

## Product Terms 2025 – Intermodal transports

### Services

Intermodal transport by rail is CargoNet's service product for standardised transportation between fixed terminals. CargoNet aims to be the preferred supplier of such services within and to/from Norway through predictable services offering the appropriate level of integration with the overall value chain of the customers.

The core product consists of railfreight between two terminals and one handling/lift on and one handling/lift off the train. Extra lift/handling at the terminal (not caused by CargoNet) as well as storage (depot) in excess of grace periods will be invoiced to the customer in accordance with applicable terms and conditions.

Some departures are defined as Prime-time (Extra) with separate prices. These departures are marked in the timetable (see the Traffic Information item further below).

The Product Terms and General Carriage Terms and Conditions for CargoNet AS regulates the customer's and CargoNet's responsibility in connection with the transport. CargoNet is not responsible for the transport of a load unit / order which is not in compliance with such terms and conditions.

### Booking

- All orders / order confirmations must be in writing.
- Bookings for Partner and Priority (fixed capacity) is sent to [partner@cargonet.no](mailto:partner@cargonet.no). When making a booking the number and type of load unit as well as departure day and train number must be given.
  - When a fixed capacity booking is made, a written agreement is entered into between the customer and CargoNet for a firm commitment for a specified number of units per train/day. The agreement is automatically prolonged until changes / cancellations in accordance with relevant terms and conditions.
  - CargoNet will confirm the fixed capacity bookings by e-mail from [partner@cargonet.no](mailto:partner@cargonet.no) for the whole period. Information regarding the confirmed bookings as well as order reference numbers will be available through the web-portal.
  - A load unit booked on fixed capacity may be moved by the customer to an earlier or later train on the same day, subject to availability. Such request must be in writing and sent before the load unit is delivered at the terminal (gate in). Fixed capacity bookings may not be moved to a different day.
  - CargoNet may send already delivered units on an earlier train and notify the customer accordingly.
  - A fixed capacity booking may be extended to a new final destination, subject to availability.
- Booking for Flex and Ocean is done through the web-portal. Order management / confirmations commences three (3) weeks prior to scheduled departure. See User Manual for the web-portal for details.
  - For load units transported under Flex bookings the customer books the unit on a specified departure, but CargoNet may send already delivered units on an earlier train and notify the customer accordingly.
  - For load units transported under a Ocean booking, CargoNet will typically send the unit from departure terminal within 72 hours (3 working days) from the unit being made available for CargoNet and the booking has been confirmed.

- CargoNet confirms Flex and Ocean bookings by e-mail. Order No. is made available through the web-portal.
- For bookings containing dangerous goods (ADR/RID), see separate item as well as General Carriage Terms and Conditions for CargoNet AS.
- For international traffic (import/export), see separate item with respect to CargoNet's Customs Terms.

### **Completion of order / booking**

- When completing the order information, the customer must use the order ref. number.
- Order completion, for instances ILU no. (requirement), weight, ADR/RID info must take place no later than one hour prior to the load unit being delivered at the terminal (gate in).
- Customer Service may assist with order completion. The customer then provides the relevant info by e-mail to Customer Service. This is an additional service which will be invoiced in accordance with the published price list for such services.
- Correct weight of the load unit shall be provided by the customer to facilitate safe and efficient handling as well as train optimisation. In the case of incorrect or incomplete weight information (+/- 1 tonn) CargoNet may correct the weight of the load unit prior to train departure and charge a fee in accordance with the published list for such fees/charges

### **Cancellations**

- All cancellations shall be in writing
- The customer is responsible to document the time for cancellations made. This can be done by providing the log from the web-portal or e-mail..
- Confirmed bookings not used (no-show) are invoiced with 100% of the order amount. A new booking has to be made in case the relevant load unit shall be transported at a later stage.

### **Cancellation terms**

Fixed capacity (Partner and Priority):

- Cancellations more than 30 days prior to departure can be done free of charge
- Cancellations less than 30 days prior to departure and before 18:00 on the day prior to departure (closing), are invoiced with 70% of the agreed freight value.
- Cancellations done after 18:00 on the day prior to departure (closing) are invoiced with 100% of the agreed freight value.

Flexible capacity (Flex og Ocean):

- Trains with closing between 00:00 and 11:59. Cancellation free of charge before 18:00 on the day prior to departure (closing).
- Trains with closing between 12:00 and 23:59. Cancellation free of charge before 18:00 on the day prior to departure (closing). Cancellations made between 18:00 on the day prior to departure and 12:00 on the day of departure (closing) are invoiced with 50% of the agreed freight value.

