SERVICE STANDARDS– CK GLOBAL

1 All forwarding services are subject to Ck Global's Standard Trading Conditions (STC).

2. All quotations submitted are based on current rates and tariffs, as such they are subject to alteration without notice in the event of third party increase and/or exchange rate fluctuations. Any carrier-imposed FSC/SSC adjustments will be passed through.

3. Confirmed bookings exceeding 2 tons or 12 m³, or cargo above 750 kg / 4 m³ not delivered by the latest acceptance time, may incur airline No-Show Charges.

4. Shippers are responsible for adequate, weather-resistant packaging. Palletized cargo over 75 kg must be properly strapped and moisture-protected.

5. Door deliveries are Dock-to-Dock unless otherwise agreed. Floor/house delivery requires additional labor and lifting charges.

6. All wooden packaging must comply with ISPM-15 fumigation requirements. Any refusal or corrective costs at destination are borne by the freight payer.

7. The Freight Forwarder acts as an intermediary or principal depending on the service and is liable within the limits of applicable transport conventions .Shipments move under the terms of the main carrier's Master Air Waybill /CMR/BL . Ck Global acts solely as a freight forwarder under TTK 917–930 and
is not a carrier.

8. Transit times are indicative and not guaranteed.

9. Security surcharges for "Unknown Shipper" cargo may apply.

10. Liability is limited to proven fault and excluded in force majeure situations. Indirect or consequential losses (profit, revenue, customers, goodwill) are expressly excluded.

11. Cargo insurance is not included. Forwarder liability follows IATA, Montreal Convention, and national law limits. All-Risk cargo insurance is strongly recommended.

12. Airlines do not assume liability for accompanying commercial documents. Any delays caused by document loss fall outside the forwarder's responsibility.

13. Terminal fees (Ordino / Document fee) are excluded from destination local charges for Airport and port delivery shipment.

14. Invoices must be paid in the stated currency. FX invoices paid in TRY will be converted using the Garanti Bank FX selling rate on the payment date.

15. All non-credit customers must prepay freight and related charges prior to departure.

16. Late payments are subject to a 10% late fee.

17. All disputes shall be governed by Turkiye Law and resolved by Turkiye Courts and Enforcement Offices