

## 8.3. INFORMATION BY CARRIER

### UNITED AIRLINES (UA/016)

This section contains United Airlines' exceptions to Rules and Provisions published in sections 1 to 7 of TACT Rules. These exceptions replace, and/or are in addition to, the Rules and Provisions published in sections 1 to 7 of TACT Rules.

#### 1. GENERAL INFORMATION

##### 1.1. APPLICATION OF TARIFF

1. Rates annotated "UA" apply and take precedence only when United Airlines performs the international sector of transportation from or to a point in the U.S.A., and may be combined with other rates applicable from or to points not served by United Airlines.
2. Rules stating any limitation on, or condition relating to the liability of the carrier for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States of America. Any such limitation or condition in any rule herein is not a part of this tariff. Nothing in this tariff modifies or waives any provision of the Montreal or Warsaw Conventions.
3. Rules in this Tariff are applicable only to shipments moving in International Carriage. Rules for U.S. Domestic shipments are published in the current edition of "The United Cargo Official Local Cargo Rules Tariff" available online at [www.unitedcargo.com](http://www.unitedcargo.com).

##### 1.5.1. AIR TRAFFIC TERMS

###### Airport to Airport

Except as otherwise provided in Carrier's tariffs, rates and charges apply only from airport to airport.

###### Carriage, International

Means carriage in which, according to the contract of carriage, the place of departure and any place of landing are situated in more than one State. As used in this definition, the term "State" includes all territory subject to any sovereignty, suzerainty, mandate, authority, or trusteeship thereof. International carriage as defined by the applicable Convention means any carriage in which, according to the contract of carriage, the place of departure and the place of destination, whether or not there be a break in the carriage or trans-shipment, are situated either within the territories of the two High Contracting Parties, or within the territory of a single High Contracting Party, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another State, even though the State is not a part to the applicable Convention.

###### Gateway

The first port of entry or the last port of export of an international shipment.

###### Personal Effects

Personal effects are defined as consisting of wearing apparel and personal articles. These articles include portable musical instruments, portable typewriters, portable personal electronic devices (such as computers, games, and audio/visual equipment) and portable sports equipment. This definition excludes machinery, machine or spare parts, money, securities, jewellery, watches, plate and plated ware, furs, films, cameras, tickets, documents, liquors, perfumes, and articles of household furnishing, merchandise and salesman samples.

###### United Inches

The total sum arrived by adding height, length and width.

#### 2. ACCEPTANCE FOR CARRIAGE

##### 2.1.4. TIME LIMITATIONS ON CLAIMS AND ACTIONS

1. Claims for overcharges must be made in writing directly to United Airlines within 180 days.
2. For all other claims, except any claims relating to personal injury, death or overcharges, time limitations set forth in the applicable Convention apply, and unless a written complaint is made within the time limits specified, no action may be brought against the Carrier. Any rights to damages against the Carrier shall be extinguished unless an action is brought within two years. The claim amount may not be deducted from the Air Waybill charges, transportation charges must be paid before a claim will be entertained, except in the case of non-delivery.

##### 2.1.7. CARRIERS' RIGHT OF INSPECTION

United Airlines reserves the right to examine and inspect the packaging and contents of all shipments and to inquire into the correctness or sufficiency of information or documents tendered in respect of any shipment.

#### 2.3. ACCEPTANCE OF GOODS

##### 2.3.3. RESTRICTIONS IN ACCEPTANCE

###### A. RESTRICTIONS DUE TO NATURE OF GOODS

###### 1. Animals, live

Live animals of selected breeds which are not dangerous or offensive, and are of a size adaptable to carriage, will be transported provided prior arrangements have been made with the Carrier(s), subject to the conditions and exceptions described below. The Carrier(s) will not be responsible for mortality due to natural causes. Animals will be transported provided that:

- a. They require no attention in transit.
- b. They are secure and properly crated in containers, or are separated in stalls or other suitable devices which are acceptable under the provisions of the Live Animals Regulations as described in the IATA Live Animals Regulations and to Carrier's regulations.
- c. There has been satisfactory compliance with all laws, ordinances, or other governmental rules and regulations governing the transportation of live animals.

The following live animals are NOT acceptable for transportation, even if the shipper complies with the conditions mentioned above

- a. Animals that are poisonous (including snakes), or
- b. Poisonous insects, other than queen bees and their attendant bees.

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United Cargo will accept commercial (non-pet) shipments of the following live animals:

- Live fish (including tropical fish)
- Mice and other rodents for laboratory purposes
- Amphibians
- Insects (including bees)
- Day-old poultry and hatching eggs
- Live animals shipped as food for consumption (including crustaceans and shellfish)

United Cargo will **not** accept shipments of the following live animals:

- Birds (except day-old poultry and hatching eggs)
- Snakes and other reptiles
- Rabbits
- Sugar gliders
- Zoo animals
- Other warm-blooded animals (except as listed under “will accept” above)

### PetSafe

Effective July 30, 2018, United has resumed transport of cats and dogs via our PetSafe program. However, embargoes remain in place for all other species of household pets and animals and for certain short- or snub-nosed cat and dog breeds. Visit [www.united.com/petsafe](http://www.united.com/petsafe) to view the complete list of embargoed breeds and other PetSafe program restrictions.

### 4. Human remains

Cremated and uncremated human remains will be transported in Carrier's aircraft provided that advance arrangements have been made.

- a. Human remains will be accepted only when accompanied by a certificate of death or burial-transit permit in duplicate, stating the cause of death, and by a burial-removal permit, both signed by a physician, authorized health officer, the Registrar of Vital Statistics, Coroner or Medical Examiner, as required by state or governmental law.
- b. Uncremated human remains will be accepted for carriage only when they are secured in the casket or ATA approved combination trays to prevent shifting and the escape of offensive odors, and are placed in hermetically sealed caskets enclosed in outside cases or in hermetically sealed metal cases.
- c. Uncremated human remains where death resulted from a contagious disease, disinterred remains, and unembalmed remains, must in addition to the provisions of paragraph a) and b) above, be tendered in a hermetically sealed (air tight) casket and approved outside shipping container.
- d. Cremated remains must be shipped in funeral urns which are efficiently protected against breakage by a cushioning packaging.

