



## GENERAL CARGO TARIFF

### G1 Application of Tariff

- A. Rules, regulations and charges published herein apply only to domestic transportation via Hawaiian Airlines, Inc. as outlined.
  - 1. For transportation via Hawaiian Airlines, Inc. between points served by HA within the U.S.A.
  - 2. Transportation performed jointly by Hawaiian Airlines, Inc. and other carrier(s) under combination of applicable local rates, or under applicable joint rates, published in Official Local Cargo Rules Tariff, as published on [www.Hawaiiancargo.com](http://www.Hawaiiancargo.com).
- B. Transportation is subject to the rules, regulations, and charges in effect on the date of acceptance of the shipment for transportation by the originating carrier.

### G2 Definitions

Unless otherwise specifically indicated, the following definitions shall apply:

- A. An Air Waybill: A non-negotiable document covering the contract between the Shipper and HA.
- B. Articles of extraordinary Value: shall mean any of the following articles or commodities:
  - Bill of Exchange
  - Bonds
  - Bullion
  - Credit Cards, blank and embossed
  - Currency
  - Deeds
  - Dore Bullion
  - Evidence of Debt
  - Furs
  - Fur Clothing and Fur-trimmed clothing
  - Gems, cut or uncut
  - Gold Bullion, coined or uncoined, Dust or Sulfides or Cyanides
  - Jewelry (other than costume)
  - Money
  - Pearls
- C. Consignee: The person or company whose name appears on the Air Waybill as the party to whom the Shipment is to be delivered by the carrier.
- D. Continental United States: The 48 contiguous States, Alaska, and the District of Columbia.
- E. Contiguous United States: The 48 adjacent States, and the District of Columbia.
- F. Legal Holiday: Any national, state, or local legal holiday.
- G. Live animals shall mean warm blooded mammals, birds, crustaceans, and insects.

- H. Seal: A fastening device, identifiable by letters, numbers, or combinations of both used to secure the content of a container or other unit of packaging and which device, when broken, will evidence opening of the container or package.
- I. Shipment: A single consignment of one or more pieces, from one Shipper, at one time, at one address, tendered to HA in one lot and moving on one Air Waybill to one Consignee, at one destination address.
- J. Perishable shipment: Shall be those shipments that are subject to possible decay and/or deterioration due to temperature variations while in the carrier's possession.
- K. Shipper (or Consignor): The person or company whose name appears on the air waybill as the party contracting with Hawaiian Airlines, Inc. for the carriage of the shipment.

#### **G5 Currency**

All rates and charges are stated in the lawful currency of the United States.

#### **G8 Disposition of Fractions**

- A. Fractions of a pound will be rounded up to the next higher pound.
- B. In computing charges, fractions of less than one-half cent will be dropped and fractions of one-half cent or more will be rounded up to the next higher cent.
- C. Before computing cubic dimensions, fractions of less than one-half inch will be dropped and fractions of one-half inch or more will be rounded up to the next higher inch.

#### **G10 Computation of Days**

Unless otherwise provided, in computing time in days. Full calendar days shall be used, including Sundays and legal holidays, except when the last day falls on a Sunday or legal holiday the next following calendar day (other than a Sunday or legal holiday) will be included.

#### **G12 Description of Shipments**

The contents of a shipment must be accurately and specific described in the air waybill. The number of pieces included in a shipment must be specified on the air waybill.

#### **G14 Packaging and Marking**

- A. Shipments must be prepared or packaged to insure safe transportation with ordinary care in handling.
- B. Any article susceptible to damage by ordinary handling or as a result of any condition which may be encountered in air transportation must be adequately protected by proper packing and bear appropriate labels or markings.
- C. All shipments of articles and commodities which are susceptible to leakage must be packed by the shipper in solid, leak proof boxes and inner containers such as heavy polyvinyl bags.
- D. Each piece must be legibly and durably marked with the name and address of the Shipper and Consignee.
- E. Pieces with a weight in excess of the floor bearing capacity of available aircraft must be provided with a suitable skid or base which will distribute the weight of the pieces so as not

