

## SUPPLIER SERVICE LEVEL AGREEMENT

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## A. THE PARTIES

This Service Level Agreement (SLA), dated [Click or tap to enter a date.](#) **between SOCIEDAD INTERNACIONAL DE TRANSPORTES DECA S.A.C.** (hereinafter referred to as '**WE**' or '**US**'), trading as **DECAPACK**, having its registered place of business located in Claudio Arrau 9452, Santiago, Chile and [Click or tap here to enter Partner's company legal name](#) (hereinafter referred to as the "**SUPPLIER**" or **SUPPLIER**), having its registered place of business located at [Click or tap here to enter city, country.](#)

Both companies shall also be referred to as '**the PARTIES**' in this Agreement.

<b>The SUPPLIER</b>	
Company legal name:	<a href="#">Click or tap here to enter the Partner's legal name.</a>
Company legal entity:	<a href="#">Click or tap here to enter the Partner's legal entity.</a>
Company registration number:	<a href="#">Click or tap here to enter the Partner's registration number.</a>
Company trading name:	<a href="#">Click or tap here to enter the Partner's trading name.</a>
City and country:	<a href="#">Click or tap here to enter the Partner's City and Country.</a>

## B. STATEMENT OF UNDERSTANDING & COMPLIANCE

1. Both PARTIES undertake to conduct their business at all times in compliance with local, national and where applicable, international laws and regulations.
2. The PARTIES acknowledge that they have read and understood this Agreement in full and agree to abide by all requirements laid out in this document.
3. **If contradictory regulations or agreements exist between the Parties, the following order of precedence shall apply:**


Click or tap here to enter text.

If no order of precedence has been indicated in this document, this means that this SLA prevails on any other signed regulations or agreements between the Parties, at the exception of any Addendum to this SLA.

4. **Any Addenda to this SLA are to be listed here-under for later reference (document name, date):**

Click or tap here to enter text.

5. The term of this Agreement is for the following period: Click or tap to enter a date. to Click or tap to enter a date. This SLA will be reviewed annually between the Parties.
6. The SUPPLIER signature below indicates the understanding, agreement and intention of the SUPPLIER to comply with this SLA, any superseding agreements and any Addenda to this Agreement agreed upon between the Parties.

COMPANY LEGAL NAME	SUPPLIER COMPANY NAME
SOCIEDAD INTERNACIONAL DE TRANSPORTES DECA S.A.C.	Click or tap here to enter text.
SIGNATURE: 	SIGNATURE:
Print name: Ivonne Gutiérrez	Print name: Click or tap here to enter text.
Print initials: IG	Print initials: Enter initials.
Title: General Manager	Title: Click or tap here to enter text.
Signature date: Click or tap to enter a date.	Signature date: Click or tap to enter a date.

### C. SUPPLIER CONTACT INFORMATION (COMPULSORY)

Company Details	
Address	Click or tap here to enter text.
Mailing Address	Click or tap here to enter text.
Main Telephone number	Click or tap here to enter text.
E-mail	Click or tap here to enter text.
Website	Click or tap here to enter text.
Key Contacts	
Primary contact name	Click or tap here to enter text.
Title	Click or tap here to enter text.
Direct phone number	Click or tap here to enter text.
E-mail	Click or tap here to enter text.

Mobile	Click or tap here to enter text.
Skype	Click or tap here to enter text.
<b>Second contact name</b>	<b>Click or tap here to enter text.</b>
Title	Click or tap here to enter text.
Direct phone number	Click or tap here to enter text.
Mobile	Click or tap here to enter text.
E-mail	Click or tap here to enter text.
Skype	Click or tap here to enter text.
<b>Out of Hours contact name</b>	<b>Click or tap here to enter text.</b>
Title	Click or tap here to enter text.
Direct phone number	Click or tap here to enter text.
Mobile	Click or tap here to enter text.
E-mail	Click or tap here to enter text.
Skype	Click or tap here to enter text.
<b>Contact for Rates &amp; Pricing</b>	<b>Click or tap here to enter text.</b>
Title	Click or tap here to enter text.
Direct Phone number	Click or tap here to enter text.
Mobile	Click or tap here to enter text.
E-mail	Click or tap here to enter text.
Skype	Click or tap here to enter text.
<b>Escalation contact</b>	<b>Click or tap here to enter text.</b>
Title	Click or tap here to enter text.
Direct phone number	Click or tap here to enter text.

