



CONDITIONS OF CARRIAGE

INDEX

1. Conditions of carriage

1.1. Rates

1.2. Ad hoc Rates (spot)

1.3. Booking information

1.4. Cancellation penalties

1.5. Demurrage, Damage Fee and Non-Return Value of ULD

1.6. Other Charges

1.7. Specialized Fresh and Pharma active/passive

2. Acceptance and booking Policy

2.1 LAT (Last Acceptance Time)

2.2 Contacts

3. Active Temperature Controlled Containers

4. Ancillary costs for Specialized Fresh and Pharma, active/passive

1. Conditions of carriage

- The present "Conditions of carriage" apply to all sales of air cargo departing from countries other than Italy by or on behalf of Italia Trasporto Aereo S.p.A. ("ITA-Airways") and are valid from 26 October 2025. The Conditions of transport specify the booking conditions and operational requirements which apply to the above-mentioned sales and may be modified by the Carrier at any time with an immediate effect. We invite you to check regularly for updates with our offices before making a new booking.
- All bookings for air cargo transportation imply full acceptance of the Conditions of transport by the shipper or its representative agent.

1.1 Rates

- "All in rates" for air cargo transportation are based on the booking information and do not include applicable taxes, levies, fees and Other Charges (e.g. screening charges, customs, DG handling etc.). ITA-Airways may change or add further charges at any time without prior notice.
- Applicable rates, taxes, duties fees and Other Charges are available: www.ita-airways-cargo.com.
- Customs duties are excluded.
- For all shipments the minimum taxable must be respected.
- Shipments as charge collect are not accepted.
- For goods requiring a special handling Specialized product price list will apply.
- ITA Airways charges a DG Check Fee for all kinds of dangerous goods. The amount charged for the Check Fee depends on the country of origin, the IATA-classification of the goods and the quantity UN-Numbers included in the shipment Dangerous Goods. Shipments that are rejected (not suitable for carriage) and require a second DG check will be subject to a DG Re-Check Fee. For radioactive shipments, a separate Radioactive Fee will be applied on top of the DGR Check Fee.
- For consolidated shipments, if an Ad-hoc rate is not requested, the higher Market rate of the goods in the shipment will be applied to the entire AWB. All Other Charges will also be requested.
- Security Regulations: for shipments not delivered according to local security regulations, an additional Security Fee for screening of cargo may apply. For more details, please contact ITA Airways local sales representative.
- Where applicable VAT must be added to the Weight charge plus other charges published.

- CCA - Charge Correction Advice Fee applies to any change to the AWB requested by the customer (sender, consignee, destination, taxation, weight, parcel, etc.) including changes to supporting documentation (temporary export, document visa, ECS, etc.)
- Minimum weights for General cargo ULD:
PMC (Pallet Lower Deck) = 1650kg
LD3 = 750kg
PAG = 1550kg

1.2 Ad hoc Rates (spot)

- Ad hoc rates shall be requested by sending an e-mail to ITA Airways local customer service office.
- Ad hoc quotations have a maximum validity of one week unless otherwise specified by the customer service office.
- The spot reference number for the Ad-hoc rate shall be noted in the accounting information box of the AWB.
- Should there be a discrepancy equal to or lower than 20% between the manifested and booked weight, the Ad hoc rate will no longer be applied, and the market rate will be applied instead.
- BUP (Build Up Pallet) shipments are rated at the pivot weight unless the Actual Weight is higher than the Pivot Weight.

1.3 Booking Information

For AWBs already booked in ITA-Airways system, in the amendments of the following fields is not allowed: Origin, Destination, Agent, Product.

Should any of this fields require a modification, issuance of a new AWB will be required.

It is not possible to consolidate a shipment when the goods are a VAL (for example, Product code Gen with SPCSAF1). It is only possible to combine a shipment with valuable goods.

For invoicing purposes, the weight and volume data collected during cargo acceptance will overwrite the one communicated during the booking phase. Should there be any deviation, ITA Airways reserves the right to apply a CCA fee.

