



## Money-Back Guarantee Coverage for TK URGENT Shipments

### Required Documents to be Used in the Application

- Master Airwaybill (MAWB)
- House Airwaybill (HAWB) (if available)
- Packing List

### Money Back Conditions

This offer applies only to shipments transported via **TK URGENT** service.

In case of an irregularity with TK URGENT service, up to 100% of the net freight charge may be refunded after evaluation. (Extra charges are not included.)

The refund is only issued upon customer request. The request must be submitted **within 12 days from the TOA (Time of Arrival)**. Applications submitted after this timeframe will not be considered.

The **maximum moneyback amount** for TK URGENT shipments is **50,000 USD**.

In the case of multiple piece shipments being booked on the same flight, the guarantee will only apply to the piece number subject to irregularity.

### Money Back Guarantee does not cover the following situations;

- If delivery takes place within 6 hours of the Time of Availability (TOA) notified to the customer during booking, (TOA, Time of Availability, is the time when the cargo is ready for pickup and customs clearance in accordance with the regulations and operational capabilities applicable at the destination.)
- If the shipment does not comply with the rules, requirements and standards of Turkish Airlines as a documentation/document or package,
- If the related documents of shipments are not delivered by the customer within defined LAT (Latest Acceptance Time),
- If the reservation is canceled or changed by Turkish Airlines based on customer approval,
- If the customer or their agents may have any influence on the delay/disruption,
- Delays that occur outside the control of the Turkish Cargo, due to force majeure, wars, strikes, disputes, natural disasters, weather conditions, riots, third party reasons, etc., (such as: tariff cancellation, divert, technical malfunction),



- Interline flights or third-party transportation processes,
- If there is a difference between confirmed booked and accepted shipments that requires replanning (such as discrepancies in the total weight or dimensions),
- If there is a discrepancy between the contents declared during the reservation and the contents examined at acceptance phase,
- If there is any inconsistency in the information provided by the customer during the reservation,
- If any of the shipments are found to be inconvenient in terms of security and/or customs at any stage of transportation,
- In non-CASS (Cargo Accounts Settlement Systems) regions,
- Based on the confirmation received by the sales representative from the customer, prior to the reservation, a money-back guarantee may not be provided,
- In cases where Turkish Airlines makes reservation changes because the reservations made through online channels are not eligible for the service.

Turkish Cargo reserves the right to make changes to these terms and conditions without prior notice and/or to suspend, withdraw or cancel them for any reason and at any time.

This text is considered in conjunction with Turkish Cargo's transportation conditions and TK URGENT service rules.