- to exceed such aircraft capacity. The weight of such skid or base shall be included in the weight of the shipment.
- F. Cut Flowers and Nursery Stock Shipments must show the total cubic measurement on the exterior of all boxes.
- G. Liquids or fragile or perishable articles must not be enclosed in the same package as wearing apparel.
- H. Packing, marking, and labeling of hazardous materials/dangerous goods must comply with the Dangerous Goods Regulations, issued by International Air Transport Association (IATA) and DOT Dangerous Goods regulations and CFR49.
- I. Firearms must be packed in a manufacturer's crushproof container made specifically for the firearm(s), or in a hard case. Firearms must be unloaded for transportation.

#### **G16 Shipments Subject to Advance Arrangements**

The shipper must contact Hawaiian (Toll free tel. 1-800-HA-CARGO or 1-800-822-2746) to determine shipping requirements before tendering a shipment containing:

- A. Articles of Extraordinary Value, Dangerous Goods, Live Animals, Human Remains.
- B. Articles liable to penetrate or otherwise damage equipment or other shipments.
- C. Pieces having a floor bearing weight exceeding 150 pounds per square foot.
- D. Shipments containing live animals, human remains, and perishables to be transported on widebody aircrafts.
- E. Shipments requiring special handling or unit loading devices.
- F. Shipments requiring Priority service.
- G. All shipments tendered for transportation on all wide-bodied aircraft.

#### **G17 Acceptance and Carriage of Perishable Shipments**

- A. Perishable shipments are defined as those commodities which are susceptible to damage as a result of any conditions which may be encountered in air transportation.
- B. The following commodities are classified as perishable shipments:
  - Fruits / vegetables - fresh or frozen
  - Seafood - live, fresh or frozen
  - Meat - fresh or frozen
  - Tropical fish, live
  - Animals, live
  - Live plants
  - Cut flowers and decorative greens
  - All other commodities or products, where spoilage occurs within 48 hours when exposed to weather elements.
- C. Shipments of perishable goods will only be accepted if the name and telephone number of the Consignee is included on the AWB.
- D. Shipper is responsible for packaging shipments to withstand a minimum transit time of not less than 48 hours.
- E. For live, cold-blooded animals that must remain in water at all times, (tropical fish, etc.) the shipper must have the shipment oxygenated to withstand a minimum of 48 hours transit time.

Transit time is calculated from the time the shipment is accepted and signed for by the carrier; to pick up at destination by the consignee.

- F. If perishable commodities require refrigeration enroute, gel ice packs should be used. Shipments containing more than 5 pounds of dry ice must be booked in advance. All IATA and DOT Dangerous Goods Regulations must be met.
- G. Hawaiian Airlines, Inc. cannot guarantee the availability of cooling or freezing facilities at origin or destination, or at enroute points. Hawaiian Airlines, Inc. assumes no responsibility for spoilage due to delay enroute, thawing or freezing unless it is the result of gross negligence.

## **G18 Acceptance and Carriage of Live Animals**

### **A. Live Animal Acceptance**

1. Hawaiian will accept only the following live animals which can be safely transported on its aircraft. Acceptance and transportation of live animals is subject to special conditions and all Federal, State, and local government laws and regulations.
  - Pet Dogs
  - Pet Cats
  - Live Tropical Fish
  - Day old chicks
  - Live bees
2. Animal Kennels must be provided by the shipper. Hawaiian Airlines, Inc. does not provide nor sell any kennels.
3. The shipper is responsible for meeting all applicable Federal, State, and local requirements, laws, and regulations.
4. Advance arrangements must be made through Hawaiian Airlines' Cargo Capacity.
5. Shipment is properly packaged to prevent the escape of the animal.
6. The shipper tenders the shipment to Hawaiian Airlines not more than 4 hours prior to the flight departure time.
7. Live animals are not tendered for transportation in such an agitated or hostile condition as to cause injury to themselves, to other animals or persons that may come in contact with the animal.
8. Live animals with offensive smells or odors will not be accepted.
9. Live animals are not muzzled or restrained in any manner that would impair respiration or otherwise injure the animal.
10. Dogs and cats will be accepted for transportation provided they are at least 8 weeks of age. Unweaned dogs and cats will not be accepted for transportation.
11. Warm-Blooded Animal shipments must be accepted at Priority service. Advance arrangements must be made.