### 7. Perishables

#### a. Inside Packaging Minimums:

1. One 4-Mil (or two 2-Mil) polyethylene or plastic liner(s) must be used with each unit.
2. All inside bags must be sealed with elastic bands or nylon clips to prevent leakage.

#### b. Shipping Boxes, Canisters or Carton Requirements:

1. Gross weight for individual fresh fish and seafood shipping units must not exceed 68 kilos or 150 pounds per carton.
2. Minimum top loading capability must not be less than 227 kilos or 500 pounds. This information must be printed on the unit.
3. Unit must be multi-walled to meet compression stress and top loading capability.
4. Waxed-impregnated or waterproofed coating is required, both inside and outside.
5. Leak-proof construction with gusseted corners (both top and bottom) is required. Top must extend fully over bottom.
6. Other leak-proof containers must be individually approved by United Airlines or Air Transport Association (ATA).
7. Canisters or buckets must be leak-proof for liquid contents.
8. Each carton must be banded or secured to prevent both opening and leakage during normal rigors of transportation.
9. Styrofoam exterior containers are not acceptable unless contained within a shipper loaded unit load device.
10. All seafood must be packaged to withstand 72 hours in transit internationally, outside of refrigeration.

#### c. Refrigerants:

1. Gel-pack or dry ice are the preferred refrigerants.
2. A shipper using wet ice as refrigerant **must** be pre-validated and comply with specific inner packaging, outer packaging, and ULD packaging requirements. Please contact United Cargo for additional information.
3. If dry ice is used, the shipment must conform to IATA Dangerous Goods Regulations.

#### d. Labeling:

1. Each box, canister, or carton must be labelled as perishable or contents identified.
2. A 24-hour contact number should be noted either on the air waybill, package, or in the record.
3. No specific temperature requirements allowed on the air waybill. It is acceptable to note; “Refrigerate when possible” or “Best when maintained at ...degrees”.

### 11. Valuable cargo

#### a. Definition:

For acceptance purposes valuable cargo is defined as described in Rule 3.7.8. BAGGAGE SHIPPED AS CARGO in this section (8.3).

#### b. Acceptance - General Restrictions:

1. Valuable cargo must not be included in the same shipment with any other articles, except when the entire shipment is tendered for transportation in a sealed container.
2. Advance arrangements must be made for valuable cargo, not less than 24 hours before tender of shipment, and these shipments must be booked and coordinated through the UASecure Desk.
3. Valuable cargo must be packed in sealed outside containers or boxes.
4. Containers or boxes must not be smaller than between one cubic foot and of sufficient strength to permit stacking other freight around and on top.
5. Money in coin form must be packed in sealed metal or wooden boxes.

#### c. Further restrictions:

In addition to the general acceptance restrictions listed above, the following rules apply to valuable cargo:

- 1 Shipments will not be accepted more than three (3) hours prior to the planned departure of the flight for which advance reservations have been made.

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2. Consignee will accept delivery of the shipment at the destination airport within three (3) hours after the scheduled flight arrival time.
3. If the consignee fails to clear and pick up the shipment within three (3) hours after notification, the shipper will be notified and an armed guard service will be hired to protect the shipment at their expense.

### 14. Animal/Human Semen and embryos

Will NOT be accepted for transportation regardless of the packaging/labelling from the shipper by United.

## B. RESTRICTIONS DUE TO WEIGHT AND DIMENSIONS

### 1. Large and unusual pieces

Packages or pieces of extreme length, excessive weight, unusual shape, or requiring special attention will not be accepted for transportation unless advance arrangements have previously been made with the Carrier. Shipments requiring special devices for safe handling will be accepted only when such special devices are provided and operated by and at the risk of the shipper or its agent or the consignee.

- a. Subject to advance arrangement, Carrier will accept shipments containing piece(s) which cannot be loaded in the belly compartment of narrow-body aircraft, or cannot be loaded on single 88-inches by 125-inches pallet because:
  1. Such piece(s) exceeds 125 inches in length, or
  2. Such piece(s) exceeds 88 inches in length and must, at the shipper or its agent's request or because of Carrier restrictions or governmental regulations, be loaded so that the length of the piece(s) exceed the parallel 88 inch length of the supporting pallet, or
  3. Such piece(s) prevent other freight from being loaded on the same pallet because of special tie-down equipment required by the U.S. Government (Federal Aviation Administration).
- b. Such shipments will be transported only on pallets provided by Carrier measuring 88 inches in width by 125 inches in length.
- c. The dimensions of the shipment (greatest length, width and height of all pieces in the shipment) must include the length of any tie-down equipment.
- d. Transportation will be assessed at the applicable general commodity rate based on:
  1. The actual weight of the shipment, or
  2. The charge of 1860 kilograms (4,100 pounds) for each 88 by 125 inch pallet or fraction of a pallet occupied by the shipment.

## C. RESTRICTIONS DUE TO VALUE

### 1. Valuation of consignment

All consignments having a declared value for carriage in excess of USD 25,000.00, or those shipments categorized as "Articles of Extraordinary Value" items (without coverage requested through United Airlines) must still be booked and coordinated through the UASecure Desk. Articles of Extraordinary Value cannot be insured under our current policy.

### 2. Valuation limits for one aircraft

The value for carriage of one consignment or group of consignments to be carried in any one aircraft shall not exceed USD\$250,000. The Carrier reserves the right to refuse to transport, in any one aircraft, consignments having declared values which in aggregate violate or lead to the violation of this rule.

