



WFS TERMINAL HANDLING CHARGES WFS

SPAIN- BARCELONA / MADRID / VALENCIA

Valid as from 01 January 2026 - All charges are in euro



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NOTES

- WFS reserves the right to modify its rates.
- The rates do not include VAT. VAT will be applied in each corresponding service.
- The rates apply to all shipments that receive basic handling services upon arrival/departure at our terminal.
- The calculation basis will be always on chargeable weight mentioned in the AWB.
- All services are subject to operational availability.
- Storage: You can check all arrival and departure dates of your shipments (AWB) on our website at <http://www.wfs.aero>. (AWB Tracking).
- Definitions: NOA (Import; Notice of arrival) & FOH (Export; Freight on Hand); Notification of the arrival of shipments at our facilities.
- IATA DG Autocheck: According to the process defined on the IATA website; <https://www.iata.org/en/services/compliance/dg-autocheck>.

OPENING HOURS OF THE FACILITIES

MAD y BCN

24 hours, 365 days a year.

VLC

Monday to Friday from 10:00 to 18:00. Closed on Saturdays, Sundays, and national holidays.

CARGO TERMINAL HANDLING RATES

		UNIT	UNIT CHARGE	MINIMUM CHARGE
1. General Cargo Storage				
MAD/BCN				
Import and Export: 48 hours free storage period from NOA (IMP) / FOH (EXP) date. For shipments with NOA (IMP) / FOH (EXP) dated on Friday and departure on Monday, a 72 hours free storage period applies. If shipment is not picked up during this time frame, the storage will be charged from NOA(IMP) / FOH (EXP) date, included. Part shipments will be invoiced by their NOA (IMP) / FOH (EXP).				
Import/Export	Till day 7 Exceeding 7 days	per 100 kg / per 24 hours per 100 kg / per 24 hours	12.05€ 28.17€	51.05€
VLC				
Import and Export: 3 free days free storage period from NOA (IMP) / FOH (EXP) date. 4 days free storage period for shipments with NOA (IMP) / FOH (EXP) dated on Friday and departure on Monday. If shipment is not picked up during this time frame, the storage will be charged from NOA(IMP) / FOH (EXP) date, included. Part shipments will be invoiced by their NOA (IMP) / FOH (EXP).				
Import/Export	Till day 7 Exceeding 7 days	per 100 kg / per day per 100 kg / per day	12.05€ 28.17€	51.05€
Note: The indicated free storage hours/days apply only to shipments that have paid the basic handling fee. In case of rejection, storage will be applied from the first day until the date of rejecting by the resigning agent.				
2. Cold Storage Room				
Storage of perishable freight and others in cold-storage room.				
MAD/BCN				
Import and Export: 36 hours free storage period from NOA (IMP) / FOH (EXP) date. If shipment is not picked up during this time frame, the storage will be charged from NOA (IMP) / FOH (EXP) date, included. Part shipments will be invoiced by their NOA (IMP) / FOH (EXP).				
Import/Export	Till day 5 Exceeding 5 days	per 100 kg / per 24 hours per 100 kg / per 24 hours	24.89€ 35.30€	53.96€
VLC				
Import and Export: 1 free day free storage period from NOA (IMP) / FOH (EXP) date. If shipment is not picked up during this time frame, the storage will be charged from NOA(IMP) / FOH (EXP) date, included. Part shipments will be invoiced by their NOA (IMP) / FOH (EXP).				
Import/Export	Till day 5 Exceeding 5 days	per 100 kg / per day per 100 kg / per day	24.89€ 35.30€	53.96€
Note: The indicated free storage hours/days apply only to shipments that have paid the basic handling fee. In case of rejection, storage will be applied from the first day until the date of rejecting by the resigning agent.				
3. Live Animals Storage				
Import and Export: 12 hours from NOA (IMP) / FOH (EXP) date. If animal is not picked up during this time frame, the storage will be charged from NOA(IMP) / FOH (EXP) date, included. Part shipments will be invoiced by their NOA (IMP) / FOH (EXP) and individually.				
Import/Export		per 100 kg / per day	26.27€	51.05€
Note: The indicated free storage hours/days apply only to shipments that have paid the basic handling fee. In case of rejection, storage will be applied from the first day until the date of rejecting by the resigning agent.				
4. Special Goods Storage				
Storage of valuables, including storage of weapons (*), explosives (*) and special storage for regulated material complying with airport procedure PS-04.				
Import/Export	Till day 5 Exceeding 5 days	per kg / per day per kg / per day	1.06€ 1.63€	72.19€ AWB/day
(*): In case certified armed security guards are required, item 44 of these rates will also apply.				
5. Vulnerable Goods Storage (VUN Cargo)				
Import/Export		per kg / por day	0.17€	80.21€ AWB/day
Note: In case of rejection, storage will be applied from the first day until the date of rejecting by the resigning agent.				
6. Dangerous Goods Storage (Including Lithium Batteries, Magnetized, Material...)				
MAD/BCN				
Import and Export: 48 hours free storage period from NOA (IMP) / FOH (EXP) date. If shipment is not picked up during this time frame, the storage will be charged from NOA (IMP) / FOH (EXP) date, included. Part shipments will be invoiced by their NOA (IMP) / FOH (EXP).				
Import/Export DG	With DGD	Till day 5 Exceeding 5 days	per 100 kg / per 24 hours per 100 kg / per 24 hours	18.78€ 33.57€
	No DGD	Till day 5 Exceeding 5 days	per 100 kg / per 24 hours per 100 kg / per 24 hours	13.86€ 28.88€
VLC				
Import and Export: 2 free days free storage from NOA (IMP) / FOH (EXP) fate. If shipment is not picked up during this time frame, the storage will be charged from NOA(IMP) / FOH (EXP) date, included. Part shipments will be invoiced by their NOA (IMP) / FOH (EXP).				
Import/Export DG	Con DGD	Till day 5 Exceeding 5 days	per 100 kg / per day per 100 kg / per day	18.78€ 33.57€
	Sin DGD	Hasta 5 días Exceeding 5 days	per 100 kg / per day per 100 kg / per day	13.86€ 28.88€
Note: The indicated free storage hours/days apply only to shipments that have paid the basic handling fee. In case of rejection, storage will be applied from the first day until the date of rejecting by the resigning agent.				