Mobile	Click or tap here to enter text.
E-mail	Click or tap here to enter text.
Skype	Click or tap here to enter text.
<b>Company Bank details</b>	
Bank account number	Click or tap here to enter text.
IBAN	Click or tap here to enter text.
<b>Account Department</b>	
Title	Click or tap here to enter text.
Direct phone number	Click or tap here to enter text.
Mobile	Click or tap here to enter text.
E-mail	Click or tap here to enter text.
Skype	Click or tap here to enter text.

## D. SCOPE AND PURPOSE

1. The purpose of this Service Level Agreement (SLA) is to describe our company's expectations for business Suppliers while providing services on our behalf and to identify the service commitment to each other, to help both PARTIES meet the demands and needs of our respective clients.
2. All future changes to this Agreement will be communicated to the Parties via a clear addendum process. Each agreed and signed Addendum to this Agreement is to be considered as an official attachment to this Service Level Agreement. Any modifications implemented directly in this document, and not through an Addendum, shall render this Agreement null and void.

## E. GENERAL RESPONSIBILITIES

1. The SUPPLIER agrees to notify US in writing immediately if there is any significant change in ownership or management of the SUPPLIER's company.
2. Each individual executing this SLA represents and warrants that they have full authority to do so on behalf of their respective companies.
3. The PARTIES to this agreement each warrant that:

- a. They hold applicable and valid insurances in respect of their legal, contractual and public liabilities and will provide proof of insurance coverages if requested by one of the Parties.

## F. COMPLIANCE REQUIREMENTS

We aim to unite our strengths with our suppliers to make full use of the opportunities sustainable development offers. We expect our suppliers as well as their suppliers and subcontractors to fully comply with applicable laws and adhere to internationally recognized environmental, social and corporate governance standards. Together we can combine economic success, social responsibility and environmental protection in our business operations and create a sustainable future for generations to come.

This Supplier Code of Conduct / SLA is inspired by the United Nations Global Compact of which we are an active member. We in turn encourage our suppliers to embrace this commitment themselves. As our SUPPLIER, we particularly expect you to embrace the following standards, based on areas of the principles of the UN Global Compact and on our FIDI/FAIM certification:

### 1.1 Privacy & data protection policy

- 1.1.1 Good privacy practices are a key part of corporate governance and accountability. One of today's key business imperatives is maintaining the privacy of personal information which we capture by Supplier in a signed Data Processing Agreement. As business systems and processes become increasingly complex and sophisticated, organizations are collecting growing amounts of personal information. As a result, personal information is vulnerable to a variety of risks, including loss, misuse, unauthorized access, and unauthorized disclosure.
- 1.1.2 The Privacy Principles are essential to the proper protection and management of personal information. They are based on internationally known fair information practices included in many privacy laws and regulations of various jurisdictions around the world and recognized good privacy practices.
- 1.1.3 The PARTIES are expected to strike a balance between the proper collection and use of their customers' personal information as individuals expect their privacy to be respected and their personal information to be protected by the organisations with which they do business. Customers are no longer willing to overlook an organisation's failure to protect their privacy.
- 1.1.4 The PARTIES must ensure that they provide notice about their privacy policies and procedures and identify the purposes for which personal information is collected, used, retained, and disclosed.
- 1.1.5 The PARTIES must ensure that they have a documented process in place ensuring that personal information is collected, used, retained, disclosed, and disposed of in conformity with applicable privacy and data protection legislation in the jurisdictions in which they operate, and that they will obey and uphold those laws.
- 1.1.6 The PARTIES must ensure that personal data will never be sold, lent or leased to third parties to be used in direct marketing via email, direct mail, telephone and other methods of communication.
- 1.1.7 The PARTIES must ensure that they have addressed the following generally accepted Privacy Principles:
  - **Management:**  
The PARTIES define, document, communicate, and assign accountability for their privacy policies and procedures.
  - **Notice:**



The PARTIES provide notice about their privacy policies and procedures and identify the purposes for which personal information is collected, used, retained, and disclosed.

- **Choice and consent:**

The PARTIES describe the choices available to the individual and obtains implicit or explicit consent with respect to the collection, use, and disclosure of personal information.

- **Collection:**

The PARTIES collect personal information only for the purposes identified in the notice.

- **Use, retention, and disposal:**

The PARTIES limit the use of personal information to the purposes identified in the notice and for which the individual has provided implicit or explicit consent. The PARTIES retain personal information for only as long as necessary to fulfil the stated purposes or as required by law or regulations and thereafter appropriately disposes of such information.

