

Terms and Conditions INTERTEAM

1. For the purposes of clause 17.4 of the Standard Trading Conditions (STC), the CLIENT will have a maximum of 1 (one) business day after the collection of the merchandise to deliver the necessary data, documents, and information for the specific service. Otherwise, any changes that cannot be made or delays that occur will be the responsibility of the CLIENT.
2. In the case of FCL export shipments, the CLIENT is responsible for verifying the conditions and suitability of the container to be used for the specific operation. Additionally, the CLIENT acknowledges that INTERTEAM does not have access to verify the physical suitability of the container provided.
3. The CLIENT must ensure and verify the suitability and condition of both the internal and external packaging of their merchandise.
4. The CLIENT must provide clear and precise information about the goods, particularly in the case of dangerous goods, chemical cargo, among others. The CLIENT must also issue precise instructions regarding the stowage of the merchandise, given that, as a general rule, the merchandise is reserved as stackable. Any changes to the disposition and stowage of the merchandise will be re-quoted and will be subject to availability.
5. The CLIENT accepts and acknowledges that, at the shipping line's discretion, provisional bookings may be issued for certain dangerous or chemical cargo, among others, as approval from the destination country, transshipment country, or the shipping line itself may be required. Therefore, INTERTEAM will not be responsible for delays or denial of booking confirmation by the shipping line.
6. For DAP services, local transfers to and from distribution centers, the CLIENT will be solely responsible for contracting the transport insurance even and if the INCOTERM requires it.
7. For FCL shipments, the CLIENT will be responsible for any damages caused to the container. In the case of LCL shipments, INTERTEAM will analyze the particular case and, if necessary, inform the CLIENT of the damages to be covered. The CLIENT will be responsible for any damages caused to the container and must cover the costs on their own or have an insurance policy that covers such incidents.
8. For FCL shipments, the CLIENT acknowledges that the process and delivery of VGM (Verified Gross Mass) will be mandatory to ship their merchandise by sea.
9. INTERTEAM is not responsible for delays in the delivery of goods, as delivery is based on estimated delivery and arrival times.

10. The confirmed cost in this booking may vary according to the actual weight and volume.
11. The CLIENT accepts and acknowledges that in the event of a health emergency due to a pandemic or epidemic, or other disruptions of supply chains, INTERTEAM's services may be affected by container shortages, port congestion, lack of space, schedule delays and/or changes, among others, which may result in additional costs such as demurrage, storage, etc. INTERTEAM WILL NOT, under any circumstances, absorb any extra costs, as the origin of such costs is beyond INTERTEAM's control.
12. INTERTEAM may request any document and information it deems necessary to identify the CLIENT's merchandise. If the CLIENT does not provide the requested information or if INTERTEAM deems it insufficient to process the CLIENT's request, INTERTEAM will not be responsible for any delays, damages, extra costs, or other issues that arise until the complete and correct information is provided.
13. The merchandise travels at the CLIENT's risk, and they will be solely responsible for contracting and accepting the terms and conditions of the transport insurance policy. For operations with an INCOTERM that includes insurance, the CLIENT must request a quote in writing and confirm their purchase through INTERTEAM.
14. The CLIENT accepts and acknowledges that the free time for demurrage, the moment when the free time begins to be counted, and the demurrage rates will be specifically informed by INTERTEAM via email, as these conditions are assigned by the shipping line at its sole discretion.
15. The CLIENT acknowledges that once information is transmitted electronically to customs authorities, no changes can be made, except in the cases provided for in the General Rules of Foreign Trade (local law) and subject to the acceptance of the specific shipping line. However, the CLIENT assumes any responsibility or legal consequences arising from the changes made and up to the legal period during which the tax authorities may collect a penalty according to the applicable legislation.
16. The CLIENT accepts and acknowledges that, after the receipt of an arrival notification, they have a period of 6 (six) business days to issue instructions regarding the shipment. If no instructions are given or if they are given outside the indicated period, the expenses, delays, and other consequences that arise will not be INTERTEAM's responsibility.
17. The CLIENT accepts and acknowledges that they must provide complete, accurate, and truthful information about the goods to be transported, as well as any additional information that INTERTEAM may require. Otherwise, the expenses, delays, and other consequences will be assumed by the CLIENT.

18. The CLIENT acknowledges that operations carried out by INTERTEAM are subject to the Standard Trading Conditions (STC) prepared and published by the Mexican Association of Freight Forwarders, A.C. (Asociación Mexicana de Agentes de Carga - AMACARGA), except for the clauses relating to payment methods and deadlines for submitting documentation for the operation, which can be consulted on the following website: <https://www.interteam.com.mx/>. However, they will also be subject to the corresponding contract, the applicable transport document for the operation, and the terms and conditions of the operational documents sent by INTERTEAM.