### **B. Packing, Marking and Documentation Requirements for Live Animals**

1. Containers used to transport live animals shall be labeled and marked with the Shipper's and Consignee's name, address, and phone contact.
2. No cardboard, collapsible, foldable, or soft-sided kennels are allowed. No wire kennels will be accepted.

3. The structural strength of the containers shall be sufficient to contain the live animals and to withstand the normal rigors of transportation. The interior of the enclosure shall be free from any protrusions that could be injurious to the live animals contained therein.
4. Containers must be clean, and leak and escape proof under normal handling procedures. Absorbent material must be provided to prevent any leakage.
5. Access into the containers must be secured to prevent accidental opening.
6. Containers shall be large enough to ensure that each animal contained therein has sufficient space to turn about freely in a standing position using normal body movements, to stand and sit erect and to lie in a natural position.

## **G19 Acceptance and Carriage of Seafood**

### **A. General Rules**

1. Seafood must be tendered in durable, watertight packaging and packaged to withstand up to 48 hours domestic transit time and up to 72 hours international transit time.
2. Any shipment with evidence of leaking or strong odor will be refused.

### **B. Refrigerants**

1. Gel packs or dry ice are the only accepted refrigerants.
2. Hawaiian Cargo will not accept wet ice as a refrigerant in any seafood shipment.
3. If dry ice is used, quantity and packaging must conform to IATA Dangerous Goods Regulations, DOT Regulations, and Hawaiian Airlines HAZMAT policies and procedures.

### **C. Outer Packaging**

The following rules apply to shipping units (boxes, cartons, canisters, etc.) containing seafood:

1. 150 pounds is the maximum gross weight allowed per box.
2. Boxes tendered as bulk must be able to withstand stacking of fully loaded units to a height of 56 inches. Crushed, crumpled, leaking, or damaged units will be refused.
3. Boxes must have wax-impregnated or waterproof coating inside and outside.
4. Boxes must have leak-proof construction with gusseted corners both top and bottom. Top must extend fully over bottom.
5. Boxes must be banded with a minimum of two bands around the width of the unit.
6. All Styrofoam shipping units must be protected by an over packing consisting of a sturdy fiberboard container.
7. Styrofoam shipping units without over packing will not be accepted. All buckets with liquid contents must be leak-proof.

### **D. Inner Packaging**

1. A minimum 4-mil (or two 2-mil) plastic or polyethylene bag(s) or liner(s) must be used to line the inside of each seafood shipping unit.
2. Absorbent material must be placed between the liner and the inner bag containing the seafood to absorb any leaking or condensation.

3. The seafood must be completely sealed in one 4-mil (or two 2-mil) sturdy, puncture-resistant polyethylene bag(s). The inner bag must be heat-sealed or sealed by cable ties, wire, clips or bands. Whichever sealing method is used, the inner bag must be leak-proof even when tipped or inverted. Exception: Inner bags of live seafood should never be sealed, as adequate air is necessary to ensure the viability of the product. Inner bags of live seafood must extend above the level of the seafood.
4. Crabs and all other fish with sharp claws, fins or projections must be packaged with a corrugated board liner inside the polyethylene bag that covers all sides and both top and bottom. Placement of the board liner must ensure that claws, fins or projections do not come into contact with the inner bag.

E. Shipper-Loaded ULDs.

Seafood shipments in shipper loaded ULDs must be tendered to Hawaiian Airlines unsealed to conduct inspection of the contents. This inspection is to ensure that the shipment is in compliance with the following:

1. Units tendered in shipper loaded ULDs must comply with the refrigerant, outer packaging and inner packaging rules above.
2. The ULD must be lined with a polyethylene or plastic liner, and absorbent material must be placed between the liner and the seafood units. Both the liner and the absorbent material must completely cover the bottom and partially cover the sides of the ULD. A combination plastic liner with embedded absorbent material may also be used to cover the bottom and partial sides of the ULD.
3. All units in the ULD must be loaded straight with the correct end up. No unit can be loaded in the ULD diagonally or on its side. This is to prevent leakage and damage.
4. All units in the ULD must be able to withstand the weight of any stacking without buckling, crumpling, crushing, or leaking. The ULD will be refused if any units are visibly damaged.

