

GENERAL CONDITIONS OF CARRIAGE FOR CARGO

Adopted by

Raya Airways Sdn. Bhd.

(Registration No. 198901009124 (186425-D))

(“**Carrier**”)

Effective Date: 17 January 2024

TABLE OF CONTENTS

	Page
ARTICLE 1: DEFINITIONS	3
ARTICLE 2: APPLICABILITY	4
ARTICLE 3: ACCEPTABILITY OF GOODS FOR CARRIAGE	5
ARTICLE 4: DOCUMENTATION	7
ARTICLE 5: RATES AND CHARGES	8
ARTICLE 6: SHIPMENTS IN COURSE OF CARRIAGE	10
ARTICLE 7: AUTHORITY AND INDEMNITY OF SHIPPER	12
ARTICLE 8: SHIPPER'S RIGHT OF DISPOSITION	12
ARTICLE 9: DELIVERY	13
ARTICLE 10: PICK-UP AND DELIVERY SERVICES	15
ARTICLE 11: SUCCESSIVE CARRIERS	16
ARTICLE 12: CARRIER'S LIABILITY	16
ARTICLE 13: LIMITATIONS ON CLAIMS AND ACTIONS	17
ARTICLE 14: OVERRIDING LAW	18
ARTICLE 15: MODIFICATION AND WAIVER	18

ARTICLE 1: DEFINITIONS

"Agent" means, except when the context otherwise requires, any person who has authority to act for or on behalf of the Carrier in relation to the Carriage of the Cargo.

"Air Waybill" means the document entitled "Air Waybill" made out by or on behalf of the Shipper which evidences the contract between the Shipper and the Carrier for the Carriage of the Cargo over routes of the Carrier.

"Applicable Convention" means whichever of the following instruments is applicable to the contract of Carriage:

- (a) The Warsaw Convention 1929;
- (b) The Warsaw Convention as amended at The Hague on 28 September 1955;
- (c) The Warsaw Convention as amended by Additional Protocol No. 1 of Montreal 1975;
- (d) The Warsaw Convention as amended by Additional Protocol No. 4 of Montreal 1975;
- (e) The Guadalajara Supplementary Convention 1961; or
- (f) The Montreal Convention 1999.

"Cargo" which is equivalent to the term "Goods", means anything carried or to be carried in an aircraft except mail, or baggage carried under a passenger ticket and baggage check, but includes baggage moving under an Air Waybill.

"Carriage" which is equivalent to the term "Transportation", means Carriage of the Cargo by air or by another means of transport, whether gratuitously or for reward.

"Carrier" includes the air carrier issuing the Air Waybill and all carriers that carry or undertake to carry the Cargo or to perform any other services related to such Carriage.

"Charges Collect" means the charges entered on the Air Waybill for collection from the Consignee against delivery of the Shipment.

"Consignee" means the person whose name appears on the Air Waybill as the party to whom the Shipment is to be delivered by the Carrier.

"Days" means full calendar days, including Saturdays, Sundays and public holidays; provided that for purposes of notification, the balance of the day upon which notice is dispatched shall not be counted.

"Delivery Service" means the surface Carriage of inbound Shipments from the airport of destination to the address of the Consignee or that of his designated agent or to the custody of the appropriate government agency when required, including any incidental surface Carriage between airports.

"Pick-Up Service" means the surface Carriage of outbound Shipments from the point of pickup at the address of the Shipper or that of his designated agent to the airport of departure, including any incidental surface Carriage between airports.

"Shipment" which is equivalent to the term "Consignment" means, except as otherwise provided herein, one or more packages, pieces or bundles of the Cargo accepted by the Carrier from one Shipper at one time and at one address, receipted for in one lot and under a single Air Waybill, for the Carriage to one Consignee at one destination address.

"Shipper" which is equivalent to the term "Consignor", means the person whose name appears on the Air Waybill, as the party contracting with the Carrier for the Carriage of the Cargo.

"Special Drawing Right" a Special Drawing Right as defined by the International Monetary Fund. It is an international unit of account based upon the values of several leading currencies. The currency values of the Special Drawing Right fluctuate and are re-calculated each banking day. These values are known to most commercial banks and are reported regularly in leading financial journals.

ARTICLE 2: APPLICABILITY

2.1. General:

These Conditions shall apply to all Carriage of the Cargo, including all services incidental thereto, performed by or on behalf of the Carrier; provided however that, if such carriage is "International Carriage" as defined in the Applicable Convention (see Article 1 above under definition of "Applicable Convention") such Carriage shall be subject to the provisions of the Applicable Convention and to these Conditions to the extent that these Conditions are not inconsistent with the provisions of such Applicable Convention.

