

Lufthansa Cargo ULD Demurrage Policy

May 2015

Dear Customers,

Our services for our customers have the highest priority for Lufthansa Cargo. Reliable service in combination with the sufficient amount of correct and serviceable unit load devices (ULDs) are in your interest as well as in ours. In order to support your value-creation chain as much as possible, we want to enable your freight build-up and break-down production by providing you with our unit load devices promptly.

To be able to provide you with the best possible ULD service, it has become necessary to improve how these unit load devices are monitored and their availability. Therefore Lufthansa Cargo has decided to enforce the demurrage rules for ULDs as published per TACT.

Since February 01, 2012 Lufthansa Cargo enforces to its customers in Germany as well as in dedicated stations abroad (LON, JFK, HKG) a new, free rental period of 7 full days (formerly 5 days) to those customers who build up or break down ULDs at their own warehouse.

In case rented ULDs are not returned within 7 full days, applicable demurrage fee will be charged with beginning of the 8th day as published per TACT rules.

Since May 01, 2012 Lufthansa Cargo enforces the new ULD Demurrage Policy also worldwide.

If you have any questions regarding the invoice or the detailed ULD movement list, please address your questions via e-mail to demurragefee@dlh.de. We will make every effort to answer your questions within one week.

To support you in your daily ULD processes, LCAG will provide you with a new **ULD Customer Report** from Jettainer, which is available since March 1, 2012 under <http://demurrage.jettainer.com/>.

With this report you are able to access online a report or receive an automated e-mail regarding all ULDs which are in your responsibility since the last 5 days and should be used or returned before a demurrage fee does become due with beginning of the 8th day.

Please subscribe for this report to optimize your local ULD processes and to avoid any unnecessary costs.

More detailed information about the new Demurrage Policy is provided at our homepage on http://lufthansa-cargo.com/en_de/products-industries/demurrage-fee/ e.g. the Fee Table as well as possible Best Demonstrated Practices to improve your local ULD processes.

Should you have any further queries, please contact your local Lufthansa Cargo Sales representative.

Thank you again for your continued confidence in our services.

With best regards

Lufthansa Cargo AG