- **Access:**

The PARTIES provide individuals with access to their personal information for review and update.

- **Disclosure to third parties:**

The PARTIES disclose personal information to third parties only for the purposes identified in the notice and with the implicit or explicit consent of the individual.

- **Security for privacy:**

The PARTIES protect personal information against unauthorized access.

- **Quality:**

The PARTIES maintain accurate, complete, and relevant personal information for the purposes identified in the notice.

- **Monitoring and enforcement:**

The PARTIES monitor compliance with its privacy policies and procedures and have procedures to address privacy related complaints and disputes.

## 1.2 Access control

1.2.1 The PARTIES must demonstrate how they control physical access to warehouse and office facilities and to transportation during transit up to the point within the PARTIES' control.

1.2.2 The PARTIES must demonstrate how they identify the persons coming into contact with the Transferee's goods whilst in their care and control including during moving, storage and handling processes.

## 1.3 Inventory control

1.3.1 The PARTIES must demonstrate their processes to control access to the goods whilst in their care, to account for the packages received into and / or handed out of their control. This includes signed packing inventories, procedure to record additions and / or withdrawals of packages and / or items from the list during the transit and / or warehousing of the consignment; and warehouse procedure to receive and / or release the consignment (e.g. warehouse control sheet, checklist, case-checklist).

## 1.4 Environmental policy

1.4.1 The PARTIES must ensure that they comply with all relevant local environmental legislation.

1.4.2 The PARTIES must ensure that they have a documented Environmental Policy including as a minimum a mission-statement from management showing a commitment to reduce the impact on the environment.

- 1.4.3 The PARTIES must ensure that their Environmental Policy is communicated to all staff and applicable contractors.

## 1.5 Corporate Social responsibility

The PARTIES must ensure they:

- 1.5.1 Have a documented Code of Conduct which addresses the following minimum requirements:
- Commitments and policies for ensuring a healthy and safe working environment for employees; protection against harassment; anti-discrimination policy based on race, religion, disability and sexual orientation.
  - Legal, ethical, honest and professional relationships with customers, employees, vendors and suppliers.
  - Anti-trust or anti-competitive activities; especially top-level commitment to free and fair competition e.g. Agreements with potential competitors which prevents, restricts or distorts competition; exchange of sensitive commercial data regarding prices or quantities (including sales, market share, territories or customers).
  - Compliance with applicable laws, rules and regulations.
  - Escalation and corrective actions process.
  - Company Social Responsibility / Code of Conduct policy and procedures are communicated to the company staff.
- 1.5.2 Will not engage or participate in any way, in anti-competitive behaviour or infringement of competition laws including but not limited to price-fixing.
- 1.5.3 Will maintain the highest level of legal, ethical, honest and professional relationships with clients and Transferees, employees, and suppliers.
- 1.5.4 Will not discriminate on the basis of race, religion, disability, age, sexual orientation or gender.
- 1.5.5 Will remain alert to any incident involving the smuggling of drugs or any other illegal substances, or any incident of human trafficking – and alert the police or other appropriate authorities as soon as such an incident is discovered.
- 1.5.6 Will comply with applicable legislation relating to the recruitment and employment of their staff.
- 1.5.7 Will ensure that all operative crew personnel assigned to work at or in a Transferee's private residence are known to them and (where legally possible) are vetted by means of an approved Criminal Background Check (police record check); such background check(s) to be retained on record by the supplier.
- 1.5.8 Will ensure that all applicable personnel, whether direct employees or contractors are legally entitled to work in the country in which they are employed.
- 1.5.9 Will ensure that all personnel, whether direct employees or contractors are employed through their own free will with no coercion from other parties.
- 1.5.10 Will ensure that all personnel, whether direct employees or contractors are aged at least 15 years or over.
- 1.5.11 Will pay at least the national minimum wage.
- 1.5.12 Will ensure that all personnel, whether direct employees or contractors are able to work free from harassment of any kind.

## 1.6 Supply Chain; Quality Management

- 1.6.1 To provide a quality service, the supplier must have complete responsibility. The supplier's responsibility for all purchased services required to have an appropriate process for the evaluation, selection and monitoring of purchased service providers but also for demonstrating how they control and guarantee a quality performance in their Supply Chain.
- 1.6.2 The PARTIES must ensure they meet minimum requirements:
- Demonstrate the process for selection and approval of Service Providers.
  - Maintain a list of approved Service Providers, which should be readily available to staff.
  - Provide written instructions in advance to the service provider and / or contractor, including billing instructions, and/or evidence of an on-going contract.
  - Demonstrate the process to control quality performance in their Supply Chain.
  - Demonstrate the process to control Data Protection (privacy) in their Supply Chain.
  - Demonstrate the process to mitigate the risk of Bribery & Corruption in their Supply Chain.
  - Demonstrate the process to mitigate the risk of Anti-Trust non-compliance in their Supply Chain.