1.4 Cancellation penalties

NO SHOW FEE

PRODUCT	CHARGEABLE WEIGHT	AMOUNT
All products	Between 1 and 300 Kg	No amount is due
	Over 300 kg	Penalty: 50% of the value of the AWB canceled, including Other Charges

CANCELLATION FEE

Within 48 working hours prior to the LAT (Last Acceptance Time)

PRODUCT	CHARGEABLE WEIGHT	AMOUNT
All products	Between 1 and 300 Kg	No amount is due
	Over 300 kg	Penalty: 40% of the value of the AWB canceled, including Other Charges

AMOUNT DUE FOR SHIPMENT WEIGHT VARIATION

Within 48 working hours prior to the LAT (Last Acceptance Time)

PRODUCT	CHARGEABLE WEIGHT	AMOUNT
All products	Between 1 and 300 Kg	No amount is due
	Over 300 kg	Penalty: 50% of the value of the kg canceled based on the rate agreed upon at the time of booking

CANCELLATION FEE – NO SHOW (Only from USA)

Within 48 working hours prior to the LAT (Last Acceptance Time)

PRODUCT	Shipment size	AMOUNT
All products	Over 2 Tons or 10m3	0.15 USD cents per kg
All products	Over 5 Tons or 30m3	0.21 SD cents per kg

- If the first leg is a RFS (Road feeder service), cancellation or weight change has to be communicated within 48 hours
- For Active Temperature Controlled Containers, the Cancellation Fee applies to orders canceled from 4 days before collection date (for all origins)
- Cancellations and weight modifications of shipments must be communicated via email during office hours, from Monday to Friday, excluding Saturdays and public holidays recognized by the applicable regulations, to contacts refer for section 2.2 [Contact](#).
- Penalties will be invoiced using the AWB originally issued for the

booking (even if partial) through the IATA CASS with Oher Charge code UHC

1.5 Demurrage, Damage Fee and Non-Return Value of ULD

The Cargo Agent shall be deemed in charge of the custody of the Unit Load Device (ULD) from the time the ULD is handed over to of delivery and shall be responsible for the failure to comply with the terms of delivery to the release station, for damage and loss of the same. Upon the occurrence of such events, the Agent must pay Ita Airways the following penalties:

- **Demurrage Fee:** will be charged to the Cargo Agent, as indicated in the table below, based on the number of days ULDs are withheld beyond the 10-day allowed period starting from midnight on the day of release and inclusive of Saturdays, Sundays, and public holidays. The days of partial use will be charged as full day.
- **Damage Fee:** will be charged to the Cargo Agent, based on what is indicated in the table below and inclusive of repair costs, in cases of structural damage or loss of the ULD. Nets delivered together with the ULD are considered an integral part of the ULD.
- **Non-Return Value Fee:** will be charged to the Cargo Agent, as indicated in the table below, based on the non-return value if a ULD is not returned within 180 days from midnight on the day of issue or if the same is irreparably damaged.
- **Demurrage Fee and Damage Charges Fee** will be invoiced using the AWB through the IATA CASS with Oher Charge code UDC

ULD Type	Demurrage Fee		Damage Charges Fee		Non Return Value Fee (€)
	Free Time (days)	from 11 days after Free Time (€/day)	Damages (€)	Liability for each Missing Nets (€)	
AKE	10	25	350	N/A	2.000
AKH	10	25	350	N/A	2.000
PMC	10	25	250	150	1.500
PAG	10	25	250	150	1.250

1.6 Other Charges

CANADA			
O. C. Code	Description	Amount (CAD)	Note
RAC	Dangerous goods fee	65,00	Including ICE
XBC	Screening Security Charge	0,10 \$/kg, Min. \$ 30	
DHC	CCA - Charge Correction Advice	35,00	Booking Update - Shipment not delivered Ready For Carriage
BHC	In case of non-receipt of messages Ex.FWB, FHL	20,00	
VBC	Security (armed guard/escort) handling	280,00	Applicable to all shipments even in transit at FCO where the escort service is required
VBC	Security (armed guard/escort) handling	140,00	Escort for all Italian airports except FCO
VBC	Security	280,00	Applicable to all shipments direct or transit at FCO. Where escort service is requested
HRC	Human remains	200,00	Applicable for HUM shipments