## 2.4. ADVANCE ARRANGEMENTS

### 2.4.1. GENERAL

Advance arrangement means that the shipper is required to contact United prior to tender of a shipment in order to enable the shipper and the Carrier to establish the time and place of tender, and to enable the shipper and/or the Carrier to make special arrangements for the shipment. If the shipment is to be transported over the lines of more than one Carrier, the origin Carrier will accept the shipment from the shipper ONLY after the origin Carrier has completed all necessary arrangements required by subsequent carriers.

The following shipments will be accepted for carriage only upon advance arrangements:

- a. Shipments of valuable cargo
- b. Attendants accompanying shipments
- c. Live Animals
- d. Pieces requiring special handling and/or loading devices
- e. Pieces having a floor-bearing weight in excess of 70 pounds per square foot
- f. Perishables
- g. Dangerous Goods (Restricted Articles)
- h. Shipments having a declared value of USD \$25,000 or more
- i. Human Remains.

## 2.6. SHIPPER'S RIGHT OF DISPOSITION

### 2.6.1. GENERAL

#### Carrier's inability to comply

If it is not practical to carry out the order of the shipper, Carrier shall so inform him or her promptly. The cost of doing so attaches to the cargo.

## 2.8. UNDELIVERED CONSIGNMENTS

### 2.8.1. FAILURE OF CONSIGNEE TO TAKE DELIVERY

In the event of the sale of the shipment as provided for above, either at the place of destination or at the place to which the shipment has been returned, Carrier is authorised to pay to itself and other transportation services out of the proceeds of such sale all charges, advances, and expenses of Carrier and other transportation services plus costs of sale, holding any surplus subject to the order of the shipper. A sale of any shipment shall, however, not discharge the shipper and/or owner of any liability hereunder to pay any deficiencies.

## 3. TRANSPORTATION CHARGES

### 3.1. GENERAL

#### 1. Services Availability

Rates and charges are not applicable for such periods as service/equipment is not available between the points named.

## 8.3. INFORMATION BY CARRIER

### 2. Routing and Rerouting

The charges named in the applicable rates tariff will apply only over the routes and via interchange points authorised herein except that when, in the case of pronounced traffic congestion (not an embargo) or through Carrier(s) error, Carrier forwards shipment by other transfer points of the same carriers or over carriers party to this tariff, the rates and charges specified in the applicable rates tariff (but no higher than the rate or charge applicable over the actual route or movement) will be applied.

### 3.7. CLASS RATES

#### 3.7.1. GENERAL

##### 2. Combination of rates

*Restriction to through published rates*

When United performs only a portion of international joint transportation:

Published through rates and charges will not apply on the following commodities, when the routing is jointly via United Airlines and any other carrier(s):

- a. Live Animals, warm and cold blooded
- b. Human Remains, uncremated

In lieu of the published rate, a combination of LOCAL sector rates must be used.

**United will require revenue based on its full applicable domestic and/or international sector rate or charge for the above mentioned commodities.**

#### 3.7.8. BAGGAGE SHIPPED AS CARGO

##### General

In addition, United defines all portable personal electronic devices, such as computers, games and audio/visual equipment, as being personal effects.

### 3.8. CONSTRUCTION/COMBINATION OF UNPUBLISHED RATES

#### 3.8.1. CONSTRUCTION/COMBINATION OF UNPUBLISHED RATES AND CHARGES

When a through rate applicable to Carrier's service is not published in section 4.3 of the TACT Rates Tariff, such through rate may be constructed by using the provisions of General Rule 3.8. in the TACT Rules Manual.

### 3.9. COMPUTATION OF CHARGES

#### 3.9.2. MIXED CONSIGNMENTS

When goods or commodities that qualify for different rates and conditions are consolidated in one package or ULD, the weight of the package or ULD will be charged on the basis of the highest rated item in the package or ULD.

### 3. Calculation of weight charges

1. When the Shipper has declared the total gross weight of the consignment, the charge is obtained by multiplying the applicable rate by the chargeable weight.
2. When the Shipper has declared the weight, volume and contents separately for each package or group of packages in a single consignment, the charge for each kind of goods (as defined by the unique rate type) is obtained by multiplying the applicable rate by the chargeable weight. In this instance, the chargeable weight will be calculated by using the sum of the actual weights or the sum of the volume weights, whichever is higher, for each package or group of packages that have the same rate type.
3. When the Shipper has declared mixed consignments, the charges will be summed for all of the rate types in order to determine the total rate for the entire consignment.

### 5. Minimum Charges

A minimum charge will be assessed for each unique rate type that is tendered on the same Air Waybill.

### 3.10. UNITIZED CONSIGNMENTS

#### 3.10.3. GENERAL RULES FOR THE USE OF UNIT LOAD DEVICES

##### 1. Recontouring or unloading of ULD's

##### A. Recontouring/reloading charges

When the shipper tenders to the Carrier an improperly loaded pallet and/or ULD, which cannot be accommodated on the aircraft, United Airlines will recontour or repack the pallet and/or ULD at the following charges per pallet and/or ULD, or simply refuse the shipment:

ULD Types	Charge in USD
2BG, 5 (P6, LD7)	200.00
7A, 6A, 6 (LD4, LD8, LD11)	100.00
8D, 8 (LD2, LD3)	75.00

##### B. Loading and Unloading charges

Upon request from the shipper or consignee to provide loading or unloading service, or when such service is required by Customs, agriculture or security authorities, the following charges will be assessed per pallet and/or ULD:

ULD Types	Charge in USD
2BG, 5 (P6, LD7)	200.00
7A, 6A, 6 (LD4, LD8, LD11)	100.00
8D, 8 (LD2, LD3)	75.00

- a. Loading and unloading service will only be performed at the rates and charges provided in this tariff.
- b. Loading and unloading service will not be performed for Valuable Cargo or for shipments traveling under a Customs Bond.
- c. United Airlines will not be responsible for loss or damage to the contents of the shipper-owned pallets and/or ULDs.

