of the Swiss Association of Road Transport Companies ASTAG (Table of fuel

prices in international transport 2025). These are available at www.astag.ch.

It is excluded to go below the lower limit of 0%.

14. Fuel surcharge for transport within Switzerland

Raben Sieber AG generally follows the recommendations of the Swiss Association of Road Transport Companies ASTAG (Table of fuel prices in national transport 2025). These are available at www.astag.ch.

It is excluded to go below the lower limit of 0%.

15. Traffic congestion surcharge in Switzerland

Raben Sieber AG shall charge a surcharge for all transport services for traffic congestion in Switzerland and Liechtenstein. For 2025, Raben Sieber AG generally follows the ASTAG recommendations.

The current traffic congestion factor is published on our website.

16. Unit settlement of transport orders

Each order is billed separately. This also applies to orders with the same shipper, consignee and the same date of service, given separately.

17. Surcharge/compensation in currency settlement

The costs of the Raben Sieber AG service are charged in CHF. For this reason, we offer you prices for our services in CHF.

In case of settlement in foreign currency, Raben Sieber AG shall apply a currency surcharge.

18. Consequences of sending erroneous data electronically (Electronic Data Interchange)

Liability for damage resulting from the erroneous transmission of an order electronically (Sieber web portal or individual EDI connection) shall be excluded.

19. Deliveries / collections

Raben Sieber AG has determined that deliveries and collections in domestic transport shall be carried out from Monday to Friday between 08:00 a.m. and 05:00 p.m. Raben Sieber AG assumes that collections / deliveries at the shipper / consignee are possible at this time without written notification from the customer.

20. Transport provisions applicable to access and loading/unloading

Raben Sieber assumes that, for all collections or deliveries, unless otherwise specified by the ordering party, as a general rule it is possible for

a tractor/trailer truck (40 tonnes) to reach the premises.

Unless otherwise stipulated by the ordering party, delivery shall be made on a franco basis to the kerb/loading ramp, without unloading.

In addition, it must be possible to load and unload partial and complete loads without a lifting platform or additional equipment.

21. Additional services

Raben Sieber AG offers the additional services set forth in Appendix 1.

22. Excluded cargoes

Cargoes excluded from transport which Raben Sieber AG does not carry shall be detailed in Annex 2.

23. Final provisions

These supplementary terms and conditions shall come into force and apply from 31 March 2025.

Raben Sieber reserves the right to amend the supplementary terms and conditions including the appendices. Customers shall therefore follow the regularly updated version of the supplementary terms and conditions on the Raben Sieber website.

Appendix 1 Additional services

1. Carriage of dangerous goods SDR/ADR

For the transport of dangerous goods (SDR / ADR), the surcharge is 10% of the gross freight; minimum CHF 20.00, maximum CHF 50.00 per shipment. For Class 1 goods, the carriage of which requires the use of vehicles designed to carry explosives (EX), the freight surcharge is at least CHF 50.00, but not more than CHF 130.00 per shipment. Any costs for permits and special vehicles shall be billed separately.

2. Transport of high consequence dangerous goods (HCDG)

Hazardous materials subject to a protection plan (high consequence dangerous goods [HCDG]), shall be individually declared by the ordering party. High consequence dangerous goods shall be reported to: adr.schweiz@raben-group.com Raben Sieber AG carries out the carriage of advised high consequence dangerous goods (HCDG). You shall be charged with additional costs of CHF 100.00 per transport order.

3. Delivery time Domestic transport

Raben Sieber AG has determined that deliveries and collections shall be carried out from Monday to Friday between 08:00 a.m. and 05:00 p.m. Time-limited deliveries or collections shall be notified in advance by the customer to the Raben Sieber AG dispatcher and agreed with them. In addition, the agreed delivery date shall be explicitly stated in the delivery note. In case of collection and delivery restrictions on the part of the shipper or consignee, if this is not the ordering party, the additional costs relating to collection/delivery restrictions shall be confirmed by the ordering party in writing.

In the event of a time difference of +/-30 minutes, Raben Sieber AG considers that the delivery acceptance restriction has been complied with.

Additional costs shall be billed with the following surcharge:

Deadline	for	CHF	80.00
delivery/collection	by 9:00 a.m.		

