

- The calculation for freight transportation is conducted in AED or USD, to be deposited into the company's account in the UAE. In the event of insufficient funds in the client's balance, the company reserves the right to withhold the unpaid cargo. Payment must be made prior to the client receiving the cargo.
- The company is not liable for the preservation of the delivered cargo in the absence of proper packaging, specifically: sturdy cardboard wrapped in stretch film to prevent moisture (applicable to non-fragile cargo), as well as fragile and easily breakable items without appropriate additional specialized packaging.
- In case of loss or damage to uninsured cargo, only the value according to the inventory will be compensated, but not exceeding \$20 per kilogram of cargo (in accordance with air transportation regulations). For lost or damaged insured cargo, the declared value will be fully reimbursed.
- The cost of full insurance amounts to 3% of the declared value of the cargo. Claims regarding the cargo will be accepted in the appropriate forms within the next working day from the moment of cargo receipt.
- In the event of discovering undeclared hazardous cargo, the carrier reserves the right to impose an unconditional fine of \$10,000. This error may impact the entire shipment, affecting other clients' cargoes and potentially resulting in the removal of the flight, detention by airport security services, followed by administrative liability. All additional expenses incurred due to this violation will be fully borne by the responsible party.
- The following items are not accepted for transportation with customs clearance: food products (including coffee, tea), medical and narcotic drugs (including alcohol, cigarettes, and tobacco), explosive and easily inflammable substances, weapons and ammunition, antique and art objects protected by law, counterfeit products.