2.2 Applicable Laws and Carrier's Tariffs:

To the extent not in conflict with the provisions stipulated in Article 2.1 above, all carriage and other services performed by Carrier are subject to:

2.2.1 applicable laws (including national laws implementing a convention or extending the rules of the Applicable Convention to Carriage which is not "International Carriage" as defined in the Applicable Convention) government regulations, orders and requirements; and

2.2.2 these Conditions and other applicable tariffs, rules, regulations and timetables (but not the times of departure and arrival therein specified) of the Carrier which may be inspected at any of its offices and at airports from which it operates regular services.

2.3 Applicable to United States and Canada:

These Conditions do not apply to Carriage between places in the United States or in Canada or between a place in the United States or in Canada and any place outside thereof to which tariffs in force in those countries apply. The tariffs applicable to such Carriage are available for inspection at the offices of the Carrier.

2.4 Gratuitous Carriage:

With respect to gratuitous carriage, the Carrier reserves the right to exclude the application of all or any part of these Conditions.

2.5 Charters:

With respect to Carriage of the Cargo performed pursuant to a charter agreement with the Carrier, such Carriage shall be subject to the Carrier's charter tariffs applicable thereto (if any) and these Conditions shall not apply except to the extent provided in

said charter tariff. Where the Carrier has no charter tariff applicable to such charter agreement, these Conditions shall apply to such agreement except that the Carrier reserves the right to exclude the application of all or any part of these Conditions and in case of divergence between the applicable provisions of these Conditions and the conditions contained or referred to in the charter agreement, the latter shall prevail and the Shipper, by accepting Carriage pursuant to a charter agreement, whether or not concluded with the Shipper, agrees to be bound by the applicable terms thereof.

2.6 Change Without Notice:

These Conditions and the published rates and charges are subject to change without notice except to the extent otherwise provided by applicable law or government regulations or order; provided however that no such change shall apply to a contract of Carriage after the date of issuance of the Air Waybill by the Carrier or after the date the rate or charge for the Carriage has been entered in the Air Waybill.

2.7 Effective Rules:

All Carriage of the Cargo governed by these Conditions shall be subject to the Carrier's rules, regulations and tariffs in effect on the date of issuance of the Air Waybill by the Carrier, provided that in the event of inconsistency between these Conditions and the Carrier's rules, regulations and tariffs, these Conditions shall prevail. Under no circumstances will the Carrier accept any increased obligations or liability that arise by virtue of the Shipper or agents issuing Air Waybills for Carriage of shipments on the Carrier's flights which purport to waive or restrict the Carrier's entitlement to rely upon these Conditions, regulations and tariffs; and the Shipper agrees to indemnify and hold harmless the Carrier in respect of any increased liability, losses, damages, costs or expenses that arise from issuing such Air Waybills.

ARTICLE 3: ACCEPTABILITY OF GOODS FOR CARRIAGE

3.1 Cargo Acceptable:

The Carrier undertakes to transport, subject to the availability of suitable equipment, space and capacity, all Shipments, unless otherwise excluded by the Carrier's regulations and provided:

3.1.1 the transportation, or the exportation or importation thereof is not prohibited by the laws or regulations of any country to be flown from, to or over;

3.1.2 they are packed, labeled and described in a manner suitable for Carriage by aircraft;

3.1.3 they are accompanied by the requisite shipping documents;

3.1.4 they are not likely to endanger aircraft, persons or property, or cause annoyance to passengers; and

3.1.5 to the extent permitted by law, the Carrier reserves the right without assuming any liability to refuse Carriage of the Cargo when circumstances so require.

3.2 Valuation Limit of Shipment:

The Carrier may refuse Carriage of Shipments having a declared value for Carriage in excess of the amount specified in the Carrier's regulations.

3.3 Packing and Marking of Cargo:

3.3.1 the Shipper is responsible for ensuring that the Cargo is packed in an appropriate way for air Carriage so as to ensure that:

- (a) it can be carried safely with ordinary care in handling;
- (b) it can be protected from all weather conditions to which it may be exposed, including but not limited to rain, wind, heat and cold; and
- (c) it does not injure or damage any persons, animals, goods or property. Each package shall be legibly and durably marked so as to identify the Shipper and the Consignee.

3.3.2 Packages containing valuables as defined in the Carrier's regulations must be sealed, if so requested by the Carrier.

3.3.3 The Carrier is under no obligation to note or be aware of any information contained on the house Air Waybills used in respect of consolidated or pre-packed shipments.

3.3.4 The Carrier reserves the right to refuse the transportation of cargo that is not suitably packed or marked.

3.4 Special Cargo – Cargo Acceptable Only Under Prescribed Conditions: Special cargo, including but not limited to valuables, dangerous goods, live animals, perishables, fragile goods and human remains are acceptable only under the conditions set forth in the Carrier's regulations applicable to the Carriage of such Cargo. Such Cargo must be packed and documented strictly in accordance with the Carrier's special handling procedures which are incorporated and form part of these Conditions. In the event of deterioration of such Shipments for whatever reason, the Carrier in its sole discretion may take such steps as it deems appropriate.