CARGO TERMINAL HANDLING RATES

		UNIT	UNIT CHARGE	MINIMUM CHARGE
7. Perishable Handling (Import)		per kg	0.15€	85.38€ per shipment
Includes transport to perishable centre and leaving freight ready for inspection or delivery in a short time frame. We also offer space needed for freight split.				
Note: Rates numbers 8,12 and 13 will be not applicable if this charge is applied.				
8. Cargo Handling Subject to be Inspected at Center Inspection Point & ADT/LAME (EXPORT / IMPORT / TRANS-SHIPMENTS)				
It includes the use of bonded warehouse for goods subject to other official agents such as Phytosanitary, Foreign Health, Veterinary, SOIVRE, Pharmacy, CITES or any other customs inspection or not at WFS premises.				
Export / Import / Trans-Shipments		per kg	0.15€	85.38€ per request
Note: Upon request. Invoice to the requestor.				
9. Collect Fee (AWB)	Total freight charges		5%	50.67€ per shipment
Only import. Collect fee and commission will be paid at the moment of docs delivery. For known customers, WFS will allow direct debit for invoices issued by this service, after deposit a bank guarantee, the amount will be set by WFS.				
Note: In case of AWB rectification, the minimum AWB will be charged (50.67€ per shipment).				
10. Import Administration (DATA/DOCS)		per AWB	49.80€	
Only import. It includes Administrative/Customs procedures involved.				
11. Bank Release		per AWB	63.80€	
Only import. It includes the administrative processing of each AWB consigned to a bank.				
12. THC (Terminal Handling Charges)				
Use of the facilities at the airport premises for loading and unloading freight.				
General Cargo	Import	per kg	0.045€	2.00€ per AWB
	Export	per kg	0.034€	1.38€ per AWB
DGS / VAL / VUN Cargo	Import	per kg	0.049€	2.19€ per AWB
	Export	per kg	0.036€	1.53€ per AWB
Note: Except Product item 13 will be applied.				
13. Handling Pharma And/Or Temperature Controlled Cargo				
Applicable to all pharma cargo and/or any other product which requires control temperature room.				
Pharma Cargo	Import/Export	per kg	0.059€	24.15€ per AWB
Temperature Controlled Cargo	Import/Export	per kg	0.056€	21.75€ per AWB
Note: THC (item 12) included.				
14. Checklist Live Animals – AVI – (Checklist IATA/Airlines)				
Only export. Invoice to the requestor.				
Birds	Till 10 pieces	per AWB	60.06€	
	Exceeding 10 pieces	per piece	3.28€	
Others Animals	Till 10 pieces	per AWB	49.37€	
	Exceeding 10 pieces	per piece	2.84€	
15. Checklist dangerous goods (DGS) and any other product required (Lithium Batteries, Dry Ice, Magnetized Material...).				
IATA DG AutoCheck via electronic transmission of the DGD (e-DGD) (*)				
	Till 10 pieces	Por checklist x 1 UN	33.90€	
	Exceeding 10 pieces	per piece	2.17€	
DG Manual Check Dangerous Good with DGD				
DG Manual Check Dangerous Good with/without DGD/Radiactives/Others Checklists no included by the IATA DG Autocheck				
	Till 10 pieces	Por checklist x 1 UN	67.81€	
	Exceeding 10 pieces	per piece	4.34€	
Express Check (**) Dangerous Good with/without DGD/Radiactives/Others Checklists				
	Till 10 pieces	Por checklist x 1 UN	125.00€	
	Exceeding 10 pieces	per piece	8.00€	
(*) The physical check is included in the rate. For more information, please visit the following website: https://www.iata.org/en/services/compliance/dg-autocheck				
(**) Perform the verification of dangerous goods with less notice than usual.				
In case that the shipment is rejected, the charge will be billed to the freight forwarder. All inspections will be invoiced with a 50% surcharge and a minimum of €350 per rejection and check.				
The shipper listed on the AWB will be charged for as many checks as are performed, based on the number of UN items or rejected pieces.				
This service may be requested upon demand for cargo in transit.				