## 1.7 Anti-bribery and anti-corruption

- 1.7.1 The PARTIES are responsible for awareness and compliance with all applicable laws countering anti-bribery and corruption in all jurisdictions in which they operate. The laws that apply to particular international business activities include those of the countries in which the activities occur as well as others that – like the US Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act 2010 – govern the international operations of national companies and citizens in respect of their conduct both at home and abroad.
- 1.7.2 As the SUPPLIER in this Agreement, affiliated to FIDI:
- 1.7.3 You warrant your pledge and responsibility to uphold at all times and communicate to all stakeholders, the highest ethical standards in your own business and throughout your supply chain, and through your affiliation to FIDI (if applicable) you have agreed to and signed the FIDI Anti-Bribery and Corruption Charter summarised herein and below (FAIM pre-requisite).
- 1.7.4 You must provide evidence that the FIDI Anti-Bribery and Anti-Corruption Charter is communicated to staff by management i.e. Demonstrated Top Level Commitment.
- 1.7.5 You must provide evidence that the FIDI Anti-Bribery and Anti-Corruption Charter is communicated to individuals (private customers or corporate accounts).
- 1.7.6 You must demonstrate the process to mitigate the risk of Bribery & Corruption in your Supply Chain.
- 1.7.7 As the SUPPLIER in this Agreement, however not affiliated to FIDI:
- 1.7.8 You warrant your pledge and responsibility to uphold at all times and communicate to all stakeholders, the highest ethical standards in your own business and throughout your supply chain, and agree to abide by the FIDI Anti- Bribery and Corruption Charter summarised herein and below:
- 1.7.9 That you will:
- 1.7.10 Never engage in any form of bribery, either directly or through any third party.
- 1.7.11 Never offer, make or authorise an improper payment (cash or otherwise) to any individual, including any local or foreign official anywhere in the world.
- 1.7.12 Never attempt to induce an individual, or a local or foreign official to act illegally or improperly.
- 1.7.13 Never offer, or accept, money or anything of value, such as gifts, kickbacks or commissions, in connection with the procurement of business or the award of a contract.

- 1.7.14 Never offer or give any gift or token of hospitality to any public employee or government official or representative if there is any expectation or implication for a return favour.
- 1.7.15 Never accept any gift from any business Supplier if there is any suggestion that a return favour will be expected or implied.
- 1.7.16 Never facilitate payments to obtain a level of service which one would not normally be entitled to.
- 1.7.17 Never disregard or fail to report any indication of improper payments to the appropriate authorities.
- 1.7.18 Never induce or assist another individual to break and applicable law or regulation.

## 1.8 Health & Safety including fire prevention

The PARTIES must ensure they:

- 1.8.1 Comply with all applicable Health & Safety laws in all jurisdictions in which they operate.
- 1.8.2 Have a documented Health & Safety policy covering all aspects of their normal work to ensure adequate control of health and safety risks arising from work activities.
- 1.8.3 Have nominated a senior manager to have responsibility for the enforcement and regular review of this policy.
- 1.8.4 Communicate this policy to all personnel through training, supervision and the distribution of relevant health and safety instructions.
- 1.8.5 Comply with all relevant Fire Safety legislation.
- 1.8.6 Have a documented Fire Safety policy.
- 1.8.7 Have nominated a full-time employee Fire Safety officer.
- 1.8.8 Maintain and will replace as necessary all firefighting equipment, fire alarm and fire preventions systems.
- 1.8.9 Conduct and record regular Fire Drill procedures for all employees.
- 1.8.10 Ensure that adequate Building evacuation routes are identified, clearly signed, kept clear of obstruction and that employees are made aware of them through regular drills.

## 1.9 Licensing

The PARTIES must:

- 1.9.1 Have all appropriate (and which must be current) licences required to operate their business in the jurisdiction(s) in which they are situated.
- 1.9.2 Ensure that all vehicles which they operate or use are correctly licensed for the applicable purpose.
- 1.9.3 Ensure that all vehicles which they operate or use are maintained for safety and roadworthiness, and periodically safety and roadworthiness tested according to local regulatory requirements.