3.5 Responsibility for Non-Observance of Conditions relating to Special Cargo and Laws and Regulations:

Responsibility for non-observance of the conditions relating to Carriage of the Cargo / Special Cargo rests upon the Shipper who shall indemnify the Carrier for any loss, damage, delay, liability or penalties imposed on the Carrier resulting from Carriage of such Cargo / Special Cargo.

The Shipper warrants that it has complied with all applicable laws, regulations and conditions relating to the nature, packaging, labeling, storage or Carriage of Cargo / Special Cargo and that the Cargo / Special Cargo is packed in a manner adequate to withstand the ordinary risks of Carriage having regard to its nature and further, the Shipper hereby indemnifies the Carrier for any liability whatsoever and costs, fees and expenses as a result of or arising out of the Shipper's failure to comply with each of these warranties, including but not limited to compliance with the applicable Dangerous Goods Regulations.

3.6 Carrier's Right of Inspection:

The Carrier reserves the right to examine the packaging and contents of all Shipments and to enquire into the correctness or sufficiency of information or documents tendered in respect of any shipment but the Carrier shall be under no obligation to do so and under no circumstances will Carrier be liable for any direct or indirect losses resulting from its examination of the packaging and shipments.

3.7 Unit Load Devices:

When the Shipper undertakes to load a unit load device (ULD), it must comply with the Carrier's loading instructions and shall be liable for and indemnify the Carrier against all consequences of any non-compliance with such instructions.

3.8 Pre-packed and Mixed Pre-packed Shipments:

The Shipper warrants that it will provide the Carrier with such contemporaneous information that it reasonably requires at the time of booking and acceptance of the number of pieces and weight of packages that have been pre-packed. The Shipper accepts that the Carrier will not have had the opportunity to examine the contents of any pre-packed shipment and hereby indemnifies the Carrier for any liability whatsoever and costs, fees and expenses as a result of or arising out of the Shipper's failure to comply with this warranty.

ARTICLE 4: DOCUMENTATION

4.1 Air Waybill:

The Shipper shall make out or have made out on its behalf, an Air Waybill in the form, manner and number of copies prescribed by the Carrier and shall deliver such Air Waybill to the Carrier simultaneously with the acceptance of the Cargo by the Carrier for Carriage. Charges for Carriage and other charges, insofar as they have been ascertained, shall be inserted in the Air Waybill by the Carrier. The Carrier may require the Shipper to make out, or have made out on its behalf, separate Air Waybills when there is more than one package.

4.2 Shipment Record (If Used):

The Carrier, with the express or implied consent of the Shipper, if required by the Applicable Convention, may substitute for the delivery of an Air Waybill a shipment record to preserve a record of Carriage to be performed. If a shipment record is used, the Carrier shall, if so requested by the Shipper, deliver to the Shipper in accordance with the Carrier's regulations a receipt for the Cargo permitting identification of the Shipment and access, in accordance with the Carrier's regulations, to the information contained in a shipment record.

4.3 Apparent Condition/Packing of the Cargo:

If the apparent order and condition of the Cargo and/or packing is in any way defective, the Shipper shall, if an Air Waybill is delivered, include on the Air Waybill a statement of such apparent order and condition. However, if the Shipper fails to include such statement in the Air Waybill or if such statement is incorrect, the Carrier

may include in the Air Waybill a statement of the apparent order and condition of the Cargo, or note a correction thereto.

4.4. Preparation, Completion or Correction by Carrier:

The Carrier may at the request of the Shipper expressed or implied, make out the Air Waybill in which event, subject to proof to the contrary, the Carrier shall be deemed to have done so on behalf of the Shipper. If the Air Waybill handed over with the Cargo do not contain all the required particulars, or if the Air Waybill or such particulars or statements contain any error, the Carrier is authorized to complete or correct the Air Waybill or particulars or statements to the best of the Carrier's ability without being under any obligation to do so.

4.5 Responsibility for Particulars:

The Shipper is responsible for the correctness of the particulars and statements relating to the Cargo inserted by it or on its behalf in the Air Waybill. Where such information is provided by means of Electronic Data Interchange (“**EDI**”), it is the responsibility of the Shipper or the Shipper's agent to verify contents, accuracy and completeness of the EDI messages and subsequent messages according to the agreed standards and specifications. The Shipper's particulars as to value, unless no value is declared with a supplemental charge having been paid, shall be conclusive evidence, as against the Shipper and the Consignee of the value of the shipment. Where no value is declared, the Shipper warrants that the Shipper requires no special security or handling. The Shipper shall indemnify the Carrier against all damage suffered by it, or by any other person to whom the Carrier is liable, by reason of the irregularity, incorrectness, or incompleteness of the particulars and statements furnished by the Shipper or on its behalf.

4.6 Alterations:

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

ARTICLE 5: RATES AND CHARGES

5.1 Applicable Rates and Charges:

Rates and charges for Carriage governed by these Conditions are those duly published by the Carrier and in effect on the date the issuance of the Air Waybill by the Carrier.

