



TURKISH CARGO



TK SMART



TK PREMIUM



TK URGENT

	TK SMART	TK PREMIUM	TK URGENT
Definition	Lean service offered for standard shipments	Privilege service offered for important shipments	The fastest service offered for critical and last minute shipments
Delivery Time	Within standard delivery time.	Delivery time for transit shipments may be shortened to 1–2 days.	Provides same-day or next-day delivery options.
Priority Level	Transported with standard priority.	Processed under high-priority service.	Handled with the highest priority and cannot be offloaded.
Capacity Guarantee	No capacity guarantee is provided.	Capacity guarantee is provided on charter flights within specified limits.	Capacity guarantee is provided, including on charter flights.
Capacity	Guaranteed Flexibility	<p>* Any weight/volume guaranteed (subject to aircraft limitations) for available flights</p> <p>* Guaranteed up to 300kgs for freighters and 200 kgs for wide-body aircrafts for closed flights</p>	<p>* Any weight/volume guaranteed even the flight is closed (subject to aircraft limitations) * For booking requests on closed flights, contact with TK URGENT Team or local sales representatives.</p>
Service Timeframes	Standard option, transfer, and acceptance timeframes apply.	Shorter option, transfer, and acceptance timeframes are provided.	The shortest option, transfer, and acceptance timeframes are provided.
Tracking & Tracing	eTracking 24/7 online + standard customer service + Cargo	eTracking 24/7 online + standard customer service + Cargo	24/7 supported by TK Urgent Team (TKURGENTCARGO@THY.COM) +90 850 333 07 77
Money Back Guarantee	No money back guarantee	Money back guarantee (in accordance with our Terms and Conditions)	100% money-back guarantee (in accordance with our Terms and Conditions)
Services & Product Combinations	Only for General Cargoes	with TK Fresh, TK Care, TK Vulnerable, General Cargo, TK Pharma, TK Courier, TK Aero	with all cargo products except Human Remains (HUM) and Exceptional (SHL, LHO etc.)