

# Terms and Conditions

## Liability provisions

All tasks are carried in accordance with the general conditions of the Estonian Logistics and Freight Forwarding Association (GC ELFA) [General Conditions of the Estonian Freight Forwarders Association](#). The conditions limits our responsibility of loss, deterioration or damage to the goods.

The stated delivery and transit times are only to be considered as guidance. Contracts with time guarantee are only made with a separate written agreement.

At visible loss or damage, objection must be made immediately on the arrival of the goods. If not visible loss or damage, objection must then be made in writing within 7 working days after the package was delivered.

## Offsetting

Freight calculation rules for volume shipments:

Chargeable weight is calculated as following:

## Roadfreight

- ✓ 1 cbm = 333 kg
- ✓ 1 loading meter = 1850 kg
- ✓ 1 EUR PLL = 740 kg
- ✓ 1 EUR PLL = 0,4 loading meter
- ✓ 1 FIN PLL = 925 kg
- ✓ 1 FIN PLL = 0,5 loading meter

## Airfreight

- ✓ 1 cbm = 167 kg



NTG Nordic Transport Group A/S offers a wide range of transport services to and from all locations around the world.

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## Claims

Despite of the fact that we handle your goods with utmost carefulness, damages might occur. In case we have delivered your shipment with damages or there was a delay in delivery, we kindly ask you let us know by e-mail.

Please make sure that you make remark on delivery note / CMR of any visible damaged to the delivered package and hand over one copy to the driver.

Please send your claim to [info@ntgtransport.ee](mailto:info@ntgtransport.ee) describing the damages or shortages. If possible, please send picture of damaged package or goods.

You will receive a confirmation from you within an 1 hour. We will handle your claim as quickly as possible.

All business is transacted in accordance with the general conditions for transport, forwarding and warehousing of the [Estonian Association of Freight Forwarders](#) (valid as from 01.01.2001).



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