

Code of Conduct

All members of the Freight lounge network , afterwards calles as FL , shall abide to following items , they shall ;

1. Actively and pro-actively participate in the network by having a focus on working together with other network members. Offering, accepting and developping business together and coordinate that business with the highest level of service.
2. Contribute to the network with ideas and information that will allow us to improve our network and maintain the highest level of service within the Network
3. Be open to the implementation and development of new ideas and technology to supper your business flows both financially and operationally.
4. Respect the international rules and regulations of conducting business with foreign countries and to not be involved in any legal activity as mentioned in our "General Terms and conditions" and "privacy policy". Such involvement would lead to immediate termination of the Membership
5. Uphold a high quality standard on operating and security procedures between each other in both operational and commercial matters , (i.e. itself and another member), and when possible to use a mutually agreed upon contract, and/or agreement with written confirmation.
6. Respond to any query from another member, either commercial, operationa, financial or others in a polite manner. No faul language is acceptable at all times. Queries must be respondend to within 24 Hours of the request send/received. If a direct answer cannot be provided the Member dealing with the request should inform the requestant an update on procedures and an indication of when the answer maybe expected. Each member should be adequately staffed to ensure this high level of service can be granted.
7. To operate under all stated shipping advice as set out in writing and/or comply with any written agreements/ contracts existing between itself and the counterpart member.
8. Be accountable for the dealings of its subsidiary and/or parent company and/or associated company with a fellow member even if such subsidiary and/or parent company and/or associated company is not itself a member of the Freightlounge network.
9. Uphold the credit terms that are set upon between members, and when when possible to use a mutually agreed upon contract, and/or agreement with written confirmation. The remitting member or ordering member (i.e. in case DDP) is liable for all bank charges unless agreed otherwise.

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10. Acknowledge that the member who has agreed to be the Destination Agent handles the protection and remittance of all freight collect charges. Granting of credit to a consignee is solely at the risk of the Destination Agent, unless agreed otherwise.
11. Respect other members' existing customer bases and confidential business data and to refrain from back- selling.
12. Any Sales inquiry should be provided with all relevant details as Type of equipment, weights and measurements , cargo description, volume , origin destination, competition, price indication and other relevant details to ensure the maximum change in the network for all partners to gain the business.
13. In quotations to fellow members should maximize the change to gain the business. The Network recommends herein that Members quote freight related charge at a NETT rate and share profits together.
14. Share profits according to any prior agreement and/or written agency contracts with another member
15. Provide other members with constructive sales leads when possible. A sales Lead should be Actual , preferably with a need out of involved parties for a change in logistic services, should contain all relevant information on the respective account, name addresses, contact person, and all related information on the business this client have at hand, see also
16. Respect and reimburse any funds/disbursements paid out on a member's instruction by a fellow member.
17. Inform Freight Lounge Network of any delinquencies or misconduct of other members and report any dispute, financial or otherwise, involving another Freight Lounge member.
18. Inform Freight Lounge network of any changes to its company name, staff, contact details, and other information as required.
19. Uphold the credit terms of Freight Lounge network and remitt any invoice from the Network itself in a timely manner. All of Freight Lounge's invoices are due upon receipt via e-mail and an invoice is deemed to have been received by a member on the same day that the e-mail was sent. Late payment of over 30 days from receiving of Freight Lounge invoice, will lead to postponement of the membership and de-activation of your account and will block access to tools , applications, database and member's accessible part of website until invoices are paid again or membership is terminated.
20. Payment of any invoice from Freight lounge network by bank transfer is on the account of remitting party and all bank costs have to be paid by the remitter (sender)



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