- Cancellations made later than described above will be invoiced with 100% of the agreed freight value.

#### **Special condition (cancellation policy) for import to Norway:**

- Cancellation can be made free of charge until 11:00 on the day of departure. Cancellations made later and until one hour prior to closing are invoiced with 50% of the agreed freight amount. Cancellations that are made later (less than one hour prior to closing) are invoiced with 100% of the agreed freight amount.

#### **Suspension of Fixed Slots**

For the periods around holidays and summer, fixed slots are suspended. Fixed slots must be booked separately via [partner@cargonet.no](mailto:partner@cargonet.no). The same conditions apply the day before/after movable holidays.

The schedule for these periods is normally available no later than 6 weeks before the start of each period.

For 2025, the periods are:

- Christmas/New Year 2024/25: Week 52/1
- Easter: Week 16 and Week 17
- Summer: Week 26-34
- Christmas/New Year 2025/26: Week 52/1

Unforeseen railway works may delay the schedule for the suspension of fixed slots

#### **Delivery**

- **Entry to the terminal:**  
When delivering to the terminal, the order number must be provided. Vehicles will be directed to the appropriate location for unloading the load units (train/depot). For operational and safety reasons, the driver must follow instructions for vehicle positioning during loading/unloading and while moving around the terminal area.

Bane Nor's terminal handbook is available at [banenor.no](http://banenor.no)

- *Safety check of units before loading:*

All load units undergo a safety check during loading and departure control to ensure the units are safe for transport by train.

If a load unit has deficiencies that prevent it from being transported by train, CargoNet will attempt to correct minor issues (without notifying the customer) before departure and will invoice for documented deficiencies according to the fee price list. Safety-related issues that cannot be resolved on-site will be rejected. CargoNet may also inspect the interior load and securing of cargo if necessary.

## **Pick-up**

- *Upon arrival at the terminal:*  
Before a unit is picked up from the terminal, the driver must provide the customer name, ILU number, and vehicle registration number. The terminal will verify this information against the customer's submitted order to ensure proper delivery. In some cases, the driver may be asked to show confirmation of the transport order from CargoNet's customer to prevent incorrect delivery. For operational and safety reasons, the driver must follow instructions for vehicle positioning during loading/unloading and while moving around the terminal area
- *Pick-up inspection:*  
CargoNet's responsibility ends when the unit is placed on the truck or when the unit is placed in the depot (see General Carriage Terms and Conditions for CargoNet AS for details).

If the driver notices any damage to the unit when picking it up, this must be reported to the dispatch office before leaving the gate. CargoNet and the driver will fill out a damage report in case of any damage to the load unit/goods, which forms the basis for any future claims handling.

## **Pick-up at Port of Oslo**

Bookings are confirmed with an arrival time specified for Alnabru terminal, not Port of Oslo. Delivery to Port of Oslo may take up to 3 business days.

## **Dangerous Goods**

Please refer to General Carriage Terms and Conditions for CargoNet AS for further details on the transport of dangerous goods.

## **Traffic Information**

Traffic information on [cargonet.no](http://cargonet.no) provides updated information on our trains in production.

The timetable on [cargonet.no](http://cargonet.no) is kept up to date with regard to loading/unloading times for upcoming trains.

## **Tilleggstjenester**

Booked additional services are performed according to the order and invoiced according to the applicable price list for additional services. For terminals not operated by CargoNet, invoices will be issued based on the operator's price list plus a 10% administration fee.

## **Gebyr**

CargoNet will correct minor deficiencies related to the cargo carrier or order to ensure that the unit can be transported by train without contacting the customer. For this, CargoNet will invoice the customer according to the applicable fee price list. For terminals not operated by CargoNet, the customer will be invoiced based on the operator's price list plus a 10% administration fee.

## **Depot**

Units can be delivered up to 24 hours before departure and picked up within 24 hours after arrival, free of charge. After that, depot rental fees apply. See terms for depot rental and prices for each terminal.

To ensure safe and efficient terminal operations at CargoNet's terminals, CargoNet may impose short-term restrictions on delivery or depot use during periods of high demand. In such cases, CargoNet will aim to provide at least 2 hours' notice to its customers via customer notification. See CargoNet's General Transport Terms.

**Customs**

For cross-border transport and transport to/from Narvik (ARE), please refer to CargoNet's Customs Terms.