Hapag-Lloyd Chile Intermodal Service Guideline

General Considerations	All inland movements will be executed only upon confirmation of a valid booking. Requests must be submitted at least 48 business hours prior to the required container positioning or delivery date, regardless of cargo type. Each request must include: • Complete address of the delivery or pick-up location. • Name and telephone number of the contact person at the plant or destination. • Customs Broker's details: contact name, email and telephone number. • Service modality: ON-BL or OFF-BL. If the service requires a truck or chassis/platform with special characteristics (e.g., a specific height or a different type of suspension), this must be clearly indicated in the request. Access routes to the plant or loading point must be suitable for the safe passage of trucks, considering their size and weight. Should the plant be located in a residential area, the customer is responsible for obtaining and providing the necessary permits for truck circulation in the area. All export containers must be sealed by the customer at the loading point using a High Security Seal (HSS). Finally, the customer or their Customs Broker must provide, in a timely and proper manner, all necessary documentation for terminal gate-in and gate-out to both the terminal and the trucking company.
Weight Restrictions	Weight Limitations per Container Type • **20' Dry Container**: 25 tons + tare • **40' Dry Container**: 25 tons + tare • **Operational Reefer (RH)**: 24 tons + tare • **Non-Operational Reefer (RH NOR)**: 24 tons + tare For cargo exceeding these limits, availability must be confirmed before requesting the service. The overweight surcharge varies depending on the zone (North, Central or South). In the Central Zone, the overweight surcharge is CLP 66,000. For the North and South Zones, the rate is subject to review. The customer is responsible for proper stowage of the cargo and weight distribution inside the container.
Positioning / Delivery	Deliveries are executed Monday to Friday, according to the following arrival schedule: • Morning arrivals: 07:00 to 13:00 hrs. • Afternoon arrivals: 14:00 to 21:00 hrs. Please ensure that the customer's warehouse or plant is available to receive the cargo; otherwise, additional charges/services such as storage may apply. Check availability in advance if delivery is required during the weekend or after 21:00 hrs. Additional charges may apply.

Positioning / Delivery	Transit times and delivery schedules may be affected by events outside the control of Hapag-Lloyd and/or the carrier, such as road restrictions, terminal congestion, peak seasons, truck traffic restrictions on holidays, restricted transit hours on roads considered dangerous, strikes and/or mass protests, and weather-related force majeure events.
Waiting Time / Free Time	Free waiting time and additional time charges, by zone and type of service: • Central Zone, Dry and Reefer: 5 hours at the customer's plant and 3 hours at the port. CLP 88,000 for every additional 4 hours. • South Zone, Dry: 5 hours at the customer's plant and 3 hours at the port. CLP 66,000 for every additional 4 hours. • South Zone, Reefer: 10 hours at the customer's plant and 6 hours at the port. CLP 66,000 for every additional 4 hours. *These conditions may vary depending on the service, so we recommend validating them with your Sales Executive.
VGM	Customers are responsible for weighing the containers and providing the necessary information. For safety reasons, the carrier is only allowed to weigh the container using a scale located either at the same plant or within the terminal. If the weighing takes place at the terminal, the cost must be paid directly to the terminal by the customer or their representative. In the exceptional case where the customer requests a detour to weigh the container at another location, an additional charge equivalent to an additional plant may apply.
Dangerous Cargo	The requirements for this type of cargo must be reviewed prior to requesting the service. When making the booking, the UN number (ONU in Spanish) must be specified, and the Material Safety Data Sheet (MSDS) must be provided. The transport of dangerous cargo is subject to truck availability, as it requires vehicles and drivers authorized to carry dangerous goods within Chile.
OOG (Out of Gauge Cargo)	The requirements for this type of cargo must be reviewed prior to requesting the service. Due to the complexity of the operation and the high variability of providers, costs and conditions depending on the specific leg, a minimum notice of 8 business days is required prior to coordination. Each request will be reviewed individually and is subject to case-by-case confirmation.
Additional Surcharges	The following items are supplementary services available that may be required within the inland transport service. • **Redirection:** If the truck is already en route and the customer requests a change of address, an additional charge applies. In the Central Zone it is CLP 82,500 per event, and in the South Zone CLP 110,000. This amount may increase depending on the additional kilometers traveled because of the change; if a higher amount applies, your Sales Executive will inform you in advance. • **Multiple Plants**: If the truck's cargo must be discharged at different plants (all accessible within the same area), an additional charge applies, which will be evaluated case by case as it depends on the zone and the characteristics of the service.