### 2. Demurrage

If the unit load device/pallet is not returned to United at the same airport of departure/arrival as tendered by United, a service charge of USD 200.00 will be assessed for each unit load device/pallet in addition to all other applicable charges.

## 8.3. INFORMATION BY CARRIER

### 3. Permanently attached articles

In the event an empty container is returned to United containing any unauthorised permanently attached articles, United will assess a service charge of USD 250.00 or equivalent currency amount for the removal of such articles, including Garments-on-Hanger racks.

### 4. Unavailability of Carrier Owned ULDs

- a. When a shipper requests one or more carrier owned ULDs of a particular type, and the specific ULD rating is provided for the planned routing, and such ULDs are not available, United Airlines will, subject to the consent of the shipper, supply a sufficient number of smaller ULDs or sufficient bulk space to accommodate the shipment.
- b. The rate and charges applicable to the requested ULDs will apply provided the shipper does not exceed the maximum net weight and maximum internal cubic capacity in the smaller ULDs applicable to the originally requested ULDs.
- c. United Airlines may inspect the smaller ULDs at destination to determine if the shipper exceeded the maximum net weight and/or the internal cubic capacity applicable to the larger ULDs originally requested. If the shipper exceeded the maximum net weight and/or the internal cubic capacity applicable to the larger ULD, the rates and charges applicable to the smaller ULD will apply.

### 3.10.4. USE OF AIRLINE OWNED AIRCRAFT ULDs

1. Subject to advance arrangements and the availability of ULDs, United Airlines will furnish ULDs.
2. The tender and return of United Airlines ULDs will be as follows:
  - a. Shipper's Time Limitations for Returning Loaded ULDs  
An empty ULD furnished to the shipper for loading must be tendered loaded to United Airlines at the airport where such ULD was furnished within 48 hours (excluding Saturdays, Sundays and legal holidays) beginning at midnight after receipt by the shipper.
  - b. Consignee Time Limitations for Returning Unloaded ULDs  
A ULD received by the consignee for unloading must be returned empty to United Airlines at the airport where such ULD was received within 48 hours (excluding Saturdays, Sundays and legal holidays) beginning at midnight after receipt by the consignee.
  - c. Demurrage Charges for Late Tender of ULDs  
In the event the ULD is not tendered to United Airlines as specified in paragraph (a) and (b) above, a demurrage charge of USD 25.00 (or local equivalent currency) will be assessed for each 24-hour period, or fraction thereof, in excess of 48 hours, computed from midnight on the date of receipt until such ULD is returned. The first Saturday, Sunday and all legal holidays are excluded.

### 3.10.5. BULK UNITIZATION CHARGES

#### 1. Basis of Charges

- a. When a consignment consists of two or more pallets/ULDs and are being transported on the same Air Waybill, carrier will rate each ULD separately.
- b. Rating pallets/ULDs for bulk shipments will only be allowed if the requested pallet/ULD is unavailable. This will apply if it is determined that the quantity (space/weight) of the bulk shipment does not exceed the amount the requested pallet/ULD could hold.

#### 2. Construction of unspecified Bulk Unitization Charges

*Construction of charges to, from and between TC1 TC2 TC3*

The Bulk Unitization Charges can be constructed as follows:

- a. The pivot rate (A charge) can be calculated by discounting the origin/destination highest applicable bulk rate by 10%
- b. The over pivot rate (C charge) can be calculated by discounting the origin/destination highest applicable bulk rate by 20%.
- c. To obtain the charge for a consignment, the minimum charge (B charge) for the ULD used must be calculated by multiplying the pivot rate per kilo by the minimum chargeable weight as shown in the Minimum Chargeable Weight Table, section 4.2 in the TACT Rates Tariff, for the type of ULD used.
- d. If the actual weight is in excess of the minimum chargeable weight, the excess weight charge must be calculated by multiplying the weight in excess of the minimum chargeable weight by the over pivot rate (C charge).

## 4. SERVICES AND RELATED CHARGES

### 4.2. DISBURSEMENTS AND DISBURSEMENT FEES

#### 4.2.1. DISBURSEMENTS

##### 1. Definition

Disbursements are amounts collected at destination for the provision of services which are incurred at origin which are incidental to the air carriage of the consignment. Such services will be limited to the transportation, handling, and documentation performed prior to the air carriage from the point of departure as indicated on the Air Waybill providing such disbursement amounts do NOT exceed the air freight charges as indicated on the Air Waybill. This service is ONLY applicable to United Airlines local transportation.

### 4.3. INSURANCE

United no longer offers the option to purchase shipper's insurance on shipments tendered to United Cargo. United Cargo continues to offer customers the option to purchase excess declared value coverage.

### 4.4. DOCUMENTATION CHARGES

#### 1. Issuance or completion of AWB

If United is requested by the shipper or its agent to issue or to complete an existing Air Waybill, including itemization of costs, a service charge of USD 20.00 will be assessed.

#### 2. Amending/changing of AWB

A service charge of USD 20.00 will be assessed for any change of name of the consignee or other statement on the Air Waybill made necessary by the shipper's instructions received after dispatch of shipment from the airport of departure as shown on the Air Waybill. Destination fee change for an International Air Waybill is \$125.00; for a Domestic Air Waybill the fee is \$50.00

##### Exception:

When the shipper changes the destination of a shipment and additional transportation is required, he shall be liable for the transportation charges as originally routed plus the applicable transportation charges between the original airport of destination and the amended airport of destination.

#### 3. Copy of Air Waybill

Upon request, United will provide shipper or its agent with a copy of the Air Waybill signed by the consignee at a charge of USD 25.00 per Air Waybill.

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### 4. Service charge for copy of Cargo Manifest

Upon request, United will provide a copy of specified cargo manifest. A service charge of USD 35.00 will be assessed for each copy requested.

