



## GENERAL INFORMATION

### A Conditions of Carriage

All business is undertaken in terms of the Swiftline Courier Services Conditions of Contract.

### B Volumetric Calculations

All shipments are charged by actual mass or volume, whichever is greater.

The Volumetric Weight is calculated as follows:

Length x Breadth x Height (cm) / 5000 - Airfreight services

Length x Breadth x Height (cm) / 4000 - Roadfreight services

### C Terms of Payment

A 30 day credit facility is available upon application and approval. Accounts must be paid by cheque or direct bank transfer. Cash payments may only be made at the Swiftline Courier Services offices.

### D Collections from other Centres

Collection from other centres must be requested by fax. Please contact Swiftline Courier Services for any further information.

### E Collection Times

Swiftline Courier Services will arrange for a courier to collect from you. Please contact Swiftline Courier Services as early as possible to ensure cut-off times are met. Alternatively, a daily collection can be arranged with our operations department.

### F Proof of Delivery

Proof of delivery is available from our customer services department. Proof of delivery is provided free of charge for clients requesting proof of delivery on an ad-hoc basis.

### G Insurance

This service is optional and available on request. A surcharge of R35,00 will be levied for cover up to R5000,00. Should further cover be required a levy equal to 2,1% of the value stipulated on the waybill will be charged.

### H Restrictions

The following items are prohibited and will not be accepted as courier material:

- (a) Human Remains
- (b) Dangerous or hazardous goods
- (c) Dry Ice
- (d) Flammable or toxic goods
- (e) Live animals and plants
- (f) Foodstuffs and perishables
- (g) Gambling devices
- (h) Firearms
- (i) Money (cash, coins, NCD's, travellers cheques etc)
- (j) Valuables (jewellery, diamonds, gold etc)

### I After Hours Numbers

For after hours enquiries, please contact Hylton Cohen on 082 853 3885 or Mannie Becker on 082 821 4400