



1. COMPANY INFORMATION

Registered Company Name: _____

Trade Licence No.: _____

Date Incorporated: ____ / ____ / ____

TRN Number: _____

Registered Address: _____

Trading Address (if different): _____

Website: _____

Nature of Business: _____



2. SHIPPING CONTACT

Contact Name: _____

Position: _____

Mobile Number: _____

Email Address: _____



3. ACCOUNTS CONTACT

Contact Name: _____

Position: _____

Mobile Number: _____

Email Address: _____



4. BANKING DETAILS

Bank Name: _____

Account Name: _____

IBAN: _____

SWIFT Code: _____

Branch: _____



5. TRADE REFERENCES

REFERENCE 1

Company Name: _____

Contact Person: _____

Email: _____

Telephone: _____

REFERENCE 2

Company Name: _____

Contact Person: _____

Email: _____

Telephone: _____



6. SERVICES REQUIRED (Please tick all that apply)

Air Freight ☐

Sea Freight (FCL) ☐

Sea Freight (LCL) ☐

Land Transportation ☐

Customs Clearance ☐

Warehousing & Distribution ☐

Project Cargo ☐

Door-to-Door Delivery ☐

Cargo Insurance ☐



7. CREDIT TERMS (Please select)

☐ **COD**
Cash Before Release

☐ **30 DAYS**
From Invoice Date

☐ **60 DAYS**
From Invoice Date



8. CREDIT LIMIT APPLIED FOR

AED _____



9. DOCUMENT CHECKLIST

☐ Trade Licence

☐ VAT Certificate

☐ Emirates ID / Passport Copy

☐ Company Stamp

DECLARATION

I/We hereby confirm that the information provided above is true and accurate. I/We have read, understood, and agree to be bound by the Standard Trading Conditions set out on Page 2 of this application. We authorize River Waves Connect Shipping LLC to conduct credit references and obtain information in connection with this account application.

Authorized Signatory _____ Name (Please print) _____ Designation _____

Signature: _____ Date: ____ / ____ / ____

Company Stamp





1. CUSTOMER RESPONSIBILITIES

Customers are responsible for providing accurate shipment instructions, commercial invoices, packing lists, permits, certificates, and any documentation required by customs authorities or other regulatory bodies. Any additional costs, delays, penalties, or charges resulting from inaccurate or incomplete information shall be the responsibility of the customer.



2. QUOTATIONS & PRICING

All quotations are based on information available at the time of issue and are subject to carrier rates, fuel surcharges, customs requirements, government charges, and market conditions. Any applicable adjustments will be communicated where reasonably possible.



3. FREIGHT CHARGES & PAYMENT

Customers are responsible for payment of freight charges, customs duties and taxes, port and terminal charges, storage charges, demurrage and detention, inspection fees, and any third-party costs incurred on behalf of the customer. Payment shall be made in accordance with the approved credit terms.



4. CREDIT FACILITIES

Credit facilities are granted at the sole discretion of River Waves Connect Shipping LLC and may be reviewed, amended, suspended, or withdrawn based on account performance, payment history, and commercial risk assessment.



5. CUSTOMS & REGULATORY COMPLIANCE

Customers remain responsible for ensuring that shipments comply with all applicable import, export, customs, sanctions, and regulatory requirements.



6. CARGO INSURANCE

Cargo insurance is not automatically included within our services. Insurance may be arranged upon written request prior to shipment movement and is subject to insurer approval and terms.



7. SHIPMENT TRANSIT & DELAYS

While every effort is made to meet planned transit schedules, delivery times remain subject to carrier schedules, customs procedures, weather conditions, port operations, inspections, and other factors outside our direct control. River Waves Connect Shipping LLC shall not be held responsible for delays arising from such circumstances.



8. CLAIMS PROCEDURE

Any claim relating to cargo loss, shortage, or damage must be submitted in writing together with supporting documentation within fourteen (14) days of delivery. Claims submitted after this period may not be accepted.



9. RIGHT OF RETENTION

River Waves Connect Shipping LLC reserves the right to retain cargo, documents, or related goods until all outstanding invoices and charges have been settled.



10. GOVERNING LAW

These Standard Trading Conditions shall be governed by the laws of the United Arab Emirates and any dispute shall be subject to the exclusive jurisdiction of the Courts of Dubai, UAE.

CUSTOMER ACKNOWLEDGEMENT

We confirm that we have read, understood, and agree to the Standard Trading Conditions set out above.

Date: ____ / ____ / ____

Authorized Signatory: _____

Name (Please print): _____

Company Stamp: _____



FOR INTERNAL USE ONLY

Account Manager: _____ Date: ____ / ____ / ____

Approved Credit Terms: ☐ COD ☐ 30 DAYS ☐ 60 DAYS

Approved Credit Limit: AED _____

Approved By: _____ Designation: _____