Deadline	for	CHF	50.00
delivery/collection	by 12:00 p.m.		

Deadline	for	CHF	80.00
delivery/collection	after 04:30 p.m.		

Delivery/collection	at a	CHF	80.00
precise time/deadline			

4. Advising in domestic transport

a) Advising by phone or email

Advising by phone or email, if so requested by the ordering party, shall be charged at CHF 5.00 per advising. Deliveries to private individuals shall always be followed up with an advice note, for which a charge shall be made.

If no date is agreed by phone or email within three (3) business days, the ordering party shall be informed accordingly in writing.

b) Advising via online platform or "Time-Slot"

For the advising of time slots for deliveries and collections via the online platform (Cargo-clix, etc.) and in general via the 'Time-Slot', if requested by the ordering party, the shipper or the consignee, the ordering party shall be charged CHF 20.00 per shipment.

In addition, costs shall be charged for delivery dates as per section 3.

If no date is agreed within three (3) business days, the ordering party shall be informed accordingly in writing.

5. Additional loading/unloading places in domestic transport

In the event of more than one loading and/or unloading place, a charge of CHF 60.00 shall be charged per additional loading and/or unloading place. Only within the same postcode/same locality.

6. Re-delivery / empty mileage

If the first delivery fails due to reasons for which Raben Sieber AG is not liable, the shipment shall be returned to the nearest branch office of Raben Sieber AG. The return transport from the consignee to the nearest branch office of Raben Sieber AG and each subsequent delivery shall be billed on the basis of the distance between the consignee and Raben Sieber AG and the gross or overall weight according to the tariff for inter-municipal transport (GU). Discount for inter-municipal transport according to individual agreements that are currently in force.

All storage and other expenses shall be invoiced separately.

7. Proof of Delivery (POD)

The charge for sending a proof of delivery by e-mail (POD in pdf format) shall be CHF 5.00 per document.

Original proof of delivery (POD) during the accounting period:

Original delivery notes requested during the accounting period shall be charged at CHF 10.00 per transport order.

Proofs of delivery (PODs) as appendices to invoices:

A charge of CHF 10.00 per transport order shall be charged for proofs of delivery (POD) that must be sent together with the invoices.

8. Goods from 3 m in length for domestic transport

The surcharge for goods over 3 m (from 3.01 m) up to 6 m in length shall be 25% of the freight.

Maximum CHF 50.00 per shipment. Goods from 6 m in length shall be on request.

9. Charges

Charges and other expenses such as harbour dues, weighing charges, special permits, etc. shall be charged to the ordering party.

10. Downtimes

Domestic transport

Loading and unloading times shall be included in the calculation basis at a maximum rate of 5 minutes per 1,000.00 kg of chargeable weight (freight). If the loading/unloading time is exceeded, a freight surcharge shall be charged for each hour (van - CHF 90.00, truck - CHF 150.00). Each half hour started shall be billed as half an hour.

11. Floor deliveries in domestic transport

A charge of CHF 20.00 per 100 kg (minimum CHF 20.00 per delivery) shall be charged for delivery to the floor, basement, etc. with an existing goods lift.

12. Interchangeable equipment

The ancillary loading equipment used in general transport from shipper or consignee shall be intact and transportable, and shall allow rapid forwarding and reloading (e.g. EUR / SBB standard EPAL pallets or equivalent ancillary loading equipment).

13. Interchangeable equipment in domestic transport

The customer shall make it clear in the acceptance order and the delivery note whether loading equipment (only standard exchangeable equipment such as EUR-pallets, frames, covers) shall be replaced or not.

- For orders with simultaneous exchange, a service fee shall be charged and shown separately in the transport invoice.
- 4% of net freight for exchangeable pallets according to the EPAL criteria
- 8% of net freight for frames and covers and for pallets in cross-border traffic
- 8% of net freight when white interchangeable equipment is delivered

Exchange

If the equipment to be replaced cannot be replaced at the consignee's premises at the same time, Raben Sieber AG shall request reimbursement of the cost of the equipment from the ordering party.

Exchange for private individuals

If ancillary loading equipment (standard equipment to be exchanged such as EUR-pallets, frames, lids) cannot be exchanged at the same time, the ordering party shall be charged CHF 25.00 per unit.