### 4.5. CHARGES FOR SHIPMENTS OF DANGEROUS GOODS

#### 4.5.1. Handling fee

Subject to the applicable Dangerous Goods Regulations, the following fees shall apply for transportation of shipments of dangerous goods covered by a shipper's declaration of dangerous goods. Such fees shall apply in addition to the applicable transportation charges. United will require its full applicable domestic and/or international dangerous goods fee when transporting such commodities on an interline basis.

#### 4.5.2. Charges

For each shipment of articles subject to: IATA Dangerous Goods Regulations and/or US Department of Transportation Hazardous Materials Regulations (Title 49 CFR 171-177); and including excepted radioactive materials, the following surcharges shall be added to the total applicable airport-to-airport charge:

- **From USA to Areas 1, 2, or 3** USD 85.00  
Charge is per UN Number  
No minimum or maximum charge per AWB

**EXCEPTION: Not applicable to shipments which do not require the shipper to submit the form**

"Shipper's Declaration for Dangerous Goods". (i.e., Dry Ice)

### 4.6. CHARGES COLLECT

#### 4.6.1. GENERAL

a. Transportation and Valuation charges from point of origin to point of destination must be either wholly prepaid by the shipper or wholly collected from the consignee.

**Exception:**

On prepaid shipments, the domestic sector of transportation in the destination country may be collected from the consignee, provided that the rate applicable to such domestic transportation is not available in TACT RATES BOOKS or from the transporting carrier.

- b. SERVICE CHARGES other than Transportation and Valuation charges:
- At destination: Charges must be collected from the consignee.
  - At point of origin: Charges may be paid by the shipper (prepaid), or by the consignee (collect).

### 4.8. OTHER SERVICES

#### 4.8.1. Signature service

International Signature service is not available.

#### 4.8.2. C.O.D.

International C.O.D. service is not available.

#### 4.8.3. P.O.D

Upon request, United will provide the shipper or their agent with a copy of written proof that a shipment has been delivered at a charge of USD 25.00 per MAWB.

## 5. PAYMENT OF RATES AND CHARGES AND CURRENCY CONVERSION

### 5.1. GENERAL

#### Deposit policy for transportation of cherry shipments from the USA:

If the Carrier confirms space for cherry shipments on a specific flight, a deposit as specified below will be required from the shipper or its agent. The Carrier will credit the amount deposited toward the freight charges due after the shipment for which space has been reserved has moved on the specified flight.

The amount deposited will be refunded to the shipper or its agent if the space is cancelled by the shipper or its agent not less than 48 hours prior to scheduled departure of the flight on which space has been reserved. If cancellation for space reserved is received by the Carrier less than 48 hours prior to the scheduled departure time of the specified flight, the amount of deposit will NOT be refunded by the Carrier.

CONTAINER TYPE	DEPOSIT AMOUNT PER CONTAINER
2, 5, 6	USD 750.00
8, 8D, 7A, 6A	USD 350.00

## 8.3. INFORMATION BY CARRIER

### THE AIR WAYBILL

#### 6.1. GENERAL

##### 6.1.1. Apparent Order and Condition of Cargo

If the apparent order and condition of the cargo and/or packing is other than good, the shipper shall insert in the Air Waybill what the apparent order and condition is. However, if the shipper fails to do so, or if such statement is inaccurate, Carrier shall insert in the Air Waybill a statement of apparent order and condition or note correction herein.

##### 6.1.2. Alterations

Air Waybills on which the writing has been altered or erased need not be accepted by Carrier.

##### 6.1.3. Weight and/or Volume Verification

- For the purpose of weight and/or volume verification, all freight tendered to the Carrier is subject to reweighing and/or re-measuring of the dimensions at the point of tender, intermediate points, or point of destination of any shipment.
- In the event of a discrepancy between the weight or dimensions shown on the Air Waybill, as entered by the shipper or its agent, and the weight as shown on the Carrier's scales and/or dimensions as measured by the Carrier's personnel, the shipper and its agent agree that the Carrier, in its sole direction, may use the weight and/or dimensions as determined by the Carrier to recalculate the freight charges.
- If the verified weight and/or dimensions are less than the weight and/or dimensions entered on the Air Waybill, the shipper or its agent will receive credit by the Carrier for the amount overpaid.
- If the verified weight and/or dimensions exceed the weight and/or dimensions entered on the Air Waybill, Carrier will collect from the shipper or its agent the amount underpaid due to the weight and/or volume discrepancy.
- In accordance with IATA Resolution 600a, United Airlines requires one of the following types of information in the "Nature and Quantity of Goods" box on the Air Waybill:
  - Dimensions
  - Volume weight
  - The term "No Dimensions Available", or
  - The initials "NDA"

#### 7.2. CHARGES COLLECT

##### 7.2.1. GENERAL

Except as noted below, consignments may be accepted charges collect providing the currency regulations of the country of destination permit collection of charges from the consignee:

- Shipments not equal in resale value to transportation charges thereon
- Personal effects or household goods, used, not for resale
- Shipments of human remains
- Shipments for which the consignee is the same as the shipper
- Shipments of live animals.
- QuickPak shipments
- UASecure shipments
- All shipments requiring advance arrangements

#### 7.3. IMPORT/TRANSIT/EXPORT REGULATIONS

##### U.S. CUSTOMS AND BORDER PROTECTION (CBP) FEE

The chart below lists the handling surcharge fees (in USD unless otherwise specified). The fees are based on the transmission method for data:

- Electronic Transmission using FHL2 messages
- Manual Input of HAWB data by United Airlines
- There is no charge for direct transmission of HAWB to CBP by a third party filer

Code	Origin of Air Waybill	Destination	Currency	CC- Manual input of HAWB by UA	CG- Electronic transmission using FHL2 messages
AR	Argentina	USA	USD	10.00	11.00
AU	Australia	USA	AUD	15.00	3.50
AT	Austria	USA	EUR	8.00	2.00
BH	Bahrain	USA	BHD	4.00	1.00
BD	Bangladesh	USA	BDT	900.00	200.00
BE	Belgium	USA	EUR	8.00	2.00
BR	Brazil	USA	USD	10.00	2.50
CA	Canada	USA	CAD	13.00	3.25
CL	Chile	USA	USD	10.00	2.50
CN	China	USA	CNY	83.00	20.75
TKK	Chuuk (Truk) Island Micronesia	USA	USD	10.00	2.50
CO	Colombia	USA	USD	10.00	2.50
CR	Costa Rica	USA	USD	10.00	2.50
CZ	Czech Republic	USA	CZK	200.00	45.00

