

# General Transport Terms

## 1 – GENERAL TERMS

1.1. All services accepted and performed by **Gasogás – Transportes e Logística Lda**, are regulated by these **General Transport Terms**, available on the company's official website, and which prevail over any other agreements concluded orally or in writing, or any General Conditions of Purchase or other contractual documents of the Customer (including the Transport Order).

1.2. These **General Transport Terms** are known to the Customer, who expressly recognizes and accepts their binding to them.

1.3. Any change or addendum to these **General Transport Terms** will only be considered valid and effective after written approval by **Gasogás – Transportes e Logística Lda**.

## 2 – ACCEPTANCE, CHANGES, DELAYS OR CANCELLATION OF THE TRANSPORT ORDER

2.1. **ACCEPTANCE** - Transport is considered accepted by **Gasogás – Transportes e Logística Lda**, after receipt and due validation of the Transport Order. The order must contain all the information necessary to carry out the transport, including loading and unloading addresses, schedules, necessary equipment (angles, straps, corners, among others), any need to change pallets or any other additional information.

2.2. **CHANGES** – Any modifications to the details contained in the Transport Order, such as loading and unloading addresses, schedules or possible need for additional loading/unloading, are considered changes. These are subject to approval by **Gasogás – Transportes e Logística Lda** and may result in changes to the initially agreed value, that will be duly communicated in writing.

2.3. **DELAYS** – Unless previously agreed with the Customer, when carrying out the transport service, we consider 2 hours for the loading activity and 2 hours for the unloading activity. Delays within the expected times may result in an increase to the agreed value, as per the following table.

Delay Time	National Transport	International Transport
Equal or less than 8 hours	29€/hour	37€/hour
More than 8 hours	231,60€/day	295,39€/day

These values will be updated annually.

2.4. **CANCELLATIONS** – If the Transport Order is canceled within less than 24 hours, we reserve the right to debit the total amount agreed to carry out the service.

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### 3 – PRICES AND PAYMENT TERMS

3.1. The value corresponding to the performance of the service is always agreed in writing, not including VAT.

3.2. There may be revisions to the initially agreed values, previously communicated to the Customer, and only in exceptional situations.

3.3. Invoices regarding our services, as well as correspondent documents (CMR's, Delivery Notes, Albarans and others) are always sent via email. The scanning of signed and stamped documents meets all the necessary requirements to prove delivery of the goods. The physical sending of original documents will only be carried out when previously requested by the Customer, via email at [gasogas@gasogas.com](mailto:gasogas@gasogas.com).

3.4. Payment terms for our invoices are 30 days upon issue. Changes to these conditions may be requested through the Customer Form, requiring approval from our Financial Team.

3.5. Payments must be made using the payment details specified in our invoices.

3.6. Complaints regarding our invoices must be made within a maximum period of 30 days after receipt of the document.

3.7. In cases of non-compliance with agreed payment conditions, we reserve the right to charge a penalty for the delay, corresponding to the maximum legal interest rate (Portaria no. 277/2013, de 26 Agosto).

3.8. In cases of non-compliance **Gasogás – Transportes & Logística Lda** may suspend credit to the Customer. This will only be reversed after the outstanding amounts have been settled.

### 4 – COMPLAINTS REGARDING TRANSPORT SERVICES

4.1. Any complaints must be made in writing via postal mail, or via email to the responsible Traffic Manager or, alternatively, [gasogas@gasogas.com](mailto:gasogas@gasogas.com).

4.2. These will be duly handled as defined in the company's procedures, and as established in the **CMR Convention**.

### 5 – DISPUTE RESOLUTION

5.1. These **General Transport Terms** are settled in all aspects by the legislation in force in the Portuguese legal system.

5.2. For the resolution of any disputes arising from these **General Transport Terms**, particularly regarding their interpretation, application, validity, execution, compliance and term, the parties attribute exclusive jurisdiction to the **Judicial Court of the District of Leiria, Portugal**.