Return transport

Raben Siebert AG shall return the individual directly listed ancillary loading equipment free of charge. Larger quantities of pallets, frames and covers shall be moved as agreed from A to B. Any return transport of mesh containers shall also be subject to the agreed terms and conditions.

The transport charge for empty standard equipment to be replaced shall be calculated as follows:

EUR-pallet: CHF 2.00 per unit

frame: CHF 6.00 per unit

Cover: CHF 1.00 per unit

minimum CHF 20.00 per order

14. Transport insurance

The goods to be transported shall not be insured by the carrier (so-called transport insurance). Upon express request, we can additionally insure the transport of goods on behalf of our customers.

15. Returns

Any returns shall be billed at delivery prices.

16. Access restrictions

In case of legal access restrictions, the customer is obliged to apply for a valid special permit. Upon express request with a written notice when placing an order, Raben Siebert AG can also apply for a permit. Costs shall be settled as follows:

Flat-rate administration charge of CHF 85.00 + permit costs

17. Abbreviations for additional services in billing according to the following table:

Abbreviation	Additional service
ND09PU	Deadline for collection by 9:00 a.m.
ND09	Deadline for delivery by 9:00 a.m.
ND12PU	Deadline for collection by 12:00 p.m.
ND12	Deadline for delivery by 12:00 p.m.
EVEPU	Deadline for collection after 04:30 p.m.
EVE	Deadline for delivery after 04:30 p.m.
EXLPU	Delivery/collection at a precise time/deadline
EXL	Delivery/collection at a precise time/deadline
ADV	Advising by phone or email
ADV3	Advising via online platform or "Time-Slot"

SOD(SODFREE)	Paper proof of delivery (POD)
Electronic POD (via email in PDF)	POD in PDF
ROP	Turnover of equipment to be exchanged
INS	Transport insurance
2DEL	Re-delivery
2MAN	HUN (support staff)
HUN	Floor deliveries in domestic transport
ADR	Carriage of dangerous goods SDR/ADR and high consequence dangerous goods (HCDG)
Additional loading/unloading address	Additional loading/unloading places in domestic transport

Appendix 2 Excluded loads

1) Weapons and ammunition as defined by the country's valid Act on Access to Arms, the acquisition or use of which requires a permit;

2) within the meaning of the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) in its current version:

a. Dangerous goods in class 1 - Explosives and articles with explosives - except for the domestic transport of goods of subclass 1.4 with S and G with the following UN numbers: UN 0012, 0014, 0055, 0070, 0297, 0303, 0306, 0312, 0317, 0320, 0325, 0336, 0337, 0362, 0363, 0366, 0373, 0376, 0405, 0505, 0506, 0507;

b. Dangerous goods of class 4.1 - Flammable solids, self-reactive materials and desensitised solid explosives

c. Dangerous goods of Class 4.2 - Spontaneously combustible materials of Packing Group I;

d. Dangerous goods of Class 5.2 Organic peroxides; hazardous materials presenting a risk of explosion or subject to mandatory temperature-controlled transport;

Organic peroxides requiring temperature control (classification code P2), organic peroxides not requiring temperature control (classification code P1), types A and B

e. Dangerous goods of class 6.1 - Spontaneously combustible materials of Packing Group I;

f. Dangerous goods of class 6.2 - Infectious materials;

g. Dangerous goods of class 7 - Radioactive materials;

h. Class 9 high-temperature or temperature-controlled dangerous goods (classification codes M9 and M10)

3) Wildlife products;

4) Bulk goods and loose goods and materials;

5) Alcoholic beverages in international transport;

6) Tobacco products;

7) Works of art;

8) Gemstones and jewellery;

9) Precious metals;

10) Industrial carbon black;

11) Plants in international transport;

12) Animals alive or dead;

13) Securities and money;

14) Corpses and human remains;

15) Perishable and frozen goods;

16) Waste;

17) Medicinal products;

18) Seeds;

19) Dual-use items within the meaning of Council Regulation (EC) 428/2009 and of 5 May 2009

setting up a Community regime for the control of exports, transfer, brokering and transit of dual-use items

20) Goods which storage or transport requires special legal status or special licences, certificates, permits or other administrative acts;

21) Goods with a value in excess of EUR 100/kg;