5.2 Airport to Airport:

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

5.3 Basis of Rates and Charges:

Rates and charges will be based on the units of measurement and subject to the rules and conditions published in the Carrier's regulations and rate tariffs.

5.4 Services not included in Published Rates and Charges:

Except as otherwise specifically provided in the Carrier's regulations, such published rates and charges do not include any ancillary service given by the Carrier in connection with the air Carriage.

5.5 Insurance:

The Carrier does not offer all risk insurance on cargo shipments. The Carrier recommends that the Shipper obtains such insurance.

5.6 Payment of Charges:

5.6.1 Rates and charges are published in the currency shown in the applicable rate tariffs, and may be paid in any currency acceptable to the Carrier. When payment is made in a currency other than in the currency in which the rate or charge is published, such payment will be made at the rate of exchange established for such purpose by the Carrier, the current statement of which is available for inspection upon first request at the Carrier's office where payment is made. The provisions of this sub-article 5.6.1 are subject to applicable exchange laws and government regulations.

5.6.2 Full applicable charges, whether prepaid or collect, fees, duties, taxes, charges, advances and payments, made or incurred or to be incurred by the Carrier and any other sums payable to the Carrier, will be deemed fully earned, whether or not the Cargo is lost or damaged, or fails to arrive at the destination specified in the contract of Carriage. All such charges, sums and advances will be due and payable upon receipt of the Cargo by the Carrier, except that they may also be collected by the Carrier at any stage of the service performed under the contract of Carriage and may be collected at any time upon demand of the Carrier.

5.6.3 The Shipper guarantees payment of the freight rate, storage charges and all other unpaid charges, unpaid Charges Collect, advances and disbursements of the Carrier. The Shipper also guarantees payment of all costs, expenditures, fines, penalties, loss of time, damage and other sums which the Carrier may incur or suffer by reason of the inclusion in the shipment of articles the Carriage of which is prohibited by law, or the illegal, incorrect or insufficient marking, numbering, addressing or packing of packages or descriptions of the Cargo, or the absence, delay or incorrectness of any export or import license or any required certificate or document, or any improper customs valuation, or incorrect statement of weight or volume. The Carrier shall have a lien on the Cargo for each of the foregoing and, in the event of non-payment thereof, shall have the right to dispose of the Cargo at public or private sale (provided that prior to such sale, the Carrier shall have mailed notice thereof to the Shipper or to the Consignee at the address stated in the Air Waybill) and to pay itself out of the proceeds of such sale any and all such amounts. No such sale shall, however, discharge any liability to pay any deficiencies, for which the Shipper and the Consignee shall remain jointly and severally liable. By taking delivery or exercising any other right arising from the contract of Carriage, the Consignee agrees to pay such charges, sums and advances, except prepaid charges.

5.6.4 If the gross weight, measurement, quantity or declared value of the Cargo exceeds the gross weight, measurement, quantity or declared value on which charges for Carriage have been previously computed, the Carrier shall be entitled to require payment of the charge on such excess.

5.6.5 Charges Collect Shipments will be accepted only to countries listed in the Carrier's regulations and subject to the conditions contained therein. In any event the Carrier reserves the right to refuse Shipments on a Charges Collect basis to any country where regulations prevent the conversion of funds into other currencies or the transfer of funds to other countries. Information on countries to which Charges Collect service is available may be obtained from offices and representatives of the Carrier.

5.6.6 All charges applicable to a Shipment are payable in cash at the time of acceptance thereof by the Carrier in the case of a prepaid Shipment, i.e. a Shipment on which the charges are to be paid by the Shipper, or at the time of delivery thereof by the Carrier in the case of a collect Shipment, i.e. a Shipment on which the charges are to be paid by the Consignee. If the Consignee fails to pay said charges, when such charges are to be collected, the Shipper remains obligated to pay these charges and interest at the judgment rate in the applicable jurisdiction.

5.6.7 The Carrier may cancel Carriage of the Shipment upon refusal by the Shipper, after demand by the Carrier, to pay the charges or portion thereof so demanded, without the Carrier being subject to any liability therefore.

ARTICLE 6: SHIPMENTS IN COURSE OF CARRIAGE

6.1 Compliance with Government Requirements:

The Shipper shall comply with all applicable laws, customs and other government regulations of any country to, from through or over which the Cargo may be carried, including those relating to the packing, carriage or delivery of the Cargo, and shall, together with the shipment, furnish such information and deliver such documents as may be necessary to comply with such laws and regulations. The Carrier shall not be obliged to inquire into the correctness or sufficiency of such information or documents. The Carrier shall not be liable to the Shipper or any other person for loss or expense due to the Shipper's failure to comply with this provision. The Shipper shall be liable to the Carrier for any damage occasioned by the failure of the Shipper to comply with this provision. The Carrier shall not be liable for refusing to carry any shipment if it reasonably determines in good faith that such refusal is required by any applicable law, government regulation, demand, order or requirement.