## 1.10 Risk management and business continuity

The PARTIES must ensure that they:

- 1.10.1 Operate a documented risk assessment process to identify the risks associated with disaster interruption to the business, the workplace and work activities, including computer data.
- 1.10.2 Have a documented process or set of procedures (e.g. Business Continuity or Disaster Recovery plan) to aid business continuity of operations and recovery of lost computer data.
- 1.10.3 Maintain a documented IT Back-Up process which ensures that data stored in the business' computers is routinely transferred/copied to an alternative system and stored off-site, to facilitate recovery (in the event of data loss).

- 1.10.4 Provide periodical instruction to applicable personnel on how to conduct business when working off-site, for example, from home, in circumstances caused by disaster interruption.

## G. SERVICES: THE SERVICES DEFINED BELOW MUST BE PROVIDED BY OUR AGENT

### A. Origin Agent Services

1. **Initiation:** Once a survey request has been received by the agent, the following steps must be undertaken:

- (a) Agent shall acknowledge receipt, in writing, within 2 working days to Decapack.
- (b) Agent shall initiate contact with the transferee within one (1) Business Day and keep Decapack informed of the scheduled survey date.

2. **Survey:**

- (a) Agent shall perform each Survey at no cost to DECAPACK.
- (b) In the case where any specific situation prevents the agent from performing the survey without incurring extra costs, DECAPACK must be informed immediately and the agent must receive prior consent from DECAPACK before incurring and invoicing any survey-related costs.
- (c) When a virtual survey, by telephone or video, is performed because a physical survey is not possible, DECAPACK must be informed.
- (d) When the Survey is performed, DECAPACK must be notified immediately of any Goods which constitute prohibited articles under applicable laws and regulations of the origin country, the destination and transport method.
- (e) Within one (1) Business Day of completing the Survey, Agent shall provide DECAPACK with the results of the Survey and indicate any items that require special handling (e.g. pianos), crating, as well as any access difficulties which account for extra charges, and if known, the requested packing date.
- (f) Within three business days, the agent must provide an estimated cost for the required services.
- (g) A copy of the survey sheet must be sent to DECAPACK along with the survey results.

### 3. Packing and Loading

Agent shall complete the packing, loading and securing of each shipment in accordance with FIDI/FAIM standards:

- (a) The agent must not pack or pick up any items without written instructions from DECAPACK to do so.
- (a) Obtain optimum density by using all available space and disassembling commonly disassembled goods.
- (b) Create legible packing list (if a language other than English is used for creating the packing list, a translation into English must be supplied) identifying all Goods in the Shipment with an accurate description of carton contents (e.g. do not write “miscellaneous” or vague descriptions such as “kitchen items”), and full identification of appliances and

electrical items, this identification MUST include make, model and serial number according to the destination.

(c) All furniture must be listed denoting condition at time of wrapping, photographs of pre-existing damage to any items must be sent.

(d) Crew Leaders must write their names and sign the packing list in the corresponding section.

(f) Under no circumstances should our agents accept PBO ("Packed by owner") listed on a packing list or included in a Shipment. Any carton presented to a Packing Crew as a PBO must have its contents inspected, ensuring that the carton contains no restricted items and there is no threat to the security of a ship, plane, or other vehicle on which it is to be transported.

(g) The end number of the packing list must be clearly identified.

(h) In the case that the volume or weight of the goods to be packed deviates from the approved volume or weight, the agent must inform DECAPACK as soon as the deviation is discovered, especially before packing and picking up any volume greater to the approved volume. DECAPACK reserves the right to deny any extra charges for any volume greater to the approved volume without prior approval of such charges and DECAPACK also reserves the right to invoice back to the agent any extra charges incurred during subsequent stages of the move due to any such volume picked up without prior authorization.

#### 4. Documentation.

(a) Export procedures must only be initiated at origin once DECAPACK has given a formal authorization to proceed.

(b) Agent shall submit to DECAPACK (the shipping pre-advice and confirmation of pickup with final weight and dimensions within two (2) Business Days of final loading of the Shipment. Please adhere to the consignment instructions given by our traffic executives. A draft CMR/AWB/OBL must be submitted to DECAPACK for approval. Additionally, Agent must provide the piece count and sailing/flight details.

#### 5. Permanent Storage.

##### Agent shall:

(a) Arrange secure facilities for permanent and/or temporary storage.

(b) Temporary and permanent storage, where required, shall be invoiced quarterly.

#### B. Destination agent services

The Services defined below are standard requirements and must be performed notwithstanding any specific instructions received from DECAPACK for the shipment.

