

1. Transport of dangerous goods SDR / ADR

For the transport of dangerous goods (SDR / ADR), the surcharge is 10% of the gross freight amount; minimum CHF 20.00, maximum CHF 50.00 per shipment. For the transport of Class 1 goods, which require EX-protected vehicles, the surcharge on the freight costs is at least CHF 50.00, but no more than CHF 130.00 per shipment. Any expenses for permits and special vehicles will be invoiced separately. Dangerous goods must be clearly declared by the client.

2. Transport of HCDG goods

Hazardous materials that are subject to a security plan (HCDG goods) must be reported individually by the client. Report HCDG goods to: adr@sieber.ch. Sieber Logistics AG carries out the transport of the notified HCDG goods. The additional costs of CHF 100.00 per transport order will be invoiced to you. HCDG goods must be clearly declared by the client.

3. Delivery date

a) National transports

Sieber Logistics AG provides deliveries and collections as standard from Monday to Friday between 8 a.m. and 5 p.m. Time-restricted deliveries or collections must be communicated in advance by the client to the dispatch department of Sieber Logistics AG and agreed with them. Furthermore, the agreed delivery date must be clearly noted on the delivery note. In the event of collection and delivery date restrictions on the part of the sender or recipient, if other than the client, the additional costs for collection/delivery date restrictions must be confirmed in writing by the client.

Sieber Logistics AG considers compliance with the collection/delivery date restriction to be fulfilled if there is a time deviation of +/- 30 minutes.

The additional expenses will be charged at the following surcharge:

Delivery/collection date up until 9 a.m.	CHF	80.00
Delivery/collection date up until 12 noon	CHF	50.00
Delivery/collection date up until 4 p.m.	CHF	30.00
Delivery/collection date after 4 p.m.	CHF	80.00

Delivery/collection at a fixed time/fixed date	CHF	80.00
Fixed delivery dates are only possible on working days and from 9 a.m. at the earliest.		

Delivery/collection date with a from-to time window	CHF	80.00
Delivery date that is 1 day or more after the earliest possible delivery date specified by Sieber Logistics AG.	CHF	80.00

b) Home and Asset Solutions

Sieber Logistics AG provides deliveries and collections in the Home and Asset Solutions area as standard from Monday to Friday between 7 a.m. and 7 p.m. A morning or afternoon time slot is provided as standard for deliveries and collections.

Sieber Logistics AG considers compliance with the collection/delivery time restriction to be fulfilled if the time deviation is +/- 30 minutes.

Additional expenses will be charged as follows:

Delivery/collection date at a fixed time	CHF	80
Delivery/collection date with a time window of 60 minutes	CHF	50

4. Notification

a) Notification by telephone or e-mail

Notification by telephone or email, if requested by the client, will be charged at CHF 5.00 per notification. Deliveries to private individuals will always be notified and invoiced. If no appointment can be made by telephone or email within three working days, the client will be informed in writing.

b) Notification via online platform or time slot bookings

Notification of time slots for deliveries or collections via online platforms (Cargo-click, etc.), as well as general time slot bookings, if requested by the client, sender or recipient, will be charged to the client at CHF 20.00 per shipment. In addition, the costs for delivery dates will be charged in accordance with point 3. If no appointment can be made within 3 working days, the client will be informed in writing.

5. Additional loading/unloading points for national transport (excluding Home and Asset Solutions)

Additional loading or unloading points will be charged at CHF 60.00 per additional loading and/or unloading point. Only within the same postcode/town.

6. Second delivery / empty run

If the initial delivery cannot be made for reasons beyond the control of Sieber Logistics AG, the shipment will be returned to the nearest Sieber Logistics AG branch. The second delivery will be charged at 100% of the original freight costs. Any storage costs and other expenses will be invoiced separately.

7. Cash on delivery

Sieber Logistics AG does not offer cash on delivery or collection services.

8. Proof of delivery (POD)

Electronic delivery of proof of delivery by email (POD in PDF format) CHF 5.00 per document.

Original proofs of delivery (POD) during the billing period:

Original PODs requested during the billing period will be charged at CHF 10.00 per transport order.

Proofs of delivery (POD) as invoice attachments:

PODs that must be sent with the invoices will be charged at CHF 10.00 per transport order.

9. Goods over 3 m in length

The surcharge for goods over 3 m (from 3.01 m) in length is 25% of the freight costs, up to a maximum of CHF 50.00 per shipment. Goods over 6 m in length on request.