6.2 Disbursement and Customs Formalities:

The Carrier is authorized (but shall be under no obligation) to advance any duties, taxes or charges and to make any disbursement with respect to the Cargo and the Shipper and the Consignee shall be jointly and severally liable for the reimbursement thereof. No Carrier shall be under obligation to incur any expense or make any advance in connection with the forwarding or re-forwarding of the Cargo except against prepayment by the Shipper. If it is necessary to make customs entry of the Cargo at any stopping place, and no customs clearance agent has been named on the face of the Air Waybill, the Cargo shall be deemed to be consigned to the Carrier carrying the Cargo to such place. For any such purpose, a copy of the Air Waybill, certified by the Carrier, shall be deemed original.

6.3 Schedules, Routings and Cancellations:

Unless specifically agreed otherwise and so indicated in the Air Waybill, the Carrier undertakes to carry the Cargo with reasonable dispatch but assumes no obligation to carry the Cargo by any specified aircraft or over any particular route or routes, or to make connections at any point according to any particular schedule. Times shown in the Carrier's timetables or elsewhere are approximate and not guaranteed and form no part of the contract of Carriage. No time is fixed for commencement or completion of Carriage or delivery of the Cargo. The Carrier is hereby authorized to select or deviate from the route or routes of the Shipment, notwithstanding that the same may be stated on the face of the Air Waybill. The Carrier is not responsible for errors or omissions either in time-tables or other representations of schedules. No employee, Agent or representative of the Carrier is authorized to bind the Carrier by any statements or representations of the dates or times of departure or arrival, or of operation of any flight.

6.3.1 The Carrier is authorized to carry the consignment without notice wholly or partly by any means of surface transportation, or to arrange such Carriage.

6.3.2 The Carrier reserves the right without notice, to cancel, terminate, divert, postpone, delay or advance any flight, or the further Carriage of any Cargo, or to proceed with any flight without all or any part of the Cargo, if it considers that it would be advisable to do so because of any fact beyond its control (including but without limitation, meteorological conditions, acts of God, force majeure, strikes, riots, civil commotion, embargoes, wars, hostilities, disturbances or unsettled international or domestic conditions) actual, threatened or reported or because of any delay, demand, condition, circumstance or requirement due, directly or indirectly, to such fact or not reasonably to be foreseen, anticipated, or predicted at the same time the Cargo was accepted; or if it reasonably considers that any other circumstances so require, taking into account the interests of the Shipper,

6.3.3 Provided that no regulations/laws to the contrary are applicable, in the event any flight is, pursuant to sub-article 6.3.2 above, cancelled, diverted, postponed, delayed or advanced or is terminated at a place other than the place of destination or in the event Carriage of any Shipment is so cancelled, diverted, postponed, delayed, advanced or terminated, the Carrier shall subject to the limitations in Article 12 below only be liable for losses or damages arising directly from such events if the Carrier either intended to cause such losses or damages or was reckless with actual knowledge that damage, loss, delay would probably result. In the event Carriage of the Shipment or any part thereof is so terminated, delivery thereof by the Carrier to any transfer Agent for transfer or delivery or the placing of such Shipment in storage shall be deemed complete delivery under the contract of Carriage, and the Carrier shall be without any further liability with respect thereto, except to give notice of the disposition of the Shipment to the Shipper or to the Consignee, at the address stated in the Air Waybill. The Carrier may, but shall not be obligated to forward the Shipment for Carriage by any other route or forward the Shipment as agent for the Shipper or the Consignee for onward Carriage by any transportation service on behalf of the Shipper or the Consignee. The cost of doing so attaches to the Cargo.

6.3.4 Unless otherwise agreed, and subject to applicable laws, regulations and orders, the Carrier is authorized to determine the priority of Carriage as between Shipments. The Carrier may likewise decide to remove any articles from a Shipment, at any time or place whatsoever, and to proceed with the flight without them. If as a result of

determining such priority, the Cargo is not carried or Carriage thereof is postponed or delayed or if any articles are removed from a Shipment, the Carrier will not be liable to the Shipper or the Consignee or to any other party for any direct or indirect consequences therefore.

6.4 Certain Rights of Carrier over Shipment in Course of Carriage:

If in the opinion of the Carrier, it is necessary to hold the Shipment at any place for any purpose, either before, during or after Carriage, the Carrier may, upon giving notice thereof to the Shipper, store the Shipment for the account and at the risk and expense of the Shipper, in any warehouse or other available place, or with the customs authorities; or the Carrier may deliver the Shipment to another transportation service for onward Carriage to the Consignee. The Shipper shall indemnify the Carrier against any expense or risk so incurred.

ARTICLE 7: AUTHORITY AND INDEMNITY OF SHIPPER

7.1 Authority to Tender Cargo for Acceptance:

It is agreed that any person who tenders the Cargo to the Carrier for Carriage for or on behalf of the Shipper is authorized to do so subject to these Conditions.