F. Marking/Labeling

1. Each shipping unit must be marked with the name and phone number of the shipper and the name and address of the consignee.
2. The California Department of Fish and Game requires that all shipments of seafood contain markings indicating the species and the total weight of each species in the container.
3. Each seafood packaging unit must be clearly marked/labeled perishable and identifying the contents. Also, orientation arrows must be marked on each box.

G. Air Waybill

All air waybills accompanying seafood shipments must include:

1. 24-hour phone number for Shipper and Consignee
2. Number of pieces and gross weight
3. Description of shipment (fresh, frozen, or live; species of seafood)
4. Specific commodity number, if applicable
5. Established account number for credit shipments.

## **G20 Shipments Not Acceptable**

- A. Shipments which require Hawaiian Airlines to obtain a Federal, State or Local license for their transportation when Hawaiian has elected not to comply with such license requirements.
- B. Airline tickets, currency, bond, bullion furs, gems (cut or uncut), gold bullion, jewelry (other than costume jewelry), pearls, precious metals, silver bullion, stamps, stock certificates, watches. However, certain articles may be accepted pursuant to the conditions listed in Rule G23, Acceptance of Articles of Extraordinary Value.
- C. Live animals which are venomous cold-blooded animals, rodents, insects, birds, warm blooded animals other than dogs or cats.
- D. Shipments which contain article in IATA Dangerous Goods Regulations and/or D.O.T. Hazardous Materials Regulations, and revisions thereto, except those listed as not restricted, in said regulations.
- E. Machinery- greased or oiled, without packing.
- F. Shipments weighing in excess of 150 pounds per piece on B717 aircraft without prior approval.
- G. Shipments which exceed \$5,000 in total declared value. However, certain articles may be accepted pursuant to the conditions listed in Rule G23, Acceptance of Articles of Extraordinary Value.
- H. Articles of extraordinary value. However, certain articles may be accepted pursuant to the conditions listed in Rule G23, Acceptance of Articles of Extraordinary Value.
- I. Mounted and/or stuffed shellfish, onyx tables and/or onyx handicrafts.
- J. Hazard Class 7: Radioactive Material

## **G21 Proof of Delivery Charge**

- A. When proof of delivery is requested by the shipper or consignee. Hawaiian Airlines, Inc. will furnish a photocopy of the air waybill or manifest signed by the consignee or his agent. A service charge of USD \$15.00 will be assessed for each copy furnished by Hawaiian Airlines, Inc.
- B. Request for copies of the Hawaiian Airlines, Inc. airway bill other than the delivery receipt will be assessed a \$15.00 per copy service charge.

## **G22 Acceptance of Dangerous Goods**

Shipments containing or consisting of dangerous goods will be accepted only if they comply with all applicable rules and provisions as published in Dangerous Goods Regulations, issued by International Air Transport Association (IATA), D.O.T. Dangerous Goods Regulations, and International Civil Aviation Organization (ICAO) Technical Instructions.

## **G23 Acceptance of Articles of Extraordinary Value**

Hawaiian Airlines, Inc. does not accept articles of extraordinary value for carriage such as those listed in Rule G20. However, certain exceptions may be made based on special signed agreements and subject to advance arrangements and approval by Hawaiian Airlines' Senior Manager, Cargo Division.

#### **G24 Acceptance of Human Remains**

- A. Human Remains must be accompanied by a death certificate and burial removal permit and/or transit permit, as required by State law.
- B. Human remains must be adequately secured in a casket and packed in approved air tray packaging to prevent casket damage, shifting and the escape of offensive odors.
- C. Remains not embalmed must be tendered in hermetically sealed caskets/air trays.
- D. Cremated remains must be shipped in funeral urns that are sufficiently protected against breakage by a cushioned packaging. Cremated human remains may be tendered using Hawaiian's service within the domestic U.S., GEN or Priority service.
- E. Human Remains shipments are to be tendered using Priority service.