### 8.3. INFORMATION BY CARRIER

DK	Denmark	USA	DKK	15.00	30.00
AE	Dubai	USA	AED	50.00	
EC	Ecuador	USA	USD	10.00	2.50
SV	El Salvador	USA	SVC	10.00	2.50
FI	Finland	USA	EUR	8.00	2.00
FR	France	USA	EUR	8.00	2.00
DE	Germany	USA	EUR	8.00	2.00
GB	Great Britain	USA	GBP	5.50	1.25
GR	Greece	USA	EUR	8.00	2.00
GU	GUAM	USA	USD	10.00	2.50
GT	Guatemala	USA	USD	10.00	2.50
HN	Honduras	USA	USD	10.00	2.50
HK	Hong Kong	USA	HKD	78.00	5.00
HU	Hungary	USA	HUF	2060.00	515.00
IN	India-	USA	INR	500.00	125.00
ID	Indonesia	USA	USD	10.00	2.50
IE	Ireland	USA	EUR	5.00	2.00
IL	Israel	USA	ILS	35.00	8.00
IT	Italy	USA	EUR	8.00	2.00
JP	Japan	USA	JPY	1000.00	250.00
ROR	Koror Palau	USA	USD	10.00	2.50
KSA	Kosrae Caroline Islands	USA	USD	10.00	2.50
KW	Kuwait	USA	KWD	2.50	0.50
KWA	Kwajalein Marshall Islands	USA	USD	10.00	2.50
MAJ	Majuro Atoll Marshall Islands	USA	USD	10.00	2.50
MY	Malaysia	USA	MYR	38.00	30.00
MX	Mexico	USA	USD	10.00	2.50
NL	Netherlands	USA	EUR	8.00	2.00
NZ	New Zealand	USA	NZD	13.00	3.00
NI	Nicaragua	USA	USD	10.00	2.50
NG	Nigeria	USA	NGN	1500.00	400.00
NO	Norway	USA	NOK	80.00	12.00
PK	Pakistan	USA	PKR	580.00	145.00
PA	Panama	USA	USD	10.00	2.50
PE	Peru	USA	USD	10.00	2.50
PH	Philippines	USA	USD	10.00	2.50
PNI	Pohnpei Island, Micronesia	USA	USD	10.00	2.50
PL	Poland	USA	USD	10.00	2.50
RU	Russia	USA	RUB	325.00	65.00
SPN	Saipan Mariana Islands	USA	USD	10.00	2.50
SG	Singapore	USA	SGD	17.00	4.25
KR	South Korea	USA	KRW	11600.00	2900.00
ES	Spain	USA	EUR	8.00	2.00
LK	Sri Lanka	USA	LKR	1020.00	255.00
SE	Sweden	USA	SEK	73.00	18.00
CH	Switzerland	USA	CHF	12.00	3.00
TW	Taiwan	USA	TWD	270.00	75.00
TH	Thailand	USA	THB	327.00	102.00
TT	Trinidad & Tobago	USA	USD	10.00	2.50
TR	Turkey	USA	USD	10.00	2.50
UY	Uruguay	USA	USD	10.00	2.50
VE	Venezuela	USA	USD	10.00	2.50
VN	Vietnam	USA	USD	5.00	2.50
YAP	Yap Caroline Islands	USA	USD	10.00	2.50



### 8.3. INFORMATION BY CARRIER

For more specific information pertaining to the CBP fee or when it is applicable, please see TACT Rules section 7.3 Import/Transit/Export Regulations - United States of America.

#### TERMINAL SERVICE CHARGES USA

(Except as otherwise indicated, applicable only at points in the United States for international carriage) Terminal service charges as described below will be assessed to the shipper or consignee named in the Air Waybill, and will apply whenever such services are performed by United.

#### IMPORT:

##### 1. Carrier Import Service Charge/Terminal Service Fee

- a. United will charge USD 60.00 per Carrier's AWB for providing assistance and/or facilities in presenting a consignment to customs for examination, and/or opening or closing packages, if required. In the event Carrier's AWB includes more than one freight forwarder's HAWB, such charge will be assessed upon each freight forwarder's HAWB.

Exception: Entire consolidated consignments consisting of two (2) freight forwarder's air waybills or more which are removed from United's bond for Customs processing at alternate locations (in-bond permit to transfer) will be assessed a single USD 60.00 charge. Consolidated consignments consisting of a single freight forwarder's air waybill (back-to-back) will be assessed a single USD 60.00 charge.

- b. A charge of USD 75.00 per shipment will be assessed for post entry, i.e. where U.S. Customs requires formal inspection and clearance of any unaccompanied baggage shipped as cargo beyond a point where passenger baggage is normally cleared by Customs. Air freight charges will not be applicable from port of entry to the final United destination.

##### 2. Service Charge for Change of Destination

*(Applicable on International Inbound Shipments)*

When requested in writing by the shipper/agent or consignee/agent to terminate a shipment in route at a destination other than listed on the AWB, a charge of USD 125.00 will be assessed in addition to all other applicable charges.

##### 3. Preparation of Carrier's Certificate and Release Order (U.S. Customs Form C-7529)

When requested by the shipper or consignee to prepare more than one copy of Carrier's Certificate and Release Order (U.S. Customs Form C-7529) or any other documents necessary to permit Customs clearance of a shipment, a charge of USD 10.00 will be made for each additional copy prepared, except as noted below:

#### Exception:

No charge will be made if such documents are prepared by the broker or consignee and only Carrier's signature is required.

