

Hapag-Lloyd Chile Intermodal Service Guideline

General Considerations

All inland movements will be executed only upon confirmation of a valid booking.

These requests must be submitted and fully advised 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 collection location.
- Name and telephone number of the contact person at the plant or destination.
- Customs Broker's details.
- Furthermore, it must be specified whether the service is required under **ON-BL** or **OFF-BL** modality.
- If the truck or chassis/platform requires special conditions (e.g., a specific height or a different type of suspension), this must be clearly indicated in the request.

Access routes to plants or loading points must be adequate 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 zone.

All export containers must be sealed by the customer at the loading point using a **High Security Seal (HSS)**.

Finally, all necessary documentation for terminal gate-in or gate-out must be provided by the customer or their Customs Broker 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 overweight cargo, please always check availability first.

Overweight surcharges may vary depending on the zone (North, Central, or South).

As a reference for the Central and South zones, the average cost is approximately CLP 55,000. The North zone is subject to review.

Please consider that the customer is responsible for proper stowage.

Positioning / Delivery

Delivery will be executed according to the following schedule (Monday to Friday):

- 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 trucking service with the container; otherwise, additional charges/services such as storage or shelter may apply.

	Check availability beforehand if delivery is required during the weekend or after 21:00 hrs. Additional charges may apply. The transit time/delivery schedule may be affected by events outside the control of Hapag-Lloyd/the Carrier, such as road restrictions, terminal congestion, seasonality, police restrictions (Christmas, holidays, etc.), limited transit hours on roads considered dangerous, strikes, and mass protests.
Waiting Time / Free Time	For Dry and Reefer services**, the free waiting time allowed is 5 hours at the customer's plant and 3 hours at the port*. Once this period is exceeded, an additional charge of CLP 84,700 will apply for every subsequent 4 hours. *These conditions need to be validated with the executive, as there may be services that could vary. **For Reefer services in the South Zone (excluding Puerto Montt), the free waiting time allowed is 10 hours at the customer's plant and 6 hours at the port. After this period, an additional charge of CLP 84,700 will apply for every subsequent 4 hours. **For Reefer services originating from Puerto Montt, the free waiting time is also 10 hours at the customer's plant and 6 hours at the port. Once this period is exceeded, the additional charge will be CLP 17,600 for every subsequent hour.
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. The cost of this service must be paid directly by the customer or their representative at the terminal.
Dangerous Cargo	The requirements for this type of cargo must be reviewed prior to requesting the service. When making the booking, the UN number (or ONU in Spanish) must be specified, and the Material Safety Data Sheet (MSDS) must be provided. The movement of this type of cargo is subject to truck availability, as a special permit is required to handle dangerous goods within Chilean territory.
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 based on the specific leg of the journey, a minimum notice of 8 business days is required before coordination. Every request will be reviewed individually and is subject to case-by-case confirmation.
Additional Surcharges	The following supplementary services can be requested in advance within our land transportation service. Please always consider checking availability, as incidents during the inland movement may require some of these additional services to be added. • Multiple Warehouses: If the truck's cargo must be discharged at different warehouses (all accessible in the same area), an additional cost of CLP 217,800 applies for each extra plant. In the South Zone for Reefer cargo, a cost of CLP 90,000 applies for each additional plant within a maximum radius of 25 km. • Storage: Temporary storage of the full container if the truck is unable to take the container to the port. Below are the operational locations and their associated costs: – Central Zone CLSAI (dry / non DG / non OOG) • CLP 145.000 + IVA for 10 days of storage. • CLP 9.000 + IVA for each additional day. * For reefer cargo, consider CLP 2.000 per hour.

	– Central Zone CLVAP (dry / non DG / non OOG) • CLP 235.000 + IVA for 15 days of storage. • CLP 9.000 + IVA for each additional day. * For reefer cargo, consider CLP 2.000 per hour. – South Zone Bahía de Concepción (Reefer): • CLSVE: CLP 242.000 + IVA, includes Gate + Haulage. Storage 44.000 CLP per day. • CLCNL: CLP 330.000 + IVA, includes Gate + Haulage. Storage 44.000 CLP per day. • CLLQN: CLP 275.000 + IVA, includes Gate + Haulage. Storage 44.000 CLP per day. For the following storage cases, please request more information from a 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: Cost of 110.000 CLP. - South Zone: Cost of 264.000 CLP. Dead Freight: If the assigned trucking service is confirmed and subsequently cancelled, a charge of 100% of the freight value will apply. Should the transport 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 corresponding to 150% of the freight value will apply.
Loss or Accidents	In the event of theft or an accident during 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 land service. However, for services in Puerto Montt, Chiloé, and Puerto Varas, the policy includes UF 10,000 in coverage. 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 or 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, 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 72 hours (or 3 business days) in advance.
- Transit time: 2–3 days (not including customs processing time).
- Tracking information provided throughout the entire route.
- Equipment is equipped 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 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 delays due to weather conditions, stoppages, or any detention not related to our logistics management.
- In case of service cancellation with less than 72 hours (3 business days) notice, a "false freight" charge will apply, equivalent to 85% of the agreed freight value.

Gate in Mendoza

The container must be in excellent condition.

Drop-off: USD 160 + VAT, payable to HL Argentina.

Gate In: USD 52 + VAT, payable to Intercontainers depot.

Additionally, since the client 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. They must send a screenshot of the transfer in the MALVINA System and a scanned copy of the MIC DTA, which is 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 shipments with excess weight, please always check availability first. For loads that exceed **29 tons including tare weight**, an overweight surcharge of USD 275 + VAT will be applied.

Inland Coordination Flow