CARGO TERMINAL HANDLING RATES

		UNIT	UNIT CHARGE	MINIMUM CHARGE
16. Checklist Pharma Goods				
Only Export, shipments with control temperature.				
	Till 10 pieces	per AWB	65.00€	
	Exceeding 10 pieces	per piece	4.00€	
Note: Following GDP/CEIV guidelines.				
Note: In case that the shipment is rejected, the charge will be invoiced to the Freight Forwarder. All rejected checks will be invoiced at 50% surcharge.				
All necessary checks will be billed to the AWB's shipper, for the number of UN or pieces rejected.				
17. Handling HUM Shipments (Human Remains) - Import, Export and Transit				
		per AWB	157.50€	
18. Security Inspection: X-RAY, ETD, EDD Or Physical Search Inspection (Not Applicable Due To NSP) Additional To NSP Or No Handled Airlines				
Export				
		per AWB	73.35€	
		+ per kg	0.23€	
19. National Security Program (NSP)				
Applicable to all shipments, complying with National Security Program procedure.				
MAD y BCN : Secure Cargo				
		per AWB	41.50€	
Non secure cargo (It involves the inspection of the shipments by any of the methods allowed and applicable according to the NSP).				
	Up to 500kg	per kg	0.19€	51.50€ per AWB
	Up to 1000kg	per kg	0.18€	
	+1000kg	per kg	0.17€	
		maximum per AWB/Vehicule	659.20€	
VLC :				
Secure Cargo				
		per AWB	41.50€	
Non secure cargo (It involves the inspection of the shipments by any of the methods allowed and applicable according to the NSP).				
		per kg	0.19€	46.35€ per AWB
		maximum per AWB/Vehicule	659.20€	
Notes:				
1. In case the cargo is opaque, item 27 (Complementary handling), item 56 (Classification), and any other additional services provided will be charged accordingly.				
2. In the case of special requests or the need for EDD, please request a quotation.				
3. In the case of high risk cargo (HRCM) or lack of EBR, a 25% surcharge will be applied to the rates.				
20. Securitization For Transit Shipment				
		per kg	0.19€	151.50€
Note: Applies to all the transport to not comply requirements NSP to its arrival.				
21. Live Animals Shipment (AVI)				
Import/Export				
		per AWB	71.50€	
		+ per kg	0.14€	
22. Destructions Import and Export				
		per AWB	Contact the station	
23. Consolidation / Deconsolidation / Disaggregation				
Import y Export				
Partial deliveries will be invoiced as deconsolidations.				
		per kg	0.13€	56.14€ per AWB
		per HAWB	13.30€	
	+ 40 Pieces	per piece	0.33€	
Note: Service subject to availability and a minimum 24 hours notice. Storage charges will apply from the NOA date.				
24. ULDs Build Up / Unbuild / Rebuild / Adjustment				
Import y Export				
Under request				
	base type A or base type M	Per kg	0.13€	200.00€
	base type K or base type P	Per kg	0.13€	140.36€
Note: Service 45 (consumables) will be charged when required.				
25. Trucks (Load and Unload)				
	Import, Export and Transit	per shipment		70.92€
	ULD	per unit	59.10€	
	Skid (*)	per unit	20.00€	
	Especial (dims or weight)		37.00€ per piece + 0.14 per kg	
Notes:				
1. In Export, the loading/unloading of trucks will be carried out by complete AWBs, partial loading/unloading service will not be offered.				
2. Shipment that exceeds 2 metres or weights more than 2,000 Kg per piece will be considered special unloading.				
3. Additional resources to provide the service, please check costs at each station.				
4. For loose cargo, additionally, it will be charged Complementary Handling (item 27) and wooden pallets (item 45).				
5. Floor-loaded cargo will not be accepted.				
(*) Maximum: 600€ per truck				