19. It is recommended that all original documentation is sent via courier. The CLIENT must confirm in the special instructions section whether the documents will be sent at their own risk and responsibility along with the cargo or if they will be sent by courier.

20. The CLIENT is obligated to immediately inform INTERTEAM of any instructions for the insurance policy contracted by them that must be fulfilled; otherwise, INTERTEAM will be released from any responsibility. Additionally, if INTERTEAM contracts the insurance policy, they will not be required to know the conditions of the policy, so any additional service indicated by the policy will be quoted separately and upon the CLIENT's express request.

21. The CLIENT acknowledges that the information contained in the instruction letter is truthful, complete, and accurate. Therefore, in the event of any dispute or sanction arising from any inaccuracy or falsehood, the CLIENT will be responsible.

22. The limited liability will be in accordance with the clauses of the transport document issued by INTERTEAM or through a third party for the specific operation, or up to the amount of the consideration when no transport document is issued.

23. The CLIENT acknowledges that the process and delivery of VGM (cargo weighing) will be mandatory to ship their merchandise by sea.

24. INTERTEAM is not responsible for delays in the delivery of goods or their shipment, as applicable, since shipments are made based on estimated times.

25. The CLIENT must provide clear and precise instructions for any type of service contracted with INTERTEAM. If this is not done through an instruction letter, the CLIENT may do so via authorized email, and INTERTEAM will confirm if it is possible to carry out the CLIENT's instructions.

26. INTERTEAM is under no circumstances obligated to contract insurance for the merchandise described in the instruction letter. Therefore, if the CLIENT indicates that the merchandise is not insured or omits this information, INTERTEAM will not contract an insurance policy.

27. If the quoted service is operated through a counterpart or partner from INTERTEAM, it is made known that if the merchandise cannot be dispatched, additional charges for storage, among others, will apply.

28. The CLIENT accepts and acknowledges that it is their responsibility to ensure that the cargo is properly labeled (marks, numbers, seals, etc.). Therefore, INTERTEAM will not be responsible for incorrect, insufficient, or missing labeling under any circumstances.

29. The CLIENT accepts and acknowledges that, in the case of wooden packaging, it must be fumigated or heat treated according to international norm (ISPM 15) and, if applicable, provide the corresponding certificate to INTERTEAM. Otherwise, INTERTEAM will not process the shipment, and all expenses, damages, delays, and other consequences that arise will be assumed by the CLIENT.

30. In the case of pick-up service by truck, the CLIENT must indicate any necessary element or specification for loading the material, such as a ramp, forklift, specific schedules, equipment, or safety conditions, among others. Otherwise, the damages, delays, or additional costs that arise will be attributable to the CLIENT.

31. In the case of pick-up service by truck, the CLIENT must indicate any necessary element or specification for loading the material, such as a ramp, forklift, specific schedules, equipment, or safety conditions, among others. Otherwise, the damages, delays, or additional costs that arise will be attributable to the CLIENT.

32. Items not specified in a quote are not included. Therefore, the CLIENT must request any other service or requirement applicable to the service to be contracted.

33. The shipper's booking of cargo to INTERTEAM or its authorized representative after receiving the terms of the NRA or NRA amendment constitutes acceptance of the rates and the terms of the NRA or NRA amendment. The booking confirmation along with the rate quote comprises the negotiated rate arrangement or NRA (per 46 C.F.R. Part 532, Et SEQ.)

34. The Booking confirmation number constitutes the NRA number. the NRA is valid for the vessel/voyage and departure mentioned in the booking confirmation only. should the vessel or voyage change, a new NRA quote will be offered.

35. Any charges imposed by the ocean carrier without appropriate notice, such as charges imposed pursuant to 46 C.F.R. 520.8, shall be passed through to shipper with no mark-up. the NRA may include demurrage, detention, per diem, free time, waiting time, penalties, incentives, service standards, freight forwarder compensation, or other similar passthrough charges from carriers or ports. This NRA is subject to general rate increases unless otherwise stated on the booking confirmation.

36. The clauses of the transport document issued (bill of lading) by INTERTEAM, either by itself or through its correspondent agent abroad, can be consulted at <https://www.interteam.com.mx/>. Additionally, these clauses will be shared via email for acceptance of the HBL data used in the specific operation.