



KOOLTRANS

TRANSPORT EN LOGISTIEK

Terms & Conditions

Equipment (trucks)

- Both truck and trailer must be in good condition. This means no leaks, holes, damages etc.
- The trailer must be clean, swept, internally dry and don't smell.
- In case of frigo truck / frigo load, a data log of the temperature during transport must be available when asked.
- Trailer must have sufficient straps to secure the goods.

Personnel (drivers)

- All drivers must wear safety shoes and high visibility jacket if required by (un)loading address.
- All drivers must be clean, neat and have no unpleasant smell.
- All drivers must speak at least Dutch, English, German or the native language of the country of (un)loading and must be able to take a safety test in English or German.
- If driver fails to observe any neutrality, you may be immediately fined up to a maximum of the freight price. We also point out that orders placed by us may never be outsourced to other carriers without our express permission.

Loading & unloading

- Loading and unloading must be supervised by the driver. If not possible / not allowed, Kooltrans B.V. Transport must be informed directly and driver must write on CMR / POD that he was not allowed to supervise the (un)loading.
- The driver must make sure that the loading is safe and adequate (e.g., distribution of the weight on the axels etc.), give special attention when checking the number of pallets and the gross weight shown on the transport order by Kooltrans B.V.
- If one of the following problems occur during (un)loading, the process of (un)loading must be suspend and Kooltrans B.V. must be informed immediately: Visible damages to the goods and / or pallets; Dirt on the goods; Open packages; Defective packages and / or movement of the goods on the pallet (not secured well enough).
- Driver must make a note on the CMR / POD / documents before signing.
- Every consolidation / maximization of Full Truck Loads (FTL / >13 loading meter) assigned by Kooltrans B.V. is forbidden, also when the volume / space of the loading and weight allowed has not reached the full capacity of the vehicle.
- The following regulations are valid for all the Less Truck Load (LTL, partial / groupage loads) assigned, unless differently agreed:
 - ☒ No combination like chemical products (catalogued as ADR) with pharmaceutical, live plants / trees or food-related products;
 - ☒ No overlapping / stacking pallets;
 - ☒ No de-palletizing or stowage of loose boxes.
- If there were no problems during (un)loading the driver signs the documents, confirms that the goods were collected / delivered in adequate conditions and in the required amount.
- Euro pallets must be exchanged at all times, unless otherwise agreed in writing. Even if you carry out a transport order in which no pallet exchange has been agreed, you are obliged to write on CMR / POD the amount of pallets that has not been exchanged confirmed by the sender and recipient (signed/stamped).
- Pallets that have not been exchanged will be charged after 14 days at €17,50 each euro pallet + €27,50 administration costs.

Transport of hazardous goods (ADR)

- ADR classified transports must be carried out in compliance with the supply of the following services unless it is explicitly provided for:
 - ☒ The vehicle is equipped according to the regulations of the ADR regulations and the safety rules;
 - ☒ The driver possess the documents certifying the qualification to transport ADR goods;
 - ☒ At the (un)loading place, the driver receives and checks all the documents necessary and the required safety /emergency procedures;
 - ☒ The driver must abide by the rules regarding speed, driving and break periods and all the norms and instructions that refer to the transport of dangerous goods in relation with the chosen itinerary.

If the driver doubts, he must inform Kooltrans B.V. immediately, nothing can be implemented without further notice / instructions by Kooltrans B.V.. Contact us by phone number +31 (0)318-639 669 and/or e-mail info@kooltrans.nl for further instructions.

Payment & invoicing

- Send signed original waybills, packing slips, pallet slips and invoice stating invoice reference in separate PDF files to invoice@kooltrans.nl Only invoices with our reference number will be processed.