CARGO TERMINAL HANDLING RATES				
		UNIT	UNIT CHARGE	MINIMUM CHARGE
26. Load, Unload and Handling of Empty ULDs				
Import/Export	Palletstack	per unit	72.04€	
	Container	per unit	39.08€	
Notes: The requirements for the return of stacks are as follows: 1. Stacks must be free of any waste (cardboard, plastic straps, wood, etc.). 2. Nets must be placed inside the stacks and must not protrude. 3. A minimum of one strap must be used across the long side. 4. Wooden pallets are preferred over plastic pallets. 5. ULDs must be separated by airline and by ULD type.				
27. Complementary Handling				
Import/Export	Additional cargo handling (damages, labeling, weight checks, etc.) as well as pallet build-up and breakdown.	per kg	0.14€	60.00€
Import/Export	C-5, previous to customs clearance, etc.	per AWB	60.00€	
Note: In cases involving C-5, an additional charge for Service 30 (Other Extra Works) will apply. Note: Invoice to the requestor.				
28. Labelling / Re-labelling / Re-Expedition				
When for any reason cargo has to be re-labelled and sent to another airport. (Only at WFS Terminal). Invoice to Company that request the Service (check availability).				
		per kg	0.032€	
		per piece	0.91€	
		per AWB	59.10€	
Additionally, the complementary handling documents, EXS, printing and transport between cargo terminals (when required) will be invoiced, please see rates items 35, 36, 39 and 42. Storage will be invoiced from the date of arrival of cargo with the import cargo free period, according to the nature of the cargo.				
29. Issuance of acceptance control due to weight and/or volume difference.		per AWB	44.34€	
It includes the issuance of acceptance control due to weight/volume. Invoice to the AWB's agent.				
Note: Service 35 (Additional Document Handling) will be charged when required.				
30. Other Extra Works Not Specified		Per hour or fraction / agent	97.88€	
31. Handling Express				
Export: Shipments will be processed with the limit set by the airline for the weight transmission to flight operations.				
Acceptance: 180 minutes before scheduled time departure, narrow body a/c. 240 minutes before scheduled time departure wide body a/c.				
Import: Upon arrival at our warehouse, the cargo will be handled with priority status.				
		per AWB y kg	73.88€ per AWB + 0.24€ per kg	
Note: Invoice to the requestor.				
32. Certifications		per certification	60.00€	
Issue of letters/certificates. Invoice to company that request the service.				
33. Photographs		por photo	16.38€	92.40€
Photos or check CCTV of shipments to forward by email. Charge will be billed to requestor.				
34. FWB/FHL				
Data transmissions (standard C-IMP/EDI messages) to the airlines own systems due to applicable regulations (customs, security...) to process at destination or other requirements.				
FWB	If FWB message is not received: it is created and transmitted If FWB message is received: it is modified and transmitted	per AWB	35.70€	
FHL	If FHL message is not received: it is created and transmitted If FHL message is received: it is modified and transmitted.	per HAWB	35.70€	
35. Complementary Handling Documents (Export / Import)		per service / document	44.34€	
Provide to the requestor, copy of manifests and AWB, proofs of delivery (POD), search of documents at historical files, changes of destination, documentation changes, additional documentation, special procedures with customs, etc... Invoice to the requestor.				
36. Customs Procedures				
ECS / DAES		per service / document	44.34€	
ETD		per service / document	73.88€	
Clearance T1 / NCTS5 (Import/Export)		per service / document	73.88€	Maximum 10 lines
	Exceeding, 1 line		4.73€	
EXS		per EXS	73.88€	
	per tariff item		1.50€	
Regulatory Check / Correction Fee (ACAS/PLACI, etc.)		per check AWB	4.20€	
	Correction fee per AWB		26.25€	
Processing of orange and red channels.		per service	100.00€	
Customs fines management		per service	Fine amount +20%	
Note: These rates will be applied on those EXS that required to clear more than one tariff item.				
Note: Any storage charges incurred from cargo processed through orange and red channels will be charged as per the corresponding rates items.				
37. Access Pass Management		per pass	50.00€	
Management and issuance of visitor passes in the facilities.				