7.2 Shipper's Authority:

The Shipper warrants that in agreeing to these Conditions, it has the authority of the person or persons owning or having an interest in the Cargo or any part thereof.

7.3 Shipper's Indemnity:

Without prejudice to the generality of the forgoing, the Shipper undertakes to indemnify the Carrier in respect of any liability whatsoever and howsoever arising (including without limitation, negligence or breach of contract or intentional or reckless conduct or default of the Carrier or otherwise) in connection with the Cargo to any person (other than the Shipper) who claims to have, who has or who may hereafter have any interest in the Cargo or any part thereof. It is agreed that this indemnity operates irrespective of whether the Carrier's liability arises in events which may constitute a fundamental breach of contract or a breach of a fundamental term.

ARTICLE 8: SHIPPER'S RIGHT OF DISPOSITION

8.1 Exercise of right of disposition:

Every exercise of the right of disposition must be made by the Shipper or its designated agent, if any, and must be applicable to the whole Shipment under a single Air Waybill. The right of disposition over the Cargo may only be exercised if the Shipper or such agent produces the part of the Air Waybill which was delivered to it, or communicates such other form of authority as may be prescribed by the Carrier's regulations. Instructions as to disposition must be given in writing in the form prescribed by the Carrier. In the event that the exercise of the right of disposition results in a change of consignee, such new Consignee shall be deemed to be the Consignee appearing on the Air Waybill.

8.2 Shipper's Option:

Subject to its liability to carry out all its obligations under the contract of Carriage and provided that this right of disposition is not exercised in such way as to prejudice the Carrier or other shippers, the Shipper may at its own expense dispose of the Cargo either:

8.2.1 by withdrawing it at the airport of departure or of destination;

8.2.2 by stopping it in the course of the journey on any landing;

8.2.3 by calling for it to be delivered at the place of destination or in the course of the journey to a person other than the Consignee named in the Air Waybill; or

8.2.4 by requiring it to be returned to the airport of departure.

Provided that if, in the opinion of the Carrier, it is not reasonably practicable to carry out the order of the Shipper, the Carrier shall so inform it and the Carrier shall thenceforth be under no obligation to carry out any such order.

8.3 Payment of Expenses:

The Shipper shall be liable for and shall indemnify the Carrier for all loss or damage suffered or incurred by the Carrier as a result of the exercise of its right of disposition. The Shipper shall reimburse the Carrier for any expenses occasioned by the exercise of its right of disposition.

8.4 Extent of Shipper's Right:

The Shipper's right of disposition shall cease at the moment when, after arrival of the Cargo at the destination, the Consignee takes possession or requests delivery of the Cargo or the Air Waybill, or otherwise shows its acceptance of the Cargo. Nevertheless, if the Consignee declines to accept the Air Waybill or the Cargo, or if it cannot be communicated with, such right of disposition shall continue to vest in the Shipper.

ARTICLE 9: DELIVERY

9.1 Notice of Arrival:

Notice of arrival of the Shipment will, in the absence of other instructions, be sent to the Consignee and any other person whom the Carrier has agreed to notify as evidenced in the Air Waybill; such notice will be sent by ordinary methods. The Carrier is not liable for non-receipt or delay in receipt of such notice.

9.2 Delivery of Shipment:

Except as otherwise specifically provided in the Air Waybill, delivery of the Shipment will be made only to the Consignee named therein, or its agent. Delivery to the Consignee shall be deemed to have been effected:

9.2.1 when the Carrier has delivered to the Consignee or its agent any authorization from the Carrier required to enable the Consignee to obtain release of the Shipment;

and

9.2.2 when the Shipment has been delivered to customs or other government authorities as required by applicable law or customs regulation.

9.3 Place of Delivery:

The Consignee must accept delivery of and collect the Shipment at the airport of destination, unless delivery service to the address of the Consignee has been arranged for between the Shipper or the Consignee and the Carrier.

9.4 Failure of Consignee to take Delivery:

9.4.1 Subject to the provisions of Article 9.5 hereof, if the Consignee refuses or fails to take delivery of the Shipment after its arrival at the airport of destination, the Carrier will endeavor to comply with any instructions of the Shipper set forth on the face of the Air Waybill. If such instructions are not so set forth or cannot reasonably be complied with, the Carrier shall notify the Shipper of the Consignee's failure to take delivery and request its instructions. If no such instructions are received within thirty (30) Days, the Carrier may sell the Shipment in one or more lots at public or private sale, or destroy or abandon such Shipment.

9.4.2 The Shipper is liable for all charges and expenses resulting from or in connection with the failure to take delivery of the Shipment, including, but not limited to carriage charges incurred in returning the Shipment if so required by the Shipper's instructions. If the Shipment is returned to the airport of departure and the Shipper refuses or neglects to make such payments within fifteen (15) Days after such return, the Carrier may dispose of the Shipment or any part thereof at public or private sale after giving the Shipper ten (10) Days notice of its intention to do so.

