



**Airline cancellation policies, effective 1st November 2021**

**6E (+Ton)**

Penalty 100% of total estimated freight charge when Cancellation / No show / Postpone within 24 hours before ETD

Penalty 50% of total estimated freight charge when Cancellation / No show / Postpone within 48 hours before ETD

**AY**

Within 48hours 50% of the normal charge

Within 24hours 100% of the normal charge

**BA**

\*\*MUST ACCEPT SCA that airline pass to us after space confirmation.

**CA**

Due to limited capacity into Air China, pls note we cannot accept no show or late cancellation of must go cargo.

Cancellation or date amendment should be made by ETD-24hrs before 17:00PM.

Otherwise we will charge 100% of freight charge.

**CV**

\*Please note that incase of no show/cancelation after 72 hours, before flight departure, CV will charged 100% of the Dead Freight regardless of cargo no-show or cancellation.

**CX**

cancellation fee

For any no show/late cancellation we will have penalty 15% charge of freightage.

Any update/revision please inform us before 48hrs of departure time.

**EK**

The following additional cancellation fees shall be payable by Customer :

<b>Notice of Cancellation by Customer</b>	<b>Agreed Compensation payable by Customer</b>
Less than 96 hours but more than 72 hours written notice before the agreed Cut-Off time for the booking	<u>50%</u> of the total charges (including air freight rates and any other charges)
Less than 72 hours but more than 48 hours written notice before the agreed Cut-Off time for the booking	<u>75%</u> of the total charges (including air freight rates and any other charges)
Less than 48 hours written notice before the agreed Cut-Off time for the booking	<u>100%</u> of the total charges (including air freight rates and any other charges)

**EY**

Booking in chargeable weight, the following cancellation charges will be raised on the full invoices value:

\*Cancellation less than 72 hours prior to flight departure (3 business days) 25% of the full airfreight costs (excluding surcharges).

\*Cancellation less than 48 hours prior to flight departure (2 business days) 50% of the full airfreight costs (excluding surcharges).

\*Cancellation less than 24 hours prior to flight departure (1 business day) 100% of the full airfreight costs (excluding surcharges).



EAST-WEST LOGISTICS CO., LTD.

#### **FD / XJ**

- Penalty 100% of total freight charge when CANCELLATION or POSTPONE within 24 hours before flight departure time.(in office hours/weekday)
- Penalty 80% of total freight charge when CANCELLATION or POSTPONE within 48 hours before flight departure time.(in office hours/weekday)

#### **GA**

- Penalty 100% of total freight charge when Cancellation/Postpone within 24 Hours before STD 1410
- Penalty 80% of total freight charge when Cancellation/Postpone within 48 Hours before STD 1410
- Any Booking Decreasing Last Minute is more than 30% of original booking within 24 Hours before STD 1410, we will charge 100% of freight charge to original booking

#### **GF**

Remark for Penalty:-

- Penalty 100% of total freight charge when Cancel or Postpone within 24 hours before Flight Depart.
- Penalty 80% of total freight charge when Cancel or Postpone within 48 hours before Flight Depart.
- For Sunday flight , penalty 80% of total freight charge when CANCELLATION or Postpone after THURSDAY 1100t

#### **HX/RH**

For booking cancellation or space adjustment, please send us email 24 hours prior to flight departure (1 Working Day).

\*\*\*\*No show and Cancellation charges less than 24 hours, penalty 100% of freight charges\*\*\*\*

\*\*\*\*Update space confirmation less than 50% of booking and less than 48 hours, penalty 50% of air-freight charges\*\*\*\*

#### **MH**

\*\*\* MH: Condition during Constraint Situation \*\*\*

- Penalty 100% of total estimated freight charge when CANCELLATION/ or Postpone within 24 hours before Flight Dept Time, ETD 17.15
- Penalty 80% of total estimated freight charge when CANCELLATION/ or Postpone within 48 hours before Flight Dept Time, ETD 17.15
- In order to avoid unnecessary charge, please well-planning.

#### **MU/CK**

Please be noted that due to the Covid-19 situation, CK,MU,CA and CZ Airline will not accept any late cancellation and no show shipment because of the space limited.

However, airline will charge the 100% airfreight as dead freight in case of no show and late cancellation will be charged as below detail:

Cancellation less than 72 hours (working day) : Charge 50% as booked.

Cancellation less than 48 hours (working day) : Charge 80% as booked.

Cancellation less than 24 hours (working day) : Charge 100% as booked.

#### **SG**

- shipment is entitled for "NO CLAIM".
- Booking cancellation and no show will lead to 100% penalty ( 72 HRS PRIOR).

#### **TK**

\*\*\* Kindly aware of adjustment/cancellation/postponement before 72hr. Otherwise, there is a result 100% of total freight charge as per booking. \*\*\*

\*\*\* Kindly be informed that due to great impact from Covid-19 situation, Pricing, schedule, space/capacity availability etc., are subject to change.

We would not be able to accept claim due to the incident against the flight cancellations, delays, flight changes from the bookings accordingly. \*\*\*



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**QR**

Any booking update or cancellation, please let us know within 2 working days (before 16.40 weekday)

**QF**

\*Please note that in case of no show/cancellation after 72 hours, before flight departure, QF will be charged 100% of the Dead Freight regardless of cargo no-show or cancellation.

**WY**

- Penalty 100% of total estimated freight charge when CANCELLATION/ Postpone/ No show within 48 hours before Flight Departure time.
- Penalty 80% of total estimated freight charge when CANCELLATION/ Postpone/ No Show within 72 hours before Flight Departure time.
- In order to avoid unnecessary charge, please well-planning.