CARGO TERMINAL HANDLING RATES

	UNIT	UNIT CHARGE	MINIMUM CHARGE
38. Transport Between Cargo Terminals			
Export/Import	per kg per service	0.113€ 91.79€	
Includes the transfer of cargo and/or mail to another warehouse or facility operated by a different handling agent. In case of re-expedition, the transfer between warehouses will be done whenever it will be required. The cost will be invoiced to the requestor. Note: An additional charge for Service 45 (Consumables) will apply when required. Note: In case of express transfers, Service 31 (Handling Express) will be applied.			
39. ULDs Storage			
Pallets	per day and per up to 10 pallets or fraction	65.56€	
Container	per day and unit	92.25€	
It includes the space for ULD's storage that exceed the necessary allotment for the regular scheduled operation.			
40. Construction of Tied Pallets			
Construction of tied pallet for lending or cargo/truck service.			
Tied up to 10 pallets or fraction		107.44€	
Note: Additionally, and when necessary, Service 26 (loading/unloading/handling of empty units) and Service 45 (consumables) will be applied.			
41. Change of Bonded Warehouse to Other ADT And/Or G5/G5S			
Procedures for transferring cargo to another bonded warehouse, service upon request.			
	Per G-5S	86.54€	
	Per Clearance/Issue and/or AWB (G5 document)	43.29€	
	Per tariff item (G5 document)	+1.47 €	
Note: These rates will be applied on those G5 that required to clear more than one tariff item. Note: If the cargo is transported to another warehouse, Service 38 (Transport between Terminals) will be additionally charged.			
42. Printing / Copy Of Documents	per document	2.15€	6.77€
Printing of all types of documents.			
43. Digitalization Of Documentation for Export/Import	per document	1.35€	
Management of documents sent by electronic.			
44. Escort / Security Service			
Freight escort to / from terminal to aircraft. Maximum 90 minutes.	per trip and AWB	255.95€	
Security service	per hour / security guard	93.08€	
Armed Security service	per hour / security guard	139.65€	
Security service with explosive certificate	per hour / security guard	152.25€	
Note: The service must be requested 48 hours in advance.			
45. Cargo Consumables			
Wooden pallet	Per unit	30.00€	
Metal / Plastic strip	Per unit	9.87€	
Shrink wrap	Per unit	9.87€	
Plastic	Per Cover Sheet	22.20€	
Rope	Per metre	2.47€	
Wooden spreaders / boards (3000x100x100)	Per unit	20.00€	
Wooden spreaders / boards (2500x100x100)	Per unit	18.00€	
Wooden spreaders / boards (2200x100x200)	Per unit	10.00€	
Wooden spreaders / boards (2100X90X20)	Per unit	8.00€	
Security seals	Per unit	20.00€	
Note: Rate revisable every three months (Previous notice) Note: For any additional materials required, please check with the station for availability and applicable rates.			
46. Customs Reception Certificate (Export)	per certificate	9.18€	
Issue of merchandise entry's proof at customs area (LAME).			
47. Handling and checking of controlled temperature containers (Active and Non-active)			
It includes checking battery, temperatures, dry ice, and plugging. Invoice to company that request the service.			
Export/Import	ULD/day	147.75€	
Note: In case of dry ice replacement, cost plus 20% disbursement will be applied			