9.5 Disposal of Perishables:

When a Shipment containing perishable articles as defined in the Carrier's regulations is delayed in the possession of the Carrier, is unclaimed or refused at place of delivery, or for other reasons is threatened with deterioration, the Carrier may immediately take such steps as it sees fit for the protection of itself and other parties in interest, including but not limited to the destruction or abandonment of all or any part of the Shipment, the sending of communications for instructions at the cost of the Shipper, the storage of the Shipment or any part thereof at the risk and cost of the Shipper, or the disposition of the Shipment or any part thereof at public or private sale without notice.

9.6 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, the Carrier is authorized to pay to itself and other transportation services out of the proceeds of such sale all charges, advances, and expenses of the 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.

9.7 Responsibility for Charges: By accepting delivery of the Air Waybill and/or the Shipment, the Consignee shall become liable for payment of all costs and charges in connection with the Carriage. Unless otherwise agreed, the Shipper shall not be released from its own liability for these costs and charges and will remain jointly and

severally liable with the Consignee. The Carrier may make delivery of the Shipment or the Air Waybill conditional upon payment of these costs and charges.

ARTICLE 10: PICK-UP AND DELIVERY SERVICES

10.1 Shipments:

Shipments are accepted for Carriage from their receipt at the Carrier's cargo terminal or airport office at the place of departure to the airport at the place of destination or the respective facility as designated by the Carrier.

10.2 Availability of Service:

Pick-up Service and Delivery Service will be available at the points, to the extent and subject to the rates and charges established for such services in accordance with the applicable regulations of the Carrier.

10.3 Request for Service:

Pick-up Service, if available, will be provided when requested by the Shipper. Except when otherwise provided by the Carrier's tariffs, Delivery Service may be provided unless contrary instructions are given by the Shipper or by the Consignee. Such contrary instructions must be received by the Carrier prior to removal of the Shipment from the Carrier's airport terminal at destination.

10.4 Shipment for which Service is Unavailable:

Pick-up Service and Delivery Service will not be provided by Carrier without special arrangement for any Shipment which in the opinion of Carrier, because of its volume, nature, value or weight is impractical for the Carrier to handle in normal course.

10.5 Liability:

If pick-up Service or Delivery Service is performed by or on behalf of the Carrier, such surface transportation shall be upon the same terms as to liability as set forth in Article 12 hereof. In any other event, and to the extent that other mandatory regulations apply, the issuing Carrier and the last Carrier, respectively, in forwarding and re-forwarding the Cargo shall do so only as agents of the Shipper, the owner, or the Consignee, as the case may be, and shall not be liable for any damage arising out of such additional Carriage unless provided to have been caused by its acts or omissions done with intent to cause damage, death, injury, loss or delay or recklessly with actual knowledge that damage, death, injury, loss, delay would probably result. The Shipper, the owner and the Consignee hereby authorize such Carriers to do all things deemed advisable to effect such forwarding or re-forwarding, including, but without limitation, selection of means of forwarding or re-forwarding and the routes thereof (unless these have been specified by the Shipper in the Air Waybill), execution and acceptance of documents of Carriage (which may include provisions excluding or limiting liability) and consigning of cargo with no declaration of value, notwithstanding any declaration of value in the Air Waybill.

ARTICLE 11: SUCCESSIVE CARRIERS

11.1 Carriage to be performed under one contract of Carriage by several successive Carriers is regarded as a single operation.

ARTICLE 12: CARRIER'S LIABILITY

12.1 Subject to the provisions set out below, the Carrier is liable (if at all) to the Shipper, the Consignee or any other person for damage sustained in the event of destruction or loss of, or damage to, or delay in Carriage of the Cargo only if the occurrence which caused the damage so sustained took place during Carriage as defined in Article 1 above.

12.2 Except as may be otherwise provided in any applicable Convention, the Carrier is not liable to the Shipper, the Consignee or any other person having an interest in the Cargo in tort or contract or bailment or otherwise for any consequences of any delay in the collection of the Cargo or loss of or damage to or deterioration of the Cargo or misdelivery or failure to deliver or delay in delivery of the Cargo for any reason whatsoever including without limiting the foregoing, the negligence, recklessness, gross negligence or willful conduct or default on the part of the Carrier or its servants or agents whether or not the same occurs in the course of performance by or on behalf of the Carrier under the contract or in events which are in the contemplation of the Carrier and/or the Shipper or in events which are foreseeable by them or either of them or in events which may constitute a fundamental breach of contract or breach of a fundamental term.

12.3 The Carrier will not be liable for any loss, damage or expense arising from death due to natural causes or death or injury of any animal caused by conduct or acts of the animal itself or of other animals such as biting, kicking, goring or smothering, nor for that caused or contributed to by the condition, nature or propensities of the animal, or by defective packing of the animal, or by the inability of the animal to withstand unavoidable changes in its physical environment inherent in Carriage by air. Furthermore, the Carrier will not be liable for loss or damage resulting from the inherent defect, quality or vice of the Cargo carried.