##### 1. Arrival

(a) Agent shall notify DECAPACK in writing, of freight arrival at the Destination Country.

##### 2. Customs Clearance

(a) Unless otherwise requested, Agent shall prepay port charges on behalf of the Transferee and invoice the transferee directly. In that case, the agent shall recover the



payment from the transferee. DECAPACK shall not be liable for any such payments owed by the transferee in the case of non-payment by the transferee.

(b) Agent shall notify DECAPACK, in writing, of any duties, taxes or inspection fees and must obtain approval from DECAPACK for any such charges which the agent considers necessary to bill back to DECAPACK. DECAPACK will not be liable for any fees charged to DECAPACK without prior corresponding approval.

(c) Agent shall present back up documentation for any additional charges that have to be paid (duties and taxes, THC, bonded warehouse, etc.).

(d) Agent must keep DECAPACK notified in writing of actual customs clearance process. If the duration of customs clearance exceeds 48 hours, the agent shall inform DECAPACK and provide information about the progression of the customs clearance process to enable us to update the client on the status of their removal.

(e) If local customs representatives have inspected the Shipment, Agent shall report to DECAPACK, in writing, within twenty-four (24) hours.

### **3. Drayage from Airport / Seaport of Arrival.**

(a) Agent shall coordinate drayage from the place of termination of the OBL/AWB/CMR, unless contracted by another supplier.

(b) Agent shall verify all container seals upon arrival and at time of delivery to ensure each container has not been opened during transit. If any container seals do not match or have been broken, Agent will notify DECAPACK immediately in writing, and also advise, in writing, the party from whom the agent took charge of the shipment of their responsibility for any such anomaly, and send a copy of any such notification to DECAPACK.

(c) As soon as the Shipment is received; agent shall notify DECAPACK in writing.

### **4. Destination Delivery Service.**

(a) Agent shall notify DECAPACK in writing of the scheduled delivery date before delivery takes place.

(b) Agent shall notify DECAPACK in writing of any delays, damages, or losses to the Goods during the Shipment no more than (2) Business Day of Agent's discovery; such delays, damages or losses will also be noted on the packing list or delivery receipt.

(c) Agent shall deliver appropriate shipping documents to the Transferee at time of delivery, including copies of the packing list, Transferee's feedback Form and any additional documents which DECAPACK may require the agent to remit to the transferee according to the particular requirements of the move.

(d) Transferees declining unpacking services must state and sign on the delivery documents.

(e) If transferees require reassembly of disassembled items (tables, desk units, shelf units, as examples), that do not require special tools or third-party services, this service must be provided by the agent.

(f) Uncrating at no additional charge (unless otherwise approved).

(g) In case any special services are required upon delivery to client's address and unless otherwise instructed by DECAPACK, Agent must bill transferee directly for the extra charges. DECAPACK will not be responsible for any such charges which remain unpaid.

(h) Agent shall forward all "Delivery Documents" to DECAPACK within five (5) Business Days of delivery of the Shipment to the Transferee. "Delivery Documents" include the signed packing list, notification of damage or loss, and Agent's invoice.

(i) In the case of damage or loss notified by the shipper or crew leader, the agent shall notify DECAPACK within 24 hours.

## H. BILLING AND PAYMENTS

### Billing Procedures

Agent shall submit an invoice to DECAPACK within thirty (30) days following the completion of Services rendered to DECAPACK, for processing and payment.

#### 1. Billing address:

- a. Invoices are to be sent by email to [agents@decapack.com](mailto:agents@decapack.com). We recommend that the agent put the address of the move coordinator who gave instructions for the service performed on copy.
- b. Invoices must mention:
  - (1) The name of the transferee.
  - (2) The DECAPACK file number (DECA 18032.1)
  - (3) The name of the coordinator who provided the agent with the instructions to perform the service.

#### 2. Payments:

- a. All payments are to be made in USD or EUR.
- b. FIDI payment rules will always be considered.

## I. INSURANCE

Agent must have all corresponding insurance policies required to handle all household goods shipments, including personal injury, liability and completed operations covering bodily injury, personal injury and property damage. Agent is responsible for maintaining limits of All Risk property insurance that is adequate to cover full insurance value of all Shipments.

## J. TERM AND TERMINATION

This Agreement shall be effective as of the Effective Date and shall continue until terminated as provided herein (the "Term"). Either Party may terminate this Agreement, with or without cause, by giving the other Party at least thirty (30) days' prior written notice of termination.