10. Support staff for Home and Asset Solutions

Support staff are charged at a rate of CHF 85.00 per man-hour. Each half hour or part thereof is charged as a half hour. Travel to and from the Sieber branch is considered working time.

11. Fees

Fees and other expenses such as port fees, weighing fees, special permits, etc. will be charged to the client.

12. Waiting times

a) National transport

Loading and unloading times are included in the calculation basis at a maximum of 5 minutes per 1,000.00 kg of chargeable weight. If the loading or unloading time is exceeded, a surcharge to the freight costs (delivery van CHF 90.00, lorry CHF 150.00) per hour is charged. Each half hour or part thereof will be charged as a half hour.

b) Home and Asset Solutions

Loading and unloading times are included in the calculation basis at a maximum of 15 minutes each. If the loading or unloading time is exceeded, a surcharge will be added to the freight costs (delivery van (1 man) CHF 90.00, lorry (1 man) CHF 150.00) per hour. Each half hour or part thereof will be charged as a half hour.

13. Floor deliveries for national transport

Sieber Logistics AG does not offer floor deliveries for national transport.

14. Floor deliveries for Home and Asset Solutions

Sieber Logistics AG offers floor deliveries in the Home and Asset Solutions sector. Delivery is made via the existing lift as standard. If the goods have to be carried via the stairwell, the first three floors are included in the price. From the fourth floor upwards, Sieber Logistics AG charges a surcharge of CHF 50.00 per delivery. A single package may not exceed a maximum weight of 100 kg or maximum dimensions of 240 cm in length, 100 cm in width and 100 cm in height. Packages that exceed these limits must be requested in writing before the order is placed and require the express written consent of Sieber Logistics AG.

15. Exchange equipment

In general transport with loading equipment, only intact and transportable loading equipment that allows for speedy transport and handling (e.g. EUR/SBB pallets in accordance with EPAL standards or equivalent loading equipment).

16. Exchange equipment transport

The client must clearly indicate on the collection order and delivery note whether loading equipment (only standard exchange equipment such as EUR pallets, frames, lids) needs to be exchanged or not.

- For orders with exchange on delivery, a service charge will be levied and shown separately on the transport invoice.

- 4% on net freight for exchangeable pallets in accordance with EPAL criteria
- 8% on net freight for the use of frames and lids and for pallets in cross-border transport
- 8% on net freight if white exchange equipment is delivered must be delivered

Exchange

If the exchange equipment cannot be exchanged with the recipient on a delivery-versus-delivery basis, Sieber Logistics AG is entitled to claim the exchange equipment credit from the client.

Exchange for private individuals

If loading equipment (standard exchange equipment such as EUR pallets, frames, lids) cannot be exchanged simultaneously, the client will be charged an amount of CHF 25.00 per standard exchange unit.

Return transport

Sieber Logistics AG will return the individual loading aids that have been exchanged directly free of charge.

Larger quantities of pallets, frames and lids are moved from A to B in accordance with the agreed conditions. All return transports of mesh boxes are also subject to the agreed conditions.

The empty standard exchangeable units are transported according to the following rates:

EUR pallet:	CHF 2.00 per item
Frame:	CHF 6.00 per item
Lids:	CHF 1.00 per item
Minimum	CHF 20.00 per order

17. Transport insurance

The goods being transported are not insured by the carrier (so-called transport insurance). Upon express request, we can take out additional goods transport insurance for our customers. Insurance premiums for transport in Switzerland and the Principality of Liechtenstein for goods valued at less than CHF 100,000.00: from 0.2% of the value of the goods, minimum CHF 30 per shipment.

18. Returns

Any returns will be charged at the same rate as the delivery price.

19. Cancellation

In the event of cancellation prior to delivery, the following rates will be charged.

>48 hours before delivery date:	50% of the freight amount, min. CHF 80.00
<48 hours before delivery date:	100% of the freight amount, min. CHF 80.00

Additional costs will be incurred for returns or second deliveries.

20. Delivery in case of absence

Despite prior notification of the recipient, delivery cannot be made due to their absence. All additional costs incurred as a result, including a second delivery, shall be borne by the customer.

21. Access restrictions

In the event of legal access restrictions, it is the customer's responsibility to apply for a valid exemption permit. Upon express request, with a written note when placing the order, the permit can also be applied for by Sieber Logistics AG. The costs will be charged as follows. Administration fee CHF 85.00 + permit costs.

22. Escort document processing for air-road transport

For T1, T2 and escort document processing, a surcharge of CHF 25.00 per customs document will be applied.