12.4 The Carrier shall not be liable in any event for any (i) loss of business opportunities and contracts, revenue, profits, anticipated savings, goodwill or reputation (whether arising directly or not) and (ii) special, indirect or consequential loss or damage arising from Carriage subject to these Conditions, whether or not the Carrier had knowledge that such loss or damage may be incurred.

12.5 If the damage was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he derives his rights, the Carrier shall be wholly or partly exonerated from liability to the claimant (if any liability should attach at all) to the extent that such negligence or wrongful act or omission caused or contributed to the damage.

12.6 Liability of the Carrier (if any at all) shall not exceed the applicable Convention limit or, if no Convention applies, 17 Special Drawing Rights, per kilogram of Cargo destroyed, lost, damaged or delayed. If, with the agreement of the Carrier, the Shipper has made a special declaration of value for Carriage and has paid the supplementary sum applicable, it is agreed that any liability shall in no event exceed such declared value for Carriage stated on the face of the Air Waybill. All claims shall be subject to

proof of value.

12.7 In the case of loss, damage or delay of part of the Shipment, or of any object contained therein, the weight to be taken into consideration in determining the amount to which the Carrier's liability (if any at all) is limited shall be only the weight of the package or packages concerned or the items (smallest unit of account being an object, package, box, or carton) affected when unpacked irrespective of the number of packages identified on the Air Waybill. Nevertheless, when the loss, damage or delay of part of the Shipment, or of an object contained therein, affects the value of other packages, boxes or cartons covered by the same Air Waybill, the total weight of such affected package, box or cartons shall also be taken into consideration in determining the limit of liability. In the absence of proof to the contrary, the value of such part of the Shipment lost, damaged or delayed as the case may be, shall be determined by reducing the total value of the Shipment in the proportion that the weight of that part of the Shipment lost, damaged or delayed has to the total weight of the Shipment.

12.8 The Shipper, the owner and the Consignee whose property causes damage to or destruction of another Shipment or of the property of the Carrier, shall jointly and severally indemnify the Carrier for all losses and expenses incurred by the Carrier as a result thereof. The Cargo which, because of inherent defect, quality or vice or because of defective packing, is likely to endanger aircraft, persons or property may be abandoned or destroyed by the Carrier at any time without notice and without liability therefore attaching to the Carrier.

12.9 A Carrier issuing an Air Waybill for Carriage over the lines of another Carrier does so only as Agent for such other Carrier. Any reference in an Air Waybill to Carriage to be performed by another Carrier shall be deemed to refer to Carriage to be provided as principal by such other Carrier. No Carrier shall be liable for the loss, damage or delay of the Cargo not occurring on its own line except that the Shipper shall have a right of action for such loss, damage or delay on the terms herein provided against the first Carrier and the Consignee or other person entitled to delivery shall have such a right of action against the last Carrier under the contract of Carriage.

12.10 Whenever the liability of the Carrier is excluded or limited under these Conditions, such exclusion or limitation shall apply to Agents, servants or representatives of the Carrier and also to any Carrier whose aircraft or other means of transportation is used for Carriage.

ARTICLE 13: LIMITATIONS ON CLAIMS AND ACTIONS

13.1 Receipt by the person entitled to delivery of the Cargo without complaint is prima facie evidence that the same has been delivered in good condition and in accordance with the contract of Carriage.

13.2 No action shall be maintained in the case of loss or damage to goods unless a complaint is made to the Carrier in writing by the person entitled to delivery. Such complaint shall be made:

13.2.1 in the case of visible damage to or partial loss of the goods, immediately after its discovery and at the latest within fourteen (14) Days from the date the goods have been placed at the person's disposal;

13.2.2 in the case of other damage to the goods, within fourteen (14) Days from the date the goods have been placed at the person's disposal;

13.2.3 in the case of delay, within twenty-one (21) Days from the date on which the goods were placed at the disposal of the person entitled to delivery; and

13.2.4 in the case of non-delivery of the goods, within one hundred and twenty (120) Days of the date the goods ought to have arrived at destination.

13.3 The right to damages shall be extinguished if an action is not brought within two (2) years, reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the transportation stopped. The method of calculating that period shall be determined by the law of the court seized of the case.

ARTICLE 14: OVERRIDING LAW

14.1 To the extent that any provision contained or referred to in the Air Waybill or herein is contrary to anything contained in the applicable Convention, and in any applicable laws, government regulations, orders or requirements that cannot be waived by agreement of the parties, such provision shall not apply.

14.2 The invalidity of any provision shall not affect the validity of any other provision contained herein.

ARTICLE 15: MODIFICATION AND WAIVER

15.2 No Agent, servant or representative of the Carrier has authority to alter, modify or waive any provision of the contract of Carriage or of these Conditions.