##### 4. Preparation of Transit Air Cargo Manifest or an Immediate Transportation Entry Form

When requested by the consignee to prepare more than one Immediate Transportation Entry Form (U.S. Customs form 7512) or a Transit Air Cargo Manifest, United will charge USD 10.00 for each such form in excess of one.

##### 5. Partial Delivery of a Single Consignment Covered by One U.S. Customs Entry

- a. Delivery of Piece(s) Selected by the Consignee or his Agent.

When Carrier is requested by Consignee or his/her agent to provide partial delivery of a consignment which is ready for delivery, a charge of USD 25.00 per partial delivery will be assessed.

- b. Delivery of Non Selected Piece(s).

When Carrier is requested by consignee or his/her agent to provide partial delivery of a consignment which is ready for delivery, a charge of USD 25.00 per partial delivery will be assessed.

#### Note:

For the purpose of this rule, part of a consignment shall consist of one package, piece or bundle, or two or more packages, pieces or bundles cleared through Customs on one Customs Entry.

##### 6. Delivery of documents

When requested by the shipper or consignee to deliver documents pertaining to a shipment(s) to a person(s) other than the consignee named on the Air Waybill or his Customs broker, Carrier will assess a charge of USD 25.00 for such delivery, except as noted below:

#### Exception:

The above charge will not apply when delivery is made on the premises of the Carrier or when delivery is made by mail.

##### 7. Release of parts of multi-piece shipments covered by one U.S. Customs entry

When requested by the shipper or consignee, to release any part of a multi-piece shipment, United will release such part subject to a charge of USD 25.00 per part of such service.

##### 8. Release of parts of multi-piece shipments covered by more than one U.S. Customs entry

When requested by shipper or his/her agent, or consignee or his/her agent, to release any part of a multi-piece consignment, Carrier will release such part subject to a charge of USD 25.00 per part for such service.

##### 9. Repacking charge

A repackaging charge of USD 30.00 per AWB will be assessed when a shipment containing personal effects is opened for inspection by government authorities for agricultural or Customs reasons, provided that such inspection is required at a point other than the shipment's final destination.

##### 10. Storage charges

United will hold a shipment without charge for a 48-hour period commencing at 00:00 on the first day after complete shipment arrival at destination. Any legal holiday falling within such 48 hours free period shall be excluded from the computation of the free period. The charges will be assessed for shipments that remain in the warehouse after the free allowance period expires per the "Complete Arrival/Storage Begins" chart below.

- Storage charges are calculated based on the actual weight of the AWB.
- Storage fees are calculated at the rate of .10 per lb. or .22 per kg (actual) per day. A minimum charge of \$40 applies to all storage fees.

#### Complete Arrival

Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday  
Sunday

#### Storage Begins

Thursday  
Friday  
Monday  
Tuesday  
Wednesday  
Wednesday  
Wednesday

## 8.3. INFORMATION BY CARRIER

Legal holidays are: New Years Day, Birthday of Dr Martin Luther King, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day.

**Note:** Different storage rates apply to United Cargo TempControl shipments. Please see the TempControl Accessorial Fee Chart on unitedcargo.com.

### 12. Service charge for clearance of a shipment at other than normal duty hours of U.S. Customs

United will assess a service charge of USD 35.00 for clearance of a shipment at other than normal U.S. Customs duty hours of Monday through Friday 0800 to 1700 hours.

### 14. Shipments consigned to a bank

When United is instructed to obtain a written bank release from the Bank named as consignee on the Air Waybill prior to release of a shipment, a service charge of USD 10.00 will be assessed.

#### EXPORT:

##### 1. Preparation of AWB

Charge for amending/changing of AWB:

UA will assess a charge of USD 20.00 per AWB for issuing a new, or for completing or amending an existing AWB.

##### 2. Service Charge for Copy of Cargo Manifest

Upon request, UA will provide a copy of a specified Cargo Manifest. A service charge of USD 35.00 will be assessed for each copy requested.

##### 3. Opening and/or Closing of Consignments:

When opening and/or closing service of consignments or pieces thereof for Customs examination is not provided by Customs, the shipper or his/her agent, a charge of USD 3.00 per piece opened and/or closed, subject to a minimum charge of USD 10.00 per consignment exported, will be assessed.

##### 4. Freight Processing Fee

United will assess the following fee based on the actual weight of the Air waybill:

Minimum charge per AWB .....	15.00
Rate per kilo .....	0.15

##### 5. Security Screening Fee

The following fees are applicable for unscreened freight tendered at U.S. locations and are based on the total actual weight of the shipment (includes live animals in/on a shipper-built ULD): USD 0.12 per kilogram with a minimum charge of USD 10.00 per air waybill.

##### 6. Navigation Surcharge

(Applicable wholly between Canada and the United States)

The surcharge on shipments **from** Canada will be applied at the rate of CAD .07 per kilo (chargeable weight) with a minimum of CAD 5.00 per AWB.

The surcharge on shipments **to** Canada will be applied at the rate of USD .05 per lb. (chargeable weight) with a minimum of USD 3.70 per AWB.

#### UNITED KINGDOM (Customs Clearance and Ground Handling Charges)

For applicable services, rates and charges, please contact the United Airlines local Cargo offices.

## 8. SPECIAL RULES AND REGULATIONS

### 8.1.1. UNITED AIRLINES CARGO EXP SERVICE

#### A. Service Description

United Airlines offers an express service called EXP for transportation on United Airlines flights confirmed to the Shipper.

#### 8.2.1. Terms of Transportation:

- EXP services are only offered if United Airlines performs/provides the actual transportation from origin to destination.
- EXP service must be booked and the air waybill must indicate the service by marking the EXP (Express) box or by entering EXP in the "Handling Information" section of the Air Waybill.
- Shipments cannot be upgraded to EXP service once they are tendered.
- When choosing EXP service, the Shipper agrees to accept every routing from origin to destination that United Airlines may select in order to perform the service. Any intermediate stopping place is deemed to be agreed upon.