#### **G26 Acceptance of Shipments Requiring Special Devices**

Shipments requiring special devices for safe handling will be accepted only when these devices are provided and operated by the Shipper or Consignee at their risk. Hawaiian must approve operation of such special device on Hawaiian's premises. When, upon request, Hawaiian provides special devices and an operator, the Shipper or Consignee must reimburse Hawaiian for all charges incurred.

#### **G27 Compliance with Government Requirements**

- A. The shipper will comply with all applicable laws and all customs and other Governmental regulations of any jurisdiction to, from or through which the shipment may be carried, including those relating to the packing, transportation, or delivery of the shipment, and shall furnish such information and attach such documents to the air waybill as may be necessary to comply with such laws and regulations. Hawaiian Airlines shall not be obligated to inquire into the correctness or sufficiency of such information or documents. Hawaiian Airlines shall not be liable to the shipper for loss or expense due to the shipper's failure to comply with this provision.
- B. Hawaiian will not be liable if it refuses to transport a shipment which, in Hawaiian Airlines' judgment, would violate any applicable laws or government (Federal, State, city or county) regulations.

#### **G28 Inspection of Shipments**

- A. All Shipments are subject to inspection by Hawaiian, but Hawaiian shall not be obligated to perform such inspection.
- B. Consignee may not inspect or examine the contents of any part of any package in the Shipment prior to signing for receipt of the Shipment on the delivery copy of the air waybill.
- C. Containers of perishable articles or produce must be tendered to Hawaiian unsealed. Hawaiian will seal each container after inspection for compliance with Hawaiian's packaging requirements.

#### **G30 Air Waybill and Documents**

- A. The shipper must prepare and present air waybill with each Shipment tendered for transportation. If the shipper fails to present an air waybill, or presents an incomplete air



waybill, Hawaiian will prepare or complete the air waybill and the Shipper shall be bound by such Air Waybill.

- B. No agent, servant or representative of Hawaiian Airlines, Inc. has authority to alter, modify or waive any provisions of the contract of carriage or this tariff.

### **G32 U.S. Government Shipments**

Any shipment transported for the Hawaiian States Government must be accompanied by a Government Bill of Lading or Government Transportation Request.

### **G36 Liability of Hawaiian Airlines**

- A. See "U.S. DOMESTIC CONTRACT OF CARRIAGE" on Hawaiian's air waybill for provisions relating to liability of Hawaiian.
- B. Limitation of liability - Hawaiian will not be liable for loss or damage to shipments which are likely to deteriorate or perish due to climate, temperature, or exposure, except through the failure of Hawaiian to exercise reasonable care.

### **G38 Charges for Declared Value**

- A. A shipment shall have a declared value of 50 cents per weight pound (but not less than \$50.00 per Shipment) unless the shipper declares a higher value on the air waybill when tendered to Hawaiian.
- B. If a higher value is declared, an additional transportation charge will be assessed. The charge is 75 cents per \$100.00 or fraction thereof, by which the declared value exceeds 75 cents perchargeable weight pound or \$50.00 per shipment.

### **G40 Responsibility for Charges**

The shipper and consignee shall be responsible, jointly, and severally, to indemnify Hawaiian for all claims, fines, penalties, damages, costs or other sums which may be incurred or paid by Hawaiian for any violation of any of these rules and regulation and applicable government regulations, or any other default of the shipper or other parties with respect to a shipment.

### **G42 Liability for Unpaid Charges**

- A. The Shipper and Consignee are liable, jointly, and severally, for all unpaid charges attached to a shipment including, but not confined to sums advanced or disbursed by Hawaiian on account of such Shipment. EXCEPTIONS:
  - 1. The Shipper is not liable for any unpaid charges against a collect shipment where Hawaiian has extended credit to the Consignee, unless the Shipper has guaranteed inwriting the payment of the charges.
  - 2. The Consignee is not liable for any unpaid charges against a prepaid shipment where Hawaiian has extended credit to the shipper.
- B. Hawaiian shall have a lien on the shipment for all sums due and payable. If the shipment cannot be delivered because of non-payment of any charges, Hawaiian will hold the shipment, subject to applicable storage charges. Hawaiian will notify the Shipper and

Consignee that the shipment will be disposed of at public or private sale, unless Hawaiian receives instructions, accompanied by payment.