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23. Zurich Kloten Airport (non-public airport grounds) for air-road transport

Zurich Airport Ltd charges an escort vehicle fee for all access to the non-public airport grounds. The minimum fee is CHF 40.00.

24. Damage documentation vis-à-vis the airline for air-road transport

A surcharge of CHF 25.00 will be charged for damage documentation to the airline for imports handled by Sieber Logistics AG.

General Terms and Conditions 2026

1. Term of the cooperation

The cooperation is concluded for an indefinite period. Any other agreements are defined in the respective offers.

2. Notice period

The notice periods are specified in the respective offers.

3. Liability for national transport and Home and Asset Solutions

The [General Terms and Conditions of SPEDLOGSWISS](#) (latest edition) apply. Our liability is therefore limited to a maximum of SZR 8.33 per kg gross weight or a maximum of SZR 20,000 per claim. The goods to be transported must be packed in a manner suitable for transport. In the event of improper/inadequate packaging, we accept no liability for damage.

Upon express request, we can take out additional goods transport insurance for you. The scope of the insurance and premiums will be agreed individually and invoiced to you.

4. Liability for storage

The [General Terms and Conditions of SPEDLOGSWISS for warehousing](#) (latest edition) apply. Our liability is therefore limited to a maximum of SZR 8.33 per kg gross weight or a maximum of SZR 20,000 per claim. We do not insure the stored goods against the risks of fire, water, burglary or damage due to other events.

Upon express request, we will be happy to take out storage insurance with the required coverage for you. The scope of the insurance and premiums will be agreed individually and invoiced to you.

5. Liability for installations (Home and Asset Solutions)

Liability is calculated based on the actual repair costs, capped at the current value of the damaged item. Liability is excluded in cases of slight negligence.

6. Rental price adjustment

Rental prices and/or storage prices are subject to the reference interest rate or national index. Changes will be adjusted by agreement. The initial price cannot be undercut.

7. Certification and quality management

All certificates can be found at www.sieber.ch.

8. Data protection

Personal data may only be processed to the extent permitted by the applicable data protection regulations, in particular the Federal Act on Data Protection of 25 September 2020 (FADP, SR 235.1) and its implementing ordinances. The parties shall ensure that their employees involved in the processing of personal data are bound to be bound to secrecy or are subject to a corresponding statutory duty of confidentiality. The parties shall familiarise their employees with the data protection provisions relevant to them or have already done so. The customer undertakes to ensure that Sieber Logistics AG, as the processor, may process the personal data supplied by the customer.

In this case, the parties shall conclude a data processing agreement and each provide a contact person for data protection issues.

9. Traffic disruptions

In the event of officially ordered diversions and toll road sections (e.g. tunnels), the corresponding additional costs, in particular additional kilometers, plus LSWA, will be charged.

10. Car-free towns / connecting freight for mountain railways

Fees and other expenses, such as special permits, etc., will be charged to the client. The additional costs for transport to locations that are not regularly accessible by road will be charged according to the delivery tariff (e.g. Zermatt, Saas Fee, Wengen, etc.).

11. Terms of payment

Invoices are payable within 10 days net of the invoice date. Any discount deductions will be charged retrospectively. If payment is not made within 10 days (due date), reminder fees and interest on arrears will be charged from the due date.

12. Value added tax

All services offered are exclusive of VAT.

13. Invoice dispatch: surcharge for paper invoices

Sieber Logistics AG generally sends its invoices digitally. A surcharge of CHF 5.00 (invoice dispatch Switzerland/Liechtenstein) or CHF 7.00 (invoice dispatch abroad) per printed invoice will be charged.

14. Manual order transmission

A commission of CHF 20.00 per order will be charged for all orders transmitted by e-mail, fax or telephone.

15. Missing dimensions

Any missing dimensions of the goods to be transported will be recorded by Sieber Logistics AG for an additional charge of CHF 5.00 per package.

16. Deviating dimensions

The characteristics (target status) transmitted by the client and agreed in the general terms and conditions, including all dimensions of the individual packages, are regularly checked. In particular, the shipment is measured and weighed. If, as a result of measurement or weighing, a deviation of 3% (de minimis limit) or more from the target value is determined for a characteristic of the shipment that is relevant for remuneration, Sieber Logistics AG is entitled to use the determined data for billing purposes and to charge the client a measurement and weighing fee. The measurement and weighing fee is CHF 5.00 per package.

17. Stackable goods for national transport and Home and Asset Solutions

Unless otherwise stated on the transport order, goods are generally considered non-stackable.