#### 8.3.1. Advance Arrangements:

- All shipments under this service require advance arrangements. A reservation is required no less than four (4) hours (exceptions may apply) prior to the scheduled departure of the flight on which space has been designated. United Airlines confirmation of space on all designated flights shall apply only to the shipper's description as to the dimensions and weight of the shipment.
- Confirmation by United Airlines shall apply only to the actual or dimensional weight of a bulk shipment, whichever is greater, or to the number and/or type of container(s) in the shipment. If the cubic displacement of a bulk shipment exceeds 166 inches per pound, the Shipper shall inform United Airlines of the actual dimensions of the shipment at the time the reservation is requested.

#### 8.4.1. Terms of Acceptance

If the actual or dimensional weight of the bulk shipment or the actual number and/or type of the container(s) exceeds that reserved, and in absence of further instructions from the Shipper:

- If the necessary additional space is available for reservation on the same flight(s) on which space has been reserved, the booking will be updated and the entire shipment will be transported as EXP Service.
- If the necessary additional space is not available for reservation on the same flight(s) on which space has been reserved, the over-tendered amount must be split off and booked on the next available flight.
- The excess actual weight and/or volume will be transported on the next flight(s) on which space is available.
- The EXP rate will apply to the total weight of the shipment.
- If the excess weight cannot be separated from the portion of the shipment for which space was confirmed, and if there is no space available during system booking window, the shipment will be refused.

#### 8.6.1. EXP Performance Guarantee

EXP shipments are guaranteed transportation on the flight(s) reserved by the Shipper and confirmed by United at time of acceptance. Upon request by the shipper and substantiation that United failed to perform in accordance with this guarantee, United will refund 80% of the freight transport charge. The refund is limited to a maximum of USD 5,000.00 of the freight charges or a respective amount in local currency as per the United Airlines Cargo air waybill, whichever is less. However, in no case shall the refund exceed the total gross freight transport charges paid.

## 8.3. INFORMATION BY CARRIER

- A. United Airlines must receive full payment of all charges of the respective air waybill before settlement of any refund can be completed.
- B. Shipments must be tendered to United Airlines within the minimum acceptance time noted on the air waybill to qualify for the service guarantee.
- C. Shipments tendered to United Airlines in excess of 10% (volume and/or weight) of the advance reservation will not qualify for the service guarantee.
- D. No refund will be made if the failure to perform as described is caused by one or more of the following:
  1. Aircraft mechanical delay unless it affects the connection
  2. Weather conditions
  3. Force majeure (acts of God)
  4. Civil Unrest
    - War
    - Strikes
    - Riots
    - Civil commotion (including acts of terrorism)
  5. Shortage of labor, fuel facilities or labor difficulties
  6. Public authorities acting with actual or apparent authority
  7. Actions, defaults or omissions of the shipper/consignee or their agent(s)
  8. Any other reason that is beyond the control of United Airlines or its agent(s)
  9. Cargo is interlined with another carrier
  10. Loading the cargo on the aircraft would compromise the safety of the shipment, other cargo, or the aircraft itself.
- E. The guarantee does not apply in a case of claims due to loss, damage, or delay to cargo. Those claims must be handled under the legal liability of the applicable law.
- F. If a trucking segment is involved in the routing, EXP service guarantee will only apply to the flown segment.
- F. EXP guarantee is applicable for the following Dangerous Goods: Dry Ice, magnetized materials, Radioactive - Class 7 (with no transport index (T.I.), has white label only, with research diagnostic treatment). No other Dangerous Goods will be guaranteed.
- G. **Filing a claim:** To request a refund a claim must be filed by one of the following methods:
  - Fill out the service claim form at [www.unitedcargo.com](http://www.unitedcargo.com), or
  - E-mail: [cargoproductrefund@united.com](mailto:cargoproductrefund@united.com)

The claim must be received within seven (7) days after the promised time of availability. Claims submitted via any other method will not be eligible for a refund.

### 8.7.1. EXP Pricing:

- A. Unless otherwise specified, the pricing for United Airlines EXP service is based on the following scheme to be used in conjunction with the applicable rates/charges published under Section 4.3 of the most current issue of "The Air Cargo Tariff" (TACT Rates book) in effect at time of transportation.  
EXP - TACT plus 30% surcharge.
- B. EXP service rates may not be combined with any other rates or charges.

## 9. MISCELLANEOUS INFORMATION

### 9.1. FUEL SURCHARGE METHODOLOGY

United Cargo bases its decisions on whether to implement, rescind, or increase a fuel surcharge in part using the price of jet fuel as well as other market indicators such as local government requirements. United Cargo reserves the right to apply different fuel surcharge amounts when required by local governments or local market conditions. These fees will be applicable for all shipments on UA (016) Air Waybills and will be subject to the following conditions:

- The charge will be applicable per master Air Waybill.
- The charge should be inserted on the Air Waybill in the "Other Charges, Due Carrier" box as "MYC".
- The surcharge will be non-commissionable.

Please refer to <http://www.unitedcargo.com/> for further details on United Cargo's fuel surcharge.

### 9.2. DISPOSITION OF FRACTIONS

1. In computing rates and charges, fractions of less than one-half cent will be dropped and fractions of one-half cent or more will be rounded up to the next higher cent.
2. Before computing cubic dimensions, fractions of less than one-half inch/centimeter will be dropped and fractions of one-half inch or more will be rounded up to the next higher inch/centimeter.
3. Fractions of a pound will be rounded up to the next higher pound.
4. Fractions of a kilo will be rounded up to the next higher kilo.

### 9.3. CUSTOMER SERVICE

All rules, rates and charges shown in this publication for UNITED AIRLINES, INC. are for information only, and are subject to change without notice. For additional information and specific details call our Customer Service office at 1.800.UA.Cargo or visit us at [www.unitedcargo.com](http://www.unitedcargo.com).