#### **G44 Disposition of Shipment**

- A. If a non-perishable shipment is unclaimed within the free storage time, Hawaiian will notify the Shipper and dispose of the shipment at the Shipper's expense in accordance with the Shipper's instructions. If the Shipper's instructions are not received within 30 days after the date of mailing such notice, and if the Consignee has not accepted the shipment, Hawaiian will dispose of the shipment at public or private sale.
- B. If the Shipper or Consignee requests special notification when a shipment containing perishables is delayed in the possession of Hawaiian, threatened with deterioration, or unclaimed, instructions for such notification must be given on the air waybill. Without such instructions, Hawaiian will dispose, at public or private sale, of the shipment without further notice to the Shipper or Consignee.

#### **G46 Routing and Rerouting**

In order to protect all shipments accepted for transportation, Hawaiian will determine the routing of any shipment including interline shipments not routed by the Shipper. Hawaiian will change the routing in order to expedite the shipment via any air or surface carrier. The transportation charges shall be no greater than the lowest transportation charge applicable to the service required from origin to destination via Hawaiian.

EXCEPTION: If the Shipper requests Hawaiian to reroute a shipment to another carrier for reasons other than those specified in this rule, the transportation charge will be recomputed for the charge applicable via the routing requested by the Shipper.

#### **G50 Availability of Equipment and Space**

Hawaiian will transport, consistent with its capacity to carry, all cargo accepted for transportation. Irrespective of rates published for a specified market, all shipments are subject to the availability of equipment and aircraft of the size and type necessary to accommodate a shipment. Passengers and their baggage, Human Remains, Jet Express, Mail, and Priority shall at all times have transportation priority over all other freight. Hawaiian will determine on a reasonable and nondiscriminatory basis, the priority for carriage between shipments, which shipments shall not be carried on a particular flight and which shipments shall be removed at any time or place.

#### **G51 Charges for Shipments of Dangerous Goods/HAZMAT**

- A. In addition to all other applicable transportation charges, a surcharge of \$100.00 shall apply to each different dangerous good contained in a shipment as described in Paragraph (A) of this rule. The surcharge also applies to Hawaiian's portion of joint transportation other than those carriers whose rates appear in Hawaiian's section of the Official Local Cargo Rates Tariff.
- B. In addition to all other applicable transportation charges, a surcharge of \$50.00 shall apply to each different dangerous goods contained in a shipment for transportation within the State of Hawaii.

EXCEPTION: For shipments containing over 5 pounds of dry ice, a surcharge of \$15.00 per air waybill shall apply. Shipments containing 5 pounds or less of dry ice shall be exempt from the surcharge.

#### **G52 Application of Rates and Charges**

- A. All shipments are subject to Hawaiian's rates and charges published in this tariff, and the Hawaiian Cargo Official Local Cargo Rates Tariff, including revisions and supplements in effect on the date a shipment is tendered to Hawaiian.
- B. Rates are published for different minimum weights (weight breaks): usually 1, 100, 220 pounds. Depending on the gross weight of the shipment, the lower of the following rate weight charges apply:
  - 1. The charge computed at the rate applicable to the weight of the shipment.
  - 2. The charge for the minimum weight computed at the lower rate but applicable to the higher weight break.