The following conditions apply to stackable goods:

The transport unit (including load carrier) weighs less than 25 kg, or Sieber Logistics AG is permitted to stack another transport unit (pallet, cardboard box, etc.) with the same maximum base area and maximum weight on top of the transport unit. The maximum height of the transport unit (including load carrier) may not exceed 120 cm.

18. Fuel surcharge for international transport

Sieber Logistics AG generally follows the recommendations of ASTAG (latest version of the fuel table for international transport). These can be found at www.astag.ch. The lower limit of 0% will not be undercut.

19. Fuel surcharge for national transport and Home and Asset Solutions

Sieber Logistics AG generally follows the recommendations of ASTAG (latest version of the fuel table for national transport). These can be found at www.astag.ch. The lower limit of 0% will not be undercut.

20. Congestion surcharge for national transport and Home and Asset Solutions

Sieber Logistics AG charges a congestion surcharge for Switzerland and Liechtenstein for all transport services. For the current year, Sieber Logistics AG generally follows the recommendations of ASTAG.

The current congestion index can be found on our website.

21. Individual billing of orders for national transport and Home and Asset Solutions

All orders are billed individually. This also applies to orders with the same sender, recipient and service date that are transmitted individually.

22. Currency surcharge / currency adjustment

The costs for the services provided by Sieber Logistics AG are incurred in CHF. For this reason, we offer you the prices for our services in CHF. Sieber Logistics AG charges a currency surcharge for invoices in foreign currencies.

23. Consequences of incorrect data transmitted via EDI connection

No liability is accepted for damages resulting from incorrect electronic order registration (Sieber web portal or individual EDI connection).

24. Deliveries/collections

Sieber Logistics AG provides deliveries and collections for national transport from Monday to Friday between 8 a.m. and 5 p.m. as standard. Without written notification from the client, Sieber Logistics AG assumes that pick-ups and deliveries are possible at the sender's or recipient's address during this period.

Deliveries and collections in the Home and Asset Solutions sector are scheduled as standard from Monday to Friday between 7 a.m. and 7 p.m. with a morning or afternoon time slot. The recipient/sender will be notified of transports in the Home and Asset Solutions sector at least 30 minutes before the arrival of the Sieber Logistics AG vehicle.

This applies to every working day, including before, between and after public holidays. If the initial delivery cannot be made for reasons beyond the control of Sieber Logistics AG, point 6 of the additional services shall apply.

25. Long weekends

Sieber Logistics AG reserves the right to suspend deliveries and collections on defined bridge days. Such bridge days will be announced in advance. In consultation with the customer, shipments will be delivered either the day before or the day after.

26. Access and loading/unloading regulations for national transport

Sieber Logistics AG requires that, unless otherwise specified by the client, all pick-ups or deliveries be made with a semi-trailer truck/trailer truck (40 tonnes) to the destination.

Unless otherwise specified by the client, delivery is understood to mean free arrival at the kerbside/loading ramp, not unloaded.

Furthermore, loading and unloading must be possible without a lifting platform or additional equipment.

27. Access restrictions for Home and Asset Solutions

In the event of access restrictions, the walking distance between the parked vehicle and the agreed delivery point or the kerbside of the recipient of the goods may not exceed 100 metres. If the walking distance is more than 100 metres, an additional charge of CHF 25.00 will be made.

The walking distance must be on solid and stable ground and be sufficient to allow the load to be delivered easily with a pallet truck.

If these conditions are not met, Sieber Logistics AG accepts no liability for delays or any additional expenses or costs incurred as a result.

28. Price adjustments during the year

Sieber Logistics AG is entitled to adjust the agreed rates in line with changes in market and cost conditions (e.g. wage developments, infrastructure costs, levies). rate adjustment will be communicated to the customer in writing or electronically at least 30 days before it takes effect. Upon taking effect, the new rates shall automatically be deemed agreed.

29. Changes to the General Terms and Conditions and Additional Services

Sieber Logistics AG is entitled to adjust or supplement these General Terms and Conditions and the additional services offered at any time. The customer will be informed of any significant changes in an appropriate manner (in particular by email or on the website). Unless the customer objects to the changes in writing within 30 days of notification, the adjustments shall be deemed to have been accepted.

30. Communication

Sieber Logistics AG's business communication is generally conducted by email to the address provided by the customer. A message is deemed to have been delivered once it has been sent to this address. If the customer wishes to use a different form of communication, they must notify Sieber Logistics AG in writing in advance.