



## Terms & Conditions

- 1) C5C is a non-exclusive network of forwarding agents. Members are not obliged to use only C5C-agents. Each member may continue to work with his tried and trusted agents.
- 2) C5C is a network with a shipment obligation. C5C-members shall insert a reasonable number of shipments into the network to achieve appropriate return shipments. This is observed and evaluated by monthly reports.
- 3) Members are enjoined to use the C5C logo on letterheads, business cards and Internet appearances showing "Member of C5C".
- 3) Membership is legally effective after receipt of the membership fee. At the same time, members are informed when a new member joins the network.
- 4) The membership will be renewed automatically for another 12 months period. Notice to terminate membership must be given 6 months prior to the expiry of the membership year.
- 5) C5C is entitled to terminate the membership for specific reasons with immediate effect. Such reasons can be: extraordinary financial problems, extraordinary bad service, serious conflicts or disputes with other members that cannot be solved otherwise and would risk the reputation of the whole network, and others.
- 6) The C5C-head office is seriously involved in the quality of cooperation among members. Problems about reliability or about financial issues must be reported immediately to the C5C-management. Further information concerning financial issues will be found in the terms & conditions of the C5C-finance protect"
- 7) Members of C5C pay each other within 30 days or even faster for higher amounts involved. This is observed by monthly reports.
- 8) Members of C5C reply to each other within 24 hours or even much faster as a swift business requires fast action.
- 9) Members of C5C commit to be active in doing sales for other members.
- 10) Members of C5C provide only real net rates as well as real selling rates.



## General basis of calculation

### CC risk

The CC risk always rests with the destination partner. He decides whether to work on the basis of payment by cash or cheque or on account.

Exception: CC fees cannot be collected by the consignee for the following reasons, e.g.

- refusal to accept delivery by the consignee,
- problems with import clearance,
- other reasons making the collection of CC fees impossible for the destination agent.

In these cases the shipment can be returned using the cheapest method or destroyed or treated otherwise based on an individual arrangement as agreed and at the expense of the departure agent.

### Break bulk

No break bulk fee is charged, only splitting charges or similar fees as incurred.

### Profit share

Collect shipments 50/50,

Prepaid shipments routed by the destination agent are also 50/50

No profit share for normal prepaid shipments. The destination agent has the opportunity of profiting from local charges in this case.

members may make other agreements.

FOB costs remain with the departure partner, DDU costs remain with the destination partner.

As a basic rule, any losses are to be borne by the partner who generated the business.



## Something about Communication in the network:

- 1) Placing a message to all members: please send your message to [info@con5con.com](mailto:info@con5con.com) with the remark "Forward to C5C-Members". C5C will then distribute this message among all members.
- 2) First contact with another member: please put "C5C-Member" in the subject-line in order not to be mistaken, as these days many forwarders send out First-contact-messages and those are likely to be deleted.
- 3) Please keep a fair manner and a decent tone in your correspondence, even when things might not go the way they were planned before.
- 4) Feedback on quotations: in the rush of daily business life it has become normal manner not to reply on given proposals. But we ask our members to give appropriate feedback upon bigger inquiries e.g. general rates inquiries, specific inquiries for projects or tenders and others.
- 5) Be frank, be open! It's not good to keep your opinion for yourself – if something went wrong or not for your satisfaction, then say so. Improvement is a process, which can only be achieved by learning out of mistakes. This also includes your C5C-management, of course. But always consider the right tone, of course.
- 6) If you are in need for an agency abroad, do not hesitate to contact the C5C-management. Due to our intense travel work and our global contacts we shall be able to provide you with certain information about any market or at least start an inquiry among all members.
- 7) Disputes, queries should also be carried out in a fair manner. Please discuss any problems inside the C5C-network with us first, we will do our very best to help in solving the problem.
- 8) C5C is always open for proposals on improvement, changes of the C5C-network and its basics. Please let us know your ideas.