#### **G54 Chargeable Weight per Shipment**

- A. Transportation charges will be assessed on the gross weight of the shipment based on the greater of the actual weight, or the cubic dimensional weight determined as follows:
  - 1. Cubic measurements will be based on the greatest dimensions (length, width and height) of the shipment on the basis of one pound for each 194 cubic inches or fraction thereof.
  - 2. EXCEPTION: Not applicable to containerized shipments if rates and charges are published herein.
- B. Weight Verification. For the purpose of weight verification, all shipments tendered to the carrier are subject to reweighing at the point of origin or at the point of destination of the shipment. In the event of a discrepancy between the chargeable weight determined by reweighing the shipment on carrier's scale and the weight entered by the shipper on the air waybill, transportation charges will be recalculated on the basis of the chargeable weight determined by reweighing in shipment by carrier. If the verified chargeable weight is less than the weight entered on the air waybill, Shipper will receive credit by the carrier for the amount overpaid, and if the verified chargeable weight exceeds the weight entered on the air waybill, carrier will collect from the Shipper amount underpaid due to weight discrepancy.

#### **G56 Charges on Mixed Shipments**

Charges on shipments containing two or more differently rated commodities will be assessed as follows:

- A. When the Shipper indicates the weight for each commodity: On the actual or dimensional weight of each commodity specified on the Air Waybill at the rate applicable to the chargeable weight of the shipment. The chargeable weight shall not be less than the highest minimum weight for any rate used. Any deficit in such chargeable weight shall be charged at the lowest applicable rate.
- B. When the weight for each commodity is not indicated separately on the Air Waybill: On the chargeable weight of the entire shipment at the highest rate and minimum charge applicable to any commodity in the shipment.

### **G58 Charges Prepaid or Collect**

- A. Transportation charges must be paid by the Shipper (charges prepaid) or by the Consignee(charges collect).
- B. The following shipments must be prepaid:
  - 1. Personal effects and/or used belongings, not for resale.
  - 2. Human Remains, Live Animals, shipment addressed to persons restrained of their liberty, shipments with a lower commercial value than their transportation charges, shipments addressed to United States Government Agencies unless shipped under proper U.S. Government Bill of Lading.

### **G60 Payment of Charges**

- A. All rates and charges between points within the U.S. and rates from points in the U.S. to points in Canada are published and payable in US currency.
- B. When the shipment originates or terminates in the US and when rates and charges applicable thereto are paid in the US, they are payable in the lawful currency of the United States.
- C. All charges must be paid in cash at the time of acceptance by Hawaiian in the case of a Prepaid Shipment or at the time of delivery in the case of a Collect Shipment. Cash is defined as follows:
  - 1. Currency
  - 2. Cashier's check
  - 3. Traveler's check
  - 4. U.S. Postal Money Order
- D. Hawaiian will accept the following credit cards for the payment of transportation charges:
  - 1. American Express
  - 2. Diner's Club
  - 3. Discover Card
  - 4. Master Card
  - 5. VISA

### **G62 Claim Procedure**

- A. Before Hawaiian can process a claim, all transportation charges for the shipment involved must be paid. The amount of the claim may not be deducted from the charges due, except where the consignee has received no part of a shipment.
- B. See "U.S. DOMESTIC CONTRACT OF CARRIAGE" on Hawaiian's air waybill for all other provisions applicable to "CLAIMS PROCEDURE."

### **G64 Interline Shipments - Joint Carriers' Liability**

The Shipper shall have a right of action against the originating Carrier, and the Consignee shall have a right of action against the delivering Carrier, and further, each may take action against the Carrier which performed the transportation during which the destruction, loss, damage or delay took place. The Carriers shall be jointly and severally liable to the Shipper or Consignee.

**G66 C.O.D. Collect on Delivery**

Collect on Delivery service is not available.

**G68 Storage**

- A. Shipment will be held by Hawaiian Airlines without charge for 24 hours (excluding the first Sunday and legal holidays) after arrival and after delivery is attempted or notification of arrival is given.
- B. After the expiration of such free time, Hawaiian Airlines will continue to hold such shipment for the shipper and/or consignee, subject to a charge of \$5.00 per 100 pounds or fraction thereof per day, and subject to a minimum charge of \$25 per 24-hour period (excluding legal holidays).

**G73 Assembly or Distribution Service**

Assembly or distribution service is not available.

If you have any questions about Hawaiian's rules and regulations, please contact Hawaiian Air Cargo for further assistance.