Additional Surcharges	• **Off-Dock Storage**: Temporary storage of the full container when the truck is unable to take it to the port. The operational locations and their associated costs are detailed below. – **Central Zone CLSAI (dry / non DG / non OOG)** • CLP 145,000 + VAT for 10 days of storage. • CLP 9,000 + VAT for each additional day. *** For reefer cargo, consider CLP 2,000 per hour.** – **Central Zone CLVAP (dry / non DG / non OOG)** • CLP 235,000 + VAT for 15 days of storage. • CLP 9,000 + VAT for each additional day. *** For reefer cargo, consider CLP 2,000 per hour.** – **South Zone (Reefer):** • CLSVE: CLP 242,000 + VAT, includes Gate + Haulage. Storage CLP 44,000 per day. • CLCNL: CLP 330,000 + VAT, includes Gate + Haulage. Storage CLP 44,000 per day. • CLLQN: CLP 275,000 + VAT, includes Gate + Haulage. Storage CLP 44,000 per day. Please note that if the truck does not arrive at the off-dock facility on time and as agreed, storage costs differ from those indicated in this guide may apply, which will be informed by your Sales Executive. For the following storage cases, please request more information from your Sales Executive: - Dry Storage South Zone. - HGT Puerto Montt. **Police Escort**: If necessary, this must be planned by the customer or their representative. **Short Ramp**: **- Central Zone**: CLP 110,000. **- South Zone**: CLP 264,000. **Dead Freight**: If the trucking service has already been assigned and is subsequently cancelled, a charge of 100% of the freight value will apply. Should the truck be in transit to the customer's plant and/or arrive there without being serviced due to reasons beyond the carrier's control, a charge of 100% of the freight value will also apply.
Theft or Accidents	In the event of theft or an accident during the inland movement, Hapag-Lloyd will inform the customer as soon as the incident is confirmed. Liability will be determined in accordance with the terms and conditions of the Bill of Lading (BL) clauses. In the case of an accident, the land transportation company is obligated to carry out all necessary steps to recover the container and cargo and deliver them according to the customer's instructions. Cargo insurance coverage of UF 5,000 is included with our inland service in the Central Zone. For cargo in the South Zone, the policy covers UF 6,500. For greater coverage and more information, please contact your Sales Executive.

Services to Argentina	Rate Includes: - International freight service, one-way modality (empty return only in Mendoza/Buenos Aires, not in Chile). - Entry into the Argentine Customs Malvinas IT system for the release of the empty container in Uspallata. Rate Does Not Include: - Procedures before state or private entities outside transportation management, whether pertaining to the importer, the exporter or derived from the nature of the goods. Such procedures and any associated costs are the sole responsibility of the importer and/or exporter. - Loading and unloading operations of the goods (containers) and the costs associated with these tasks, unless a prior agreement exists with the exporter and/or importer. Transport Conditions: - The loading request (order) must be made at least 5 business days in advance. - Transit time: 2–3 days (not including customs processing time). - Tracking information provided throughout the entire route. - Equipment is fitted with national and international GPS. Cargo Insurance: Cargo insurance is the responsibility of the importer and/or exporter. Goods valued over USD 50,000 may require an armed escort (evaluated on a case-by-case basis). Others: - Detention charges will be USD 350/day per unit after 24 hours of waiting upon arrival at the loading/unloading point, including stoppages due to weather conditions, delays, strikes or any detention not related to our logistics management. - In case of cancellation of the requested service with less than 72 hours (3 business days) notice, a dead freight charge equivalent to 85% of the agreed freight value will apply. The container must be returned clean and in good condition. Before returning it, the customer must ensure that the corresponding drop-off and gate-in charges have been paid. The following rates apply to both Mendoza and Buenos Aires: • Drop-off: USD 160 + VAT, payable to Hapag-Lloyd Argentina. • Gate-in: USD 52 + VAT, payable to the corresponding depot. Additionally, since the customer is entering the container into Argentina, they must designate a Customs Transport Agent (ATA) registered as a Container Operator and must transfer the container to us electronically via the MALVINA System. Without this requirement, the container will not be accepted. The customer must send a screenshot of the transfer in the MALVINA System and a scanned copy of the MIC DTA, a document issued in Argentina upon entry into the country. This is the CUIT to which containers must be transferred: (Ultramar – CUIT 30585343427)

	Overweight Surcharge For overweight shipments, please always check availability first. For loads exceeding **29 tons including tare**, an overweight surcharge of USD 275 + VAT will apply.

Inland Coordination Flow

