General Terms and Conditions

These terms and conditions apply generally, unless expressly agreed otherwise in writing in the quotation.

Rates are quoted in euros, exclusive of VAT, and apply to services performed from 1 January 2026 to 31 December 2026 inclusive, unless otherwise specified in writing in the rate schedule, quotation or agreement.

Rates are based on the agreed rate year and the applicable indexation adjustments. If collective labour agreements, laws and regulations, taxes, levies or other cost-determining factors change during the year, rates and surcharges may be adjusted, unless otherwise agreed in writing.

AVC/CMR and General Storage Conditions

Transport services are provided subject to the AVC/CMR conditions, and storage services are provided subject to the General Storage Conditions. Both sets of conditions are available on our website, www.vdlindengroep.nl, and on request free of charge.

Vehicles and Equipment

Deliveries are made using tractor–semitrailer combinations suitable for domestic and international transport. If alternative vehicles or equipment are required due to restricted access, this must be agreed in advance with the transport planning department. Additional charges may apply.

Rates do not cover collections from or deliveries to private residential addresses. Any private residential address must be declared when the order is placed. A separate surcharge may apply.

Tail-lift deliveries are available only if requested when the order is placed. Additional lead time and a surcharge may apply.

Placing an Order

We prefer to receive orders digitally through our customer portal. If this is not possible, an alternative method may be agreed. By placing a transport order, you confirm that you are familiar with and accept our terms and conditions.

Invoicing, Invoice Disputes and Payment

Invoices are issued electronically and may include your reference on request. A copy of the signed consignment note/CMR can be supplied once on request.

Any additional consignment notes requested subsequently will be charged at € 6.80 per consignment note.

Any invoice dispute must be received within 7 days of the invoice date at: sander@vdlindentransport.nl

Payment is subject to the TLN payment terms and is due strictly within 30 days of the invoice date.

Undeliverable or Refused Consignments

If a consignment is refused by the recipient on arrival or cannot be delivered, and no negligence is involved, the customer shall bear the costs of return transport and redelivery.

Return Consignments

The following provisions apply to the collection of return goods as part of regular distribution services, unless otherwise agreed in writing:

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1. Collection at the Time of Delivery:
   Return consignments notified in advance and collected at the same address during a regular delivery are charged at 70% of the standard rate, provided that the return consignment is no larger than the consignment delivered.
2. Separate Collection:
   Return consignments requiring a separate collection are charged at 100% of the applicable rate.
3. Returns Not Notified in Advance:
   If a return consignment has not been notified in advance and cannot be collected on the scheduled route, a new order must be placed. The collection will likewise be charged at 100% of the applicable rate.

Surcharges

1. Energy Surcharge | Fuel Surcharge:

Only surcharges and services expressly stated as included in the quotation or rate schedule are included in the price. Services and costs not listed as included are excluded.

- Transport rates are based on a diesel price published daily by TLN, exclusive of VAT.
- The diesel price used is stated at the bottom of the rate schedule.
- The energy surcharge is set weekly based on the current percentage and applies only to the base rate, not to the kilometre levy or other surcharges.

2. ADR Consignments (Dangerous Goods):

- Consignments must be correctly declared and presented for carriage, with all legally required documentation.
- Unless otherwise agreed, a surcharge of 10% of the base rate applies.
  - Minimum: € 10.00 per consignment
  - Maximum: € 200.00 per consignment
  - No fuel surcharge is applied to ADR surcharges or other additional surcharges.

3. Truck-Mounted Forklift Deliveries:

- Regular distribution: € 81.50 per consignment
- International or combined journeys: surcharge dependent on the service required

4. Temperature-Controlled Transport Surcharge:

Temperature-controlled transport is subject to a surcharge of 20% of the base rate, with a minimum of € 45.00 and a maximum of € 300.00 per consignment, unless otherwise agreed in writing.

5. Timed Deliveries:

Deliveries are made on working days between 08:00 and 17:00.

