

Official Rules Of Engagement Notice I Page 3

Cancellations.

- Cancellations are allowed until 24 hrs before arrivals of containers and 2 hr before LCL works. After this time if any work has been performed to prepare for the cargo reception or the cargo release, the customer will be billed accordingly.

Transportation late arrival.

- We know that traffic and congestion occurs fast, and as such, when transportation arrives within one hour of initial appointment, the work will still be performed without any consequences. However, if transportation arrives after this time, work will be postponed for next open time frame. If the remaining of the day and the following day are completely booked, then the customer will decide if work is performed with approved over-time rates or until a time frame is available.

Email us directly at **Rates@ftlhub.io** for any additional questions.