CARGO TERMINAL HANDLING RATES

	UNIT	UNIT CHARGE	MINIMUM CHARGE
48. Hidden DGS	per shipment	1,500.00€	
Shipments that have been stopped by containing dangerous goods not declared according to IATA DGR/National rules, the rate includes reports' issuing to the Competent Authority and the Airline, as well as additional handling and segregation from the rest of the goods in a specific area of the facilities.			
Note: The service will be invoiced irrespective of whether, upon confirmation of the presence of hazardous materials, the situation is regularized by means of documentary correction, removal of undeclared goods, or refusal of the shipment.			
49. Service Maintenance Surcharge	per AWB	31.00€	
Only to be applicable to Import cargo.			
50. Delivery Upon Request	per kg	0.042€	13.45€ per AWB
Deliveries of cargo arranged on a previously established schedule with the presentation of telematic submission of documentation for WFS-handled airlines. Note: 8 hours prior notice is required.			
51. Withdrawn Cargo Export	per kg	0.16€	108.98€
Charge for cargo withdrawals after acceptance and prior customs clearance. Note: All services rendered and storage without free period will be additionally charged.			
52. Non-Use of Kiosk	per AWB	12.00€	
Physical delivery of documentation at the desks where the kiosk is available for import withdrawals and export acceptances.			
53. Deliveries And Acceptances On The Air Side	ULD/stack	44.10€	
Use of the airside area for the pickup of import cargo, delivered export cargo, and removal of materials. Note: Bulk export cargo is not accepted via the airside.			
54. Veterinary Service			
Mandatory assistance of animals by the veterinarian. Supplier/veterinarian cost + 20% per management			
55. Direct Acceptance	per AWB	33.08€	
Acceptance and documentary management of the AWB without presence of the freight forwarder for export cargo. Note: Additional services (Labeling, Printing, etc.) will be charged in accordance to their rates.			
56. Classify	per hour or fraction	131.25€	
Sorting and distribution within WFS facilities and use of the dock, separate from truck loading and unloading (Service 25).			
57. FFM Not Received and/or Modification (Import)	per message	61.43€	
58. CMR Document (Filling out and Sending)	per document	50.40€	
59. Fire Blankets and Thermal Blankets			
Handling (removal and/or placement)			
Fire Blankets	per unit	90.00€	
Thermal Blankets	per unit	60.00€	
Thermal Blankets (skid)	per unit	30.00€	
Note: In case of storage, Service 5 (vulnerable goods storage) will be charged.			
60. Stables	per unit	126.00€	
Assembly and/or disassembly Note: Service of cleaning and destruction on request, additional charge.			
61. Car Check (Export)	per check and vehicle	94.50€	
General vehicle condition check during export operations.			
62. ULD Stock Management	per message	40.00€	
Transmission of additional ULD messages (UCM/SCM).			
63. WFS Spain Truck Services (RFS)			
National and International land transport of goods. -LTL and FTL services. -Door to Door Service or DDS Service. -Issuance of T-1 / NCTS5 (check with each station). -Availability of Box, Mega, Roller, Canvas, ADR and refrigerator trailer. -Any other applicable service.			

Request and information on service, please contact us by email: trucks.spain@wfs.aero.

WFS GENERAL TERMS AND CONDITIONS OF SALE

Article 1 - PURPOSE AND SCOPE

The purpose of the present General Terms and Conditions (T&C) is to govern the contractual relations between a Client and the Handling company (WFS), with regards to any undertaking or transaction pertaining but not limited to ramp services, cargo and mail services, support services and any other logistic services provided by WFS. These T&C may be updated from time to time and may be found at <https://www.wfs.aero>. These T&C prevail over any other general or special term and conditions issued by the Client, but if Special T&C are agreed with the Client to the extent that they are inconsistent with these T&C, they will have precedence over these General T&C.

Article 2 - PERFORMANCE OF THE SERVICES

The Client shall issue all necessary instructions to WFS for the performance of ramp services, cargo and mail services, support services, and any other logistic services. Unless otherwise agreed between the parties, WFS is not required to verify documents (commercial invoice, packing note, etc.) provided by the Client. Any delivery-specific instruction (payment on delivery, declaration of value or insurance, special interest in delivery, etc.) shall be made in writing in a duplicated order for each service and shall be expressly approved by WFS.

Article 3 - OBLIGATIONS OF THE CLIENT

Declaratory Obligations: The Client shall be solely liable for all the consequences resulting from any failure to provide the information and completed declaration required by custom's regulations regarding the specific nature and the specificity of the goods where the latter require specific provisions, as well as their dangerousness or fragility. The Client shall be solely liable, with no right of redress against WFS, for any consequences resulting from erroneous, incomplete, unenforceable or delayed declarations or documents, including but not limited to the information needed for the provision of any declaration required by customs regulations, notably for the transportation of goods shipped from third countries.

Customs formalities: The Client shall hold the WFS customs representative harmless against any financial consequences arising from erroneous instructions, unenforceable documents, etc., generally leading to the payment of additional duties and / or taxes, freezing or seizure of the goods, and fines etc., to/by the relevant public authority. If the goods are customs cleared under a preferential status that was entered into or granted by the European Union or any other countries custom's authority, the Client guarantees that it has taken all the necessary pursuant to customs regulations, to ensure that all conditions for the preferential status process have been fulfilled. WFS shall not be liable for the failure of any goods to comply with the quality or technical standardisation rules.