USA			
O. C. Code	Description	Amount (USD)	Note
RAC	Dangerous goods fee (including ICE)	100,00	For UN Number
MBC	Miscellaneous REQ, RDS, ELI, ELM, MAG, RRE	45,00	For each AWB
CGC	Electronic processing or transmission of data for customs purposes	4,00 or 24,00	If needing correction for each HAWB
CCC	Manual data entry for customs purposes	4,00 or 24,00	If needing correction for each HAWB
MCC	Pallet rebuilding charge PFE	150,00	Ref. TACT
DJC	POD - Proof of delivery	80,00	For each AWB
DHC	CCA - Charge Correction Advice	80,00	Booking Update - Shipment not delivered Ready For Carriage
BHC	In case of non-receipt of messages Ex.FWB, FHL	35,00	
VBC	Security (armed guard/escort) handling	190,00	Applicable to all shipments even in transit at FCO where the escort service is required
HRC	Human remains	200,00	Applicable for HUM shipments

1.7 Specialized Fresh and Pharma active/passive

- ITA-Airways offers the possibility to lease C-Safe, Dokasch, Sky Cell and Envirotainer containers. The cost of the lease is included in the Specialized Fresh/Pharma Active-Passive price list (available upon request), any additional applicable costs will also be provided at booking time.
- Dry Ice and battery replacement costs are responsibility of the shipper or its agent.
- Pick-up and delivery of the container shall be handled by the client unless otherwise agreed at time of booking.
- Bookings of active and passive containers must be requested within the time limit set for each container type. Booking requests received passed the time limit will be treated as Express and are subject to the payment of an “Express fee”.
- Should the booking be cancelled after the container has been picked up by the client, ITA Airways reserves the right to apply a cancellation fee.
- Lost container will be recharged by ITA-Airways to the Cargo Agent in full.

2.0 Acceptance and booking Policy

- Carrier may refuse to carry a shipment if no prior booking has been made or if information provided at booking time is not in accordance with the actual shipment offered for acceptance to the Carrier.
- Cargo must be tendered to ITA-Airways or its Cargo Handling Agent “Ready-for-carriage” in compliance with IATA resolutions and applicable laws and regulations.
- Product Name and code, exact nature of the goods, temperature range and emergency contact number must be noted in the “Handling Information” field of the airwaybill (AWB). In addition, the wording should be inserted: “keep between x and y whenever possible.”
- Bookings should be made either by email or telephone using the contact details shown below (point 3) and indicate the air waybill number, the exact weight, volume, and product type.
- Customers must update bookings as soon as underlying shipment details are modified, regarding the weight, volume, or commodity type.

2.1 LAT (Last Acceptance Time)

Product	Passengers Flight*
General	Varies by gateway*
Express / Specialized	Varies by gateway*
BUP	Varies by gateway*

* Details of latest acceptance time by gateway available at your ITA Airways local Customer Service Office.

2.2 Contact

Service	Key Account	E-mail
Regional Manager Americas	Luca Santagostino	luca.santagostino@ita-airways.com

Service	E-mail
AWB stock request	Stock.cargo@ita-airways.com
Billing problems – DCM	cargodcm@ita-airways.com
Claim - Loss or damage to shipments	cargogestionereclami@ita-airways.com

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3 Active Temperature Controlled Containers



Technical Specifications:

	RKN (LD3)	RAP (LD9)
Payload volume	2.0 m ³ (70 ft ³)	6.68 m ³ (236 ft ³)
Internal dimensions (L x W x H)	1,219 mm x 1,273 mm x 1,277 mm (48.0 in x 50.1 in x 50.3 in)	2,477 mm x 2,083 mm x 1,295 mm (97.5 in x 82 in x 51 in)
External dimensions (L x W x H)	2,007 mm x 1,534 mm x 1,626 mm (79.0 in x 60.4 in x 64.0 in)	3,175 mm x 2,235 mm x 1,626 mm (125 in x 88 in x 64 in)
Tare weight	646 kg (1,425 lb)	1,213 kg (2,675 lb)
Maximum payload weight	941 kg (2,075 lb)	4,819 kg (10,625 lb)
Maximum allowable weight	1,588 kg (3,500 lb)	6,033 kg (13,300 lb)
AC power	100-240 V, 50-60 Hz	

Note:

- **Damage Waiver:** if the damage exceeds the amount of the Damage Waiver, it will be charged in full.
- **Express Fee:** applies for requests under 48 hours from collection date.



