



Terms & Conditions (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

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OWNER
Legal & Compliance (Head of Legal)

GOVERNING LAW
UAE / Dubai Courts

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CONTACT
compliance@udb.ae

1. Definitions

- "UDB", "we", "us" means UDB Logistics FZCO (DIEZ), United Arab Emirates.
- "Customer", "you" means the contracting party purchasing services from UDB.
- "Services" include freight forwarding, booking, coordination, handling management, documentation support, and related logistics services.
- "Shipment" means goods tendered for carriage/handling under an air waybill (AWB) or equivalent transport document.
- "Carrier" includes airline(s), ground handlers, terminals, and any subcontractors involved in carriage/handling.

2. Contracting entity & scope

These Terms apply only to the contracting entity stated above. If a specific quotation, service order, or written agreement conflicts with these Terms, the specific written agreement prevails to the extent of the conflict.

3. Our role (freight forwarder)

Unless explicitly agreed in writing, UDB acts as a freight forwarder and arranging party, not as an air carrier. Carriage is performed by the Carrier under the Carrier's transport document (e.g., AWB) and applicable rules.

4. Quotations, rates, and charges

- Quotations are based on information provided by Customer and are valid only for the stated period, routing, service scope, and shipment details.
- Charges may change due to carrier surcharges, security, screening, terminal fees, storage, reweighing, special handling, rebooking, or other third-party costs.
- Unless agreed otherwise, payment terms are as per invoice and due within the stated period. Late payment may result in suspension of services and recovery costs.

5. Documentation & compliance

Customer must provide accurate shipment information, including description, value (if declared), weights/dimensions, export/import data, and any required permits. Customer warrants that shipments do not violate applicable laws and do not include prohibited/illegal goods.

6. Dangerous Goods (DG) & special commodities

DG and controlled commodities are accepted only by prior arrangement, subject to applicable regulations (e.g., IATA DGR) and carrier acceptance. Typical special commodities handled by UDB include consumer electronics, lithium battery shipments (ELI/ELM under applicable rules), and regulated fragrances/perfumes, subject to the same acceptance requirements. Customer is responsible for correct classification, packing, marking, labeling, and documentation unless UDB expressly agrees in writing to provide those services.

7. Sanctions & export control

Customer must comply with applicable sanctions, export control, and customs laws and must not request UDB to handle shipments that are prohibited or restricted. Customer is responsible for providing accurate classification, licenses, permits, end-use/end-user information, and supporting documents upon request. UDB may refuse, suspend, or terminate services if compliance concerns arise. [See Trade Compliance \(UAE\) for details.](#)

8. Cargo insurance (not included unless agreed)

Cargo insurance is not included by default unless expressly agreed in writing for the specific Shipment. If insurance is requested, pricing is quoted case-by-case. Insurance is arranged only upon written confirmation. Any cover is subject to insurer terms and conditions.

Insurance (if purchased) is governed by the [Insurance Overview \(UAE\)](#), including COI timing and evidence of cover.

9. Limitation of liability (forwarder / arranging party)

- UDB's liability for loss, damage, delay, or any claim arising from carriage/handling performed by third parties is limited and governed by the applicable Carrier terms, typically on a per-kilogram basis, international conventions, and/or mandatory rules that apply to the transport document used (e.g., AWB conditions and applicable conventions).
- UDB is not liable for indirect, consequential, or special damages (including loss of profit, business interruption), even if foreseeable.
- This limitation applies to any claim in contract, tort, negligence, bailment, or otherwise.
- For the avoidance of doubt, any enhanced compensation applies only where a separate signed addendum expressly states so.

9A. Enhanced compensation (High-Value Addendum)

Enhanced customer compensation may be available only under a separately signed "High-Value Customer Compensation Addendum (UAE)" for eligible Shipments. Where such addendum applies, it prevails over Section 9 only to the extent expressly stated in the addendum.

9B. Optional Value Protection

For an additional fee of 1.65% of the declared value (or case-by-case if agreed; minimum fee may apply), UDB may increase its contractual compensation cap for that Shipment to the declared value (or to a stated maximum, as agreed in writing), irrespective of carrier limits. Value Protection applies only where confirmed in writing at booking acceptance and is contractual (not insurance).

10. Declared value & special instructions

Declared value or special handling/temperature/security requirements must be agreed in writing before acceptance. Additional charges and carrier limitations may apply.

11. Claims (summary)

Claims must be submitted in accordance with the Claims Procedure (UAE) available in the Legal & Compliance Hub, including required notice and documentation deadlines. If a [High-Value Customer Compensation Addendum \(UAE\)](#) applies, the claim may be submitted either under the Addendum or under this Claims Procedure (as applicable).

Customer may submit claims solely to UDB. UDB will coordinate any carrier/third-party processes. Customer is not required to submit claims directly to any carrier/handler.

12. Lien / right to retain goods

UDB and its subcontractors may retain goods and documents as security for amounts due in connection with the Shipment, to the extent permitted by law and applicable carrier/terminal rules.

13. Governing law & jurisdiction

These Terms are governed by the laws of the United Arab Emirates and disputes are subject to the courts of Dubai, unless otherwise agreed in writing.

14. Updates

UDB may update these Terms from time to time. The latest version is published in the Legal & Compliance Hub.