

Terms and conditions for contractors and clients:

Terms and conditions for contractors:

Please instruct your driver to fax the CMR + delivery notes to [+43 5372 93031 999](tel:+43537293031999) after unloading

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- In the event of delays or other problems influencing the agreed transport process we must be advised immediately.
Outside office hours contact **ALPHA emergency no. [+43 5372 93031 120](tel:+43537293031120) (24 hours)**.
- Safety equipment (helmet, goggles, safety shoes, warning vest) compulsory.
- Load securing equipment (clamping belts min. 12, slip-resistant mats) compulsory.
- Loading area must be clean and empty (no loading equipment in loading area)
- Emergency number must be given to enable updates on the trucks' status any time
- Drivers must check CMR at every loading and unloading sites and immediately enter any damages, changes, waiting times or problems. The driver is responsible for completion of CMR.
- Two copies with original-CMR and above mentioned order number, signed and stamped.
- 24 hours standing fee-free at agreed loading and unloading points.
- In the event of damage, we reserve the right to withhold the sum of the freight payments in question, until the matter is clarified.
- Further terms and conditions can be found under www.ALPHALOG.at and are considered irrevocably agreed upon at takeover of the loading order. Upon execution of the order, the transport operator confirms the acknowledgement and agreement of terms and conditions.
- Court of jurisdiction is Kufstein in all cases, irrespective of amount of dispute. Austrian substantive and formal law shall be deemed to have been agreed to.
- A payment target of 30 days at the end of the month from receipt of the original delivery documents and the freight invoice shall be deemed to have been agreed to.
- Absolute customer protection is considered agreed. Direct contact with customers (sender + recipient) is not permitted. Inquiries must be addressed to us only. In case of breach of customer protection by the contractor, a penalty of EUR 10,000 regardless of damages will incur and considered as agreed, which may be deducted from outstanding freight invoices.

Terms and conditions for clients:

In accordance with your order we will carry out the above transport for you. We assume no liability for possible deterioration of goods, freezing or heat damage, market prices etc.

- We will endeavour to meet your desired dates. We cannot however provide any guarantee, nor for possible consequential damages in case of delay.
- Payment period: 30 days to the end of the month after receipt of invoice. Late payment fee of 10% p.a. will be charged.
- Court of jurisdiction is Kufstein in all cases, irrespective of amount of dispute. Austrian substantive and formal law shall be deemed to have been agreed to.
- Loading and unloading up to 3 hours is free of charge. After that we charge 40,-€/hour.
- In the event of damage, liability for open freight is not accepted under any circumstances.
- We accept a maximum of €6.50 for each pallet not exchanged.

- We work exclusively on the basis of the latest versions of [CMR](#).