Article 4 - LIABILITY AND INSURANCE

For any evidenced prejudice attributed to WFS, the latter shall only be liable for damages foreseeable at the time the contract was signed, and which are an immediate and direct result of a breach of agreed services. In no event shall WFS be liable to the Client for any loss of profit, loss of use, loss of goodwill, loss of reputation, loss of revenue, loss of anticipated savings, loss of business, loss of contract, or for any incidental, special, indirect or consequential loss or damage, or punitive, exemplary or non-compensatory damages, incurred or sustained by the Client arising out of or in connection with WFS's performance of the services. Damages are strictly limited to the amounts set forth hereunder.

The liability of WFS is limited to that incurred by the contracting parties in the framework of the operation entrusted to WFS.

Unless the Parties agree otherwise, where WFS's personal liability is incurred, for any reason and in any capacity, it shall be strictly limited to direct damages to goods attributable to losses and damages during the operation, and any consequences resulting thereof, up to €20 per kilogram of gross weight of missing or damaged goods, without exceeding, regardless of the weight, volume, sizes, nature or value of the respective goods, an amount exceeding €750 per disputed package or unit load with a maximum amount of €60,000 per event.

Should WFS's personal liability be incurred for any other damages, the compensation owed by WFS shall be strictly limited to the price of transportation goods (exclusive of duties, taxes and miscellaneous costs)

or to that of the service leading to the damages as provided under the contract. Such compensation shall not exceed that which is owed in the event of goods damages or losses.

Nothing in this T&C shall exclude liability for death or personal injury caused by negligence or liability for fraudulent misrepresentation. WFS is insured by insurers of recognized financial responsibility against such losses and risks and in such amounts as are prudent and customary in the businesses in which WFS operates and is engaged.

Article 5 – PAYMENT TERMS

Services shall be payable by direct debit, bank transfer or credit card upon receipt of the invoice, and in all instances, within 30 calendar days from the date of the invoice. Any dispute relating to an invoice shall be raised, in total or in part, within 10 calendar days of its receipt. If only part of the invoice is disputed, the non-disputed part shall be paid as per the terms herein T&C. No discount shall be granted for any early payment issued before the due date as appearing on the invoice.

For any late payment, the defaulting party shall owe (i) late payment fees at the legal interest rate applicable at the relevant time by the European Central Bank plus 8 points of percentage, as well as, (ii) a fixed recovery costs indemnity of 40 (forty) Euros, as defined by the Act 15/2010 of July 5th, 2010, enacting the UE Directive 2011/7/EU of February 16th, 2011.

Both the late payment fees and indemnity are due as of right, without a notice being necessary, and without prejudice to any possible remedy, for any other damages arising directly from such delay in payment, including WFS's conventional right of retention, enforceable against all parties, and a conventional contractual possessory lien over all goods, values and documents in WFS's possession, in order to guarantee any debt.

Article 6 ASSIGNMENT/NOVATION

6.1 Neither Party may assign, novate or transfer its rights, benefits and/or obligations under these T&C to any third party without the prior written consent of the other Party.

6.2 Notwithstanding the foregoing, the Client agrees that the WFS may, without the need for further consent or action from the Client, assign, novate or transfer all of its rights, benefits and/or obligations under these T&C to any SATS Affiliate.

6.3 Unless otherwise agreed by the Parties:

- (a) in the case of an assignment, the relevant SATS Affiliate shall assume all the rights and benefits of the WFS under these T&C upon the effective date of such assignment; and
- (b) in the case of a novation or transfer, the relevant SATS Affiliate shall assume all the rights, benefits and obligations of the WFS under these T&C as if it were the original party in place of the WFS upon the effective date of such novation or transfer.

6.4 The WFS shall provide the Client with written notice of any such assignment, novation or transfer identifying the relevant SATS Affiliate and the effective date of such assignment, novation or transfer. Such notice shall be given no later than five (5) business days prior to the effective date of the assignment, novation or transfer. The Parties further agree to execute and deliver such documents and do all things as may be reasonably required to give effect to such assignment, novation or transfer.

6.5 For the purpose of this clause, "SATS Affiliate" means any entity directly or indirectly controlled by SATS Ltd., where "control" means the ownership (directly or indirectly) of more than 50% of the voting shares of that entity or the right to appoint a majority of the members of its board of directors or equivalent governing body.