Technical Specifications:

	RAP (LD9)			RKN (LD3)		
Max. internal loading dimensions (L x W x H)	2 460 x 2 023 x 1 320 mm / 96.8 x 79.6 x 52 in			1 250 x 1 220 x 1 230 mm / 49.2 x 48 x 48.4 in		
External dimensions (L x W x H)	3 175 x 2 235 x 1 615 mm / 125 x 88 x 63.6 in			2 007 x 1 534 x 1 626 mm / 79 x 60.4 x 64 in		
Loading constellation	5 EUR pallets / 4 CP 1 pallets ** EUR: 800 x 1 200 mm / CP1: 1 000 x 1 200 mm			1 EUR pallet / 1 CP 1 pallet EUR: 800 x 1 200 mm / CP1: 1 000 x 1 200 mm		
Loading Volume, effective	6,57 m ³ / 232 ft ³			1,88 m ³ / 66.39 ft ³		
Tare weight	1 140 kg / 1 100 kg (+/- 20 kg) 2 513 lb / 2 425 lb (+/- 44 lb)			670 kg / 650 kg / 630 kg (+/- 15 kg) 1 477 lb / 1 433 lb / 1 389 lb (+/- 33 lb)		
Max. gross weight	6 033 kg / 13 300 lb			1 588 kg / 3 500 lb		
Max. payload	4 893 kg / 10 787 lb			918 kg / 2 023 lb		
Forkliftable	Fino a 2000 kg del peso lordo effettivo			Peso lordo effettivo massimo		
Running on battery only (example, approx.)	Ambient Temperature (°C)	Set Temperature (°C)	Duration (h)	Ambient Temperature (°C)	Set Temperature (°C)	Duration (h)
	20	5	40	20	5	30
	15	20	120	15	20	70
Set temperature range	from +2 to +30 °C / from +35.6 to +86 °F					
Ambient temperature range	from -30 to +50 °C / from -22 to +122 °F					
Power supply	110 - 230 V / AC / 50 - 60 Hz					

Note:

- Damage Waiver: if the damage exceeds the amount of the Damage Waiver, it will be charged in full.
- Express Fee: applies for requests under 48 hours from collection date.



	1500C / CRT	2500C / CRT	1500F	1500DF	1500 X
External dimensions (L x W x H)	1.530 x 1.320 x 1.600 mm	1.943 x 1.522 x 1.600 mm	1.530 x 1.320 x 1.600 mm	1.530 x 1.320 x 1.600 mm	1.456 x 1.170 x 1.600 mm
External Volume (m3)	3.2	4.7	3.2	3.2	2.7
Internal dimensions (L x W x H)	1.235 x 1.040 x 1.220 mm	1.650 x 1.240 x 1.220 mm	1.235 x 1.040 x 1.220 mm	1.235 x 1.040 x 1.220 mm	1.235 x 1033 x 1.300 mm
Door Dimensions	1.040 x 1.220 mm	1.240 x 1.220 mm	1.040 x 1.078 mm	1.040 x 1.124 mm	1.033 x 1.300 mm
Loading Volume, effective	1.54	2.5	1.38	1.44	1:66
Tare weight	497 kg	650 kg	485 kg	470 kg	379 Kg
Maximum gross weight	1.497 kg	1.850 kg	1.485 kg	1.470 kg	1.379 kg
Volumetric weight	539 kg	788 kg	539 kg	539 kg	454 kg
Indoor temperature range	Model C: da +2° a +8°C Model CRT: da +15° a +25°C	Model C: da +2° a +8°C Model CRT: da +15° a +25°C	da -15° a -30°C	da -60° a -80°C	Model C: da +2° a +8°C Model CRT: da +15° a +25°C
Outdoor temperature range	da -35° a +65°C	da -35° a +65°C	da -35° a +65°C	da -35° a +65°C	da -35° a +65°C

- **Damage Waiver:** if the damage exceeds the amount of the Damage Waiver, it will be charged in full.
- **Express Fee:** applies for requests under 48 hours from collection date.

