

## **BONUS / MALUS compensation system**

voestalpine Krems

Dear carrier!

This contractually agreed compensation system sets out the following points, which will be paid or deducted in addition to or from the basic freight price:

### **1. BONUS CARRIER**

- Surcharge of EUR 40,00 per started hour, if the loading time is exceeded, as follows:
  - Max. 3 hour loading time free for one dispensing point<sup>1</sup>; every additional hour: EUR 40,00
  - Max. 3 hour loading time free for two dispensing points, every additional hour: EUR 40,00
  
- Maximum compensation:
  - Standing day EUR 400,00 (max. 10 h / day)
  
- Charging failure:
  - From 3pm before loading day till the start of work on the loading day -> 80% of the freight amount; unless a replacement load is provided (final destination within a radius of 75km)
  
- Equipment:
  - Customer ordered the wrong equipment -> truck can't be loaded as a result, unless a replacement load in provided (final destination within a radius of 75km
    - EUR 40,00 flat rate

### **2. MALUS CARRIER**

- An ordered delivery date/time is not met and we were not informed timely by the carrier. (before cancellation of deadline)
  - EUR 40,00 / transport
  
- Failure to comply with the loading slot (booked by the carrier), for example displacement, decay, cancellation, ... within 5 hours before the start of the loading slot (due to the pre-commissioning):
  - EUR 40,00 / loading slot
  
- Ordered equipment (for example: number of pillars or vehicle type) is not properly provided by the carrier:
  - EUR 40,00 flat rate
  
- German-speaking driver was not provided, although this was ordered.
  - EUR 40,00 flat rate
  
- Delivery date/time was reported incorrectly.
  - EUR 40,00 / false report

1) dispensing point = loading point with several charging stations

**General information:**

The data status of Bonus/Malus will be analyzed on the 2nd Friday (late on the following Tuesday) of the following month and transmitted to the carrier. Time limit for appeal for the carrier: one calendar week. We will not accept any complaints after the deadline. After this deadline, the credit voucher will be issued.

Contact Bonus / Malus: [VersandKREMS@logserv.at](mailto:VersandKREMS@logserv.at)