



Informações adicionais do Serviço / Transporte



Transwhite / Logiqueen

- When a transport service is assigned to Transwhite/Logiqueen (TW/LQ), all necessary information related to loading/unloading (such as address, postal, times, loading and unloading dates, references, etc.) and the merchandise itself (e.g., dimensions, weight, specific characteristics) must be clearly provided. Temperature-controlled goods must also be specified both when assigning the transport and in all orders. Quotes will be provided exclusively via email and not over the telephone;
- TW/LQ does not provide household moving services (furniture / "house filling").
- For goods with non-standard dimensions (other than euro/block pallets, trolleys), or with specific characteristics, confirmation of availability to carry out the transport is required prior to its assignment (this includes items such as cars, motorcycles, industrial machines, etc.);
- If loading/unloading references are required, they must be provided at the time of the transport assignment so that no constraints/delays arise at the time of loading/unloading;
- When applicable, requests and transport assignments must include a clear indication of any exchange of CCs and pallets. If this information is omitted, TW/LQ is not responsible for any discrepancies, or exchanges not made. Additionally, we reserve the right to only accept containers and pallets in acceptable conditions;
- For goods collected or delivered outside the EU, or with an extra-community status, all necessary customs documentation (e.g., ERN, T1) must be provided. We must also be informed about any additional stops required for customs procedures and given contact details of the relevant agents. TW will not be held liable for any delays or issues due to incomplete customs processes if this information is not provided upfront;
- Loading/unloading locations must be accessible to international trucks (15-16 meters in total length). If the locations have restricted access, this must be communicated when assigning the service, and possibility to arrange a smaller vehicle must be confirmed by TW/LQ. TW/LQ reserves the right to charge extra costs when a location is found to have restricted access and, a smaller vehicle must be arranged;
- For temperature-controlled transport, the following conditions apply:
 - *When goods are not at the assigned temperature when being loaded:*
 - Gradual adjustment by 2°C increments until the required temperature is reached
 - TW/LQ won't be liable for good's quality or damages resulting from the temperature difference
 - *Temperatures used in groupage:*
 - Refrigerated: 5°C
 - Controlled temperature: 16°C
 - Frozen: -25°C
 - *During transport, the cold chain is maintained:*
 - Refrigeration: 2°C tolerance compared to the required temperature
 - Freezing: maximum deviation 3°C (maximum -17°C)



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- Deliveries using a lifting platform are subject to availability confirmation and will incur an additional charge. These services must be requested at the time of service assignment;
- TW/LQ does not transport dangerous goods (ADR) categories 1 and 7;
- Goods transported by TW are covered under a CMR insurance policy in accordance with Chapter IV (transporter's responsibilities) of the CMR Convention. Within the scope of this policy, some goods, particularly used items, may be excluded from coverage due to the nature of the goods or exclusions in the CMR Convention. TW is not responsible for any damage to such goods in the event of an incident;
- There is the possibility of taking out additional insurance for the goods to be transported, an insurance inquiry must be sent when requesting the service. The insurance company will then analyze and validate the possibility to cover it (this service includes administrative costs);
- The sender is responsible for completing the (CMR) transport document, particularly the sections assigned to them;
- The loading and unloading operations of the goods must be carried out by the sender or the recipient of the goods, depending on whether it is loading or unloading;
- TW/LQ is not responsible for delays/stoppages caused by external factors such as holidays, strikes, adverse weather conditions, or any other circumstances beyond the company's control;
- TW/LQ reserves the right to charge for additional costs incurred due to delays or stoppages at loading/unloading locations or service cancellations without prior notification. These costs will be communicated to the customer via email once they are determined;
- Invoices for damage to goods must be issued within 30 days from the date of the complaint being formalized;
- Should TW/LQ be found responsible for any costs related to damage to goods, TW/LQ reserves the right to collect the damaged goods in the same conditions as at the time of the complaint. The goods must remain intact until the claim is fully resolved;
- TW/LQ is not responsible for fines resulting from improper weight distribution in full loads;
- If the type of goods to be transported is not specified in the transport assignment, and until otherwise indicated, TW/LQ will assume that non-food is being transported;
- When requesting a quote and sending transport instructions under groupage arrangements, TW/LQ must be informed if the goods to be transported emit odors. Failure to disclose this may result in refusal to collect the goods, additional storage costs, or charges equivalent to a dedicated transport;
- When transporting CCs, TW/LQ is not responsible for damages arising from the poor packaging/conditioning of goods inside the CC;