



TURKISH CARGO

Money-Back Guarantee Coverage for TK PREMIUM Shipments

Required Documents to be Used in the Application

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

Money Back Conditions

The money-back guarantee is provided, in case where the shipment does not fly on the booked flight, except for the conditions stated below.

TK PREMIUM; a discretionary refund based on the difference between special service rate and tariff rate and extra charges are not included.

The refund is facilitated only at the request of customer. The request must be submitted no later than 21 working days after the acceptance of cargo and documentation.

The maximum money-back amount TK PREMIUM shipments is 50.000 USD.

In the case of multiple piece shipments being booked on the same flight, the guarantee will apply to every piece in the shipment.

Money Back Guarantee does not cover the following situations;

- If the shipment is flown within 6 hours from the confirmed flight reservation, it is not eligible for a TK PREMIUM refund.
- If the shipment does not comply with the rules, requirements and standards of Turkish Airlines as a documentation/document or package,
- All documents related shipments are not delivered by the customer within defined LAT (Latest Acceptance Time),
- Reservation canceled or changed by Turkish Airlines based on customer approval,
- Loss of connection due to force majeure, wars, strikes, disputes, natural disasters, weather conditions, riots, third party reasons, etc., delays that occur outside the control of the Turkish Cargo, for example, tariff cancellation, divert, technical malfunction,
- If there is a difference between confirmed booked and accepted shipments that requires loading to be rescheduled (for example, due to discrepancies in the total weight or dimensions),

TURKISH CARGO SMARTIST

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- If there is a difference between the content of presented AWB and the content that actually appear,
- If there is any inconsistency in the information provided by the customer during the reservation,
- For those shipments that are found to be inconvenient in terms of security and/or customs at any stage of transportation,
- Interline flights and truck shipments,
- Non-CASS (Cargo Accounts Settlement Systems) region for TK PREMIUM service,
- Based on the confirmation received by the sales representative from the customer, prior to the reservation, a money-back guarantee may not be provided.
- Reservation and operational requirements are checked by the TK Sales Representative when reservations are received through TK GO Portal and Web Cargo. If this reservation is not suitable for our service, TK personnel may change the reservation. This is not covered by the money-back guarantee.

Turkish Cargo reserves the right to amend these guarantee conditions at any time without prior notice and/or to suspend, withdraw or abolish the Money Back Guarantee on whatever ground and at any time, without this giving rise to any obligations.

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