Article 7 - COMPLIANCE WITH LAWS AND DATA PROTECTION

In the course of performing its obligations hereunder, each party shall and shall ensure that its personnel, affiliated entities and third parties engaged by such party in respect of activities under this T&C

(‘Representatives’), comply with all national or international laws and regulations applicable to the provision of services hereunder (‘Applicable Laws’) including Applicable Laws regarding sanctions, export controls, anti-trust, fair competition, anti-money laundering, anti-bribery, and anti-corruption. The Client represents, warrants and undertakes, as follows: a) as at the date hereof, neither it nor any of its Representatives are or are acting on behalf of persons restricted under any trade law or regulation applicable to the provision of services under this T&C including, for the avoidance of doubt, UN Security Council Resolution, sanctions and export control laws embargoes or restrictive measures of the European Union, individual EU Member States, the United Kingdom, or Singapore, the US Export Administration Regulations, laws regarding sanctions administered by the US Department of the Treasury’s Office of Foreign Assets Control, and other applicable measures related to trade controls and sanctions administered by governmental authorities with jurisdiction over the activities hereunder (collectively “Trade Laws”) (“Restricted Persons”); b) for the duration of this T&C neither it nor any of its Representatives will act on behalf of Restricted Persons; and, c) the Client shall not, and shall ensure its Representatives shall not, take any actions that shall result or are reasonably likely to result in a violation of Trade Laws by WFS including by using WFS’s services, for the benefit of a country sanctioned under Trade Laws, a Restricted Person, an aircraft that (i) is restricted or designated under Trade Laws, or (ii) has been identified by the US Department of Commerce’s Bureau of Industry and Security as subject to restrictions under the US Export Administration Regulations (“Restricted Aircraft”), or cargo that has been, or is to be, imported or exported in violation of Trade Laws. In the event that WFS forms a reasonable, good faith belief (i) that Client or one of its Representatives has engaged in conduct in violation of this T&C, Applicable Laws or Trade Laws in connection with any services or transactions hereunder, has become a Restricted Person or is acting on behalf of a Restricted Person or a country sanctioned under Trade Laws, or (ii) that the provision of services hereunder could be for the benefit of a Restricted Aircraft, or (iii) that the provision of services hereunder could put WFS in breach of Applicable Laws or its internal policies regarding compliance with Trade Laws, WFS reserves the right to suspend the services or terminate the contractual relationship between the parties. Upon doing so, no further compensation shall be owed by the WFS to the Client for or in connection

with any past, pending or future transaction or for any other reason under this T&C.

To the extent any personal data is being processed by the parties, each party certifies and warrants that it complies with all obligations imposed on it by the applicable personal data protection laws including (a) European Union or Member State laws with respect to any personal data in respect of which it is subject to EU Data Protection Laws; and (b) any other applicable law with respect to any personal data in respect of which it is subject to any other data protection laws. Each party certifies that it will be able to prove such compliance at the other party’s request. Each party undertakes to: (i) strictly process personal data for the purposes necessary in the provisions of the services and, more generally, if it is acting as the data processor, to act only pursuant to the other party’s written instructions; (ii) ensure the protection of the personal data and of the related processing in compliance with the applicable regulation; (iii) ensure an appropriate level of security considering the risks of the processing and the nature of the data concerned by implementing appropriate technical and organizational measures; (iv) cooperate in order to comply with a request for the exercise of the rights guaranteed by applicable data protection law; (v) report promptly and in written any incidents relating to the processing and security of personal data processed on behalf of the other party; (vi) provide all necessary cooperation in order to minimize the consequences of such incidents with regard to the persons concerned, and to allow the other party to fulfil all its legal obligations; (vii) allow the other party to carry out security audits when the latter considers it necessary, (viii) must not appoint a sub-processor without the prior written consent of the other party (ix) not transfer the personal data processed outside of the European Union without the implementation of an alternative mechanism of personal data protection, (x) promptly delete or return the personal data upon request of the other party or at the end of the retention period, in accordance with the applicable regulation.

Article 8 – JURISDICTION AND GOVERNING LAW

Any dispute or claim that may arise between the Parties shall be exclusively governed by the laws of the country where ‘s services are provided. In the event of any dispute or claim that cannot be resolved amicably between the Parties, the Courts of the country where WFS provide the services and is registered, have jurisdiction, even in the event of multiple defendants or third-party defendants