Envirotainer[®]

The Active Cold Chain



	RKN-T2	RAP-T2	RKN-E1	RAP-E2	RLP
External dimensions (L x W x H)	2.000 x 1.535 x 1.620 mm	3.170 x 2.230 x 1.620 mm	1.530 x 1.320 x 1.600 mm	3.175 x 2.235 x 1.626 mm	3175 x 1534 x 1626 mm
External Volume (m3)	4.8	11.2	4.8	11.5	7.9
Internal dimensions (L x W x H)	1.415 x 1.355 x 1.620 mm	2.535 x 2.065 x 925 mm	2.000 x 1.535 x 1.620 mm	2.465 x 2.055 x 1.260 mm	2475 x 1354 x 1320 mm
Loading Volume, effective (m3)	2.93	8.22	2.30	6.38	4.40
Tare weight	265 kg	450 kg	635 kg	1.100 kg	880 kg
Maximum gross weight	1.588 kg	6.033 kg	1.588 kg	6.033 kg	3.175 kg
Maximum net weight	1.323 kg	5.583 kg	953 kg	4.933 kg	2.295
Outdoor temperature range	da -20° a +20°C	da -20° a +20°C	da 0° a +25°C	da 0° a +25°C	-

- Damage Waiver: if the damage exceeds the amount of the Damage Waiver, it will be charged in full.
- Express Fee: applies for requests under 96 hours from collection date.

4 Ancillary costs for Specialized Fresh and Pharma, active/passive.

								Envirotainer^o				
	RKN	RAP	RKN	RAP	1500	1500X	2500	RKN - T2	RAP - T2	RKN - E1	RAP - E2	RLP Releye
Volumetric Weight (kg)	750	1.650	750	1.650	539	454	788	750	1.650	750	1.650	1.100
Max Gross Weight (kg)	1.588	4.650	1.588	4.650	1.497	1.000	1.850	1.588	6.033	1.588	6.033	3.175
Cancellation Fee before 4 days (\$)	1.000	1.500	400	400	500	500	600	700	700	700	700	700
Cancellation Fee 3 day (\$)	Full rental fee	Full rental fee	550	550	600	800	1.000	800	800	800	800	800
Cancellation Fee 2 day (\$)	Full rental fee	Full rental fee	550	550	1.000	1.300	1.700	800	800	800	800	800
Cancelled less than 24 hrs (\$)	Full rental fee	Full rental fee	Full rental fee	Full rental fee	Full rental fee							
Change Fee more than 3 business days before departure (\$)	130	130	130	130	190	190	190	130	130	130	130	130
Change Fee less than 3 business days before departure (\$)	550	850	450	450	190	190	190	130	130	130	130	130
Express Fee (\$)	500	450	300	300	600	600	600	600	600	600	600	600
Positioning/Re-Positioning (\$)	160	300	120	130	500	500	500	180	180	180	180	180
Optional Preconditioning (\$)	150	150	100	100	-	-	-	-	-	-	-	-
Temperature records delivery (\$)	-	-	220	220	60	60	60	-	-	-	-	-
Damage Waiver (\$)	-	-	400	500	200	200	200	160	160	210	300	350
Replacement (\$)	45.000	70.000	75.000	110.000	20.000	20.000	25.000	8.500	12.000	47.000	92.000	95.000
Strips Fee (\$)	55	55	-	-	40	40	65	-	-	-	-	-
Battery Change (\$)	200	600	200	600	-	-	-	-	-	-	-	-
Dry Ice Refill (€/kg)	-	-	-	-	-	-	-	5	5	-	-	-