- The following charges apply to timed deliveries:
  - Delivery at a specified time: € 93.00
  - Delivery before 10:00: € 57.00
  - Delivery before 12:00: € 31.00
  - Delivery within a 1-hour time window: € 57.00
  - Delivery within a 2-hour time window: € 31.00
  - Evening or weekend delivery: on request

6. Loading and Unloading Time per Delivery:

Our rates are based on maximum loading and unloading times. Unless otherwise specified in the rate schedules or quotation, the following allowances apply:

- 0.1 ≤ 2.0 loading metres: 0.25 hours (15 minutes)
- 2.1 ≤ 4.0 loading metres: 0.50 hours (30 minutes)
- 4.1 ≤ 6.0 loading metres: 1.00 hour (60 minutes)
- 6.1 ≤ 8.0 loading metres: 1.50 hours (90 minutes)

- >8.1 loading metres up to a full trailer: 2.00 hours (120 minutes)
- If loading or unloading exceeds these allowances, waiting time is charged at € 38.50 per half-hour or part thereof, unless otherwise agreed in the quotation.

Maximum Weights / Conversion between Weight, Loading Metres and m^3

For pricing purposes, the highest of the following values shall apply: the calculated loading space, any manually determined space adjustment, and the total weight converted at 1,750 kg per loading metre. The weight used for charging purposes is capped at 22,750 kg; the actual consignment weight remains visible and must not exceed 24,500 kg, subject to the legal and technical limits of the vehicle and route.

Pallet dimensions and weight:

Pallet Type	Dimensions (cm)	Loading Metres	Weight
Euro pallet	120 x 80 x 250	0.40	700 kg
Block pallet	120 x 100 x 250	0.50	875 kg
Loading meter	240 x 100 x 250	1.00	1,750 kg

- Both dimensions and weight determine the charge. The loading space is converted and compared with the weight-based equivalent. The next available rate band is then applied. Missing rates, incomplete input or rates marked “on request” do not produce a valid automatically calculated rate.
- Long goods and oversized packages are charged on the basis of floor space occupied. For each set of dimensions, the available floor width of up to 240 cm is used first; goods are then stacked, where safe and permitted, to a maximum height of 250 cm. Goods of different dimensions are not calculated as a mixed stack. The planner remains responsible for ensuring that the load can be accommodated safely in practice.
    - Chargeable loading metres = total floor area in m^2 / 2.40 m. The calculated floor area does not necessarily correspond to the actual trailer length required. A manual space adjustment may only increase, and must not reduce, the total number of loading metres required.

  Goods longer than 240 cm are subject to a length surcharge of 12.5% of the portion of the base rate attributable to those goods, with a minimum of € 30.00 and a maximum of € 185.00 per consignment, unless the surcharge has been excluded in writing or otherwise agreed.

Cancellation of Orders

The following standard rules apply to cancellations:

Cancellation more than 24 hours before the scheduled loading time: no charge.

Cancellation less than 24 hours before the scheduled loading time — regular groupage/distribution consignments:

- Before 15:00: no charge, provided that the consignment has not yet been collected.
- After 15:00: 80%, provided that the consignment has not yet been collected.
- Consignment already collected; cancellation on the collection date: 100%.
- Consignment already collected; cancellation on the delivery date: 100% plus 70% for return transport.

Cancellation less than 24 hours before loading — dedicated transport / full truckloads:

- Before 16:00 on the day before the scheduled service: no charge.
- After 16:00 on the day before a one-way journey: 50% of the agreed rate.
- After 16:00 on the day before a dedicated route charged on an hourly / per-kilometre basis: € 187.00.
- On the day of the service — one-way journey: 70% if the vehicle has not yet arrived at the loading location; otherwise 100%.
- On the day of the service — dedicated transport: charges for hours and kilometres already incurred, plus € 187.00

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Euro Pallets

Euro pallets will be exchanged only if this has been specified in writing in the order or framework agreement. If Euro pallets cannot be exchanged immediately at the delivery address, they will be deducted from the pallet balance or, if there is no outstanding balance, charged separately. For regular flows, the pallet records are updated weekly. An allowance of 5% for pallet losses is applied and recorded in the pallet records.

For the safety of our employees, we do not, as a rule, collect **cash-on-delivery payments.**

By placing an order, the customer confirms that they have read and accept these terms and conditions, the applicable AVC/CMR conditions, and the terms and assumptions stated in the quotation or rate schedule.

www.vdlindengroep.nl