

Air12 Shipping Service Policy

Service conditions, cargo eligibility and operational requirements

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Registered office	Lightbridge, 6th Floor, Powai, Hiranandani Business Park, Mumbai 400072, Maharashtra, India
Contact	info@air12.in

1. Scope

1.1 This Policy applies to Shipments arranged through Air12 and should be read with the Air12 Sender Agreement, accepted Quote, Terms and Cancellation and Refund Policy.

1.2 Air12 coordinates pickup, source-airport handling, air carriage through an Airline, destination cargo collection and final delivery. Service remains subject to route activation, capacity, Airline acceptance, airport and security requirements, weather, law and operational feasibility.

2. Sender responsibilities

2.1 The Sender shall provide accurate Sender, Receiver, address, goods, package, weight, dimension, value, invoice, tax and contact information and every document required for lawful movement.

2.2 The Sender shall ensure that the Goods are legally owned or controlled by the Sender, may lawfully be transported and delivered, and are not prohibited, concealed, misdescribed or undeclared dangerous goods.

2.3 The Sender shall make the Shipment ready for pickup, provide safe access and ensure the availability of suitable personnel or selected Load Assist for loading where required.

3. Packaging and labelling

3.1 Each package must be securely packed, sealed and labelled for road transport, repeated handling, stacking and air carriage. Packaging must prevent leakage, breakage, movement, contamination and exposure of contents during ordinary handling.

3.2 Fragile, liquid, temperature-sensitive, high-value or specially handled Goods require packaging appropriate to their nature. Air12 labels and scans identify packages but do not remedy inadequate packaging.

3.3 Air12 or the Airline may refuse packages that are unsafe, leaking, damaged, insecure, unsuitable for air carriage or inconsistent with the declared description.

4. Measurement and chargeable weight

4.1 The Quote is based on Sender-declared package dimensions and physical weights. Unless the Quote states otherwise, package dimensions are rounded upward to the next whole centimetre; each package physical weight is rounded upward to the next 0.5 kilogram; volumetric weight is calculated using the divisor applicable to the Quote and rounded upward to the next 0.5 kilogram; rounded physical weights and rounded volumetric weights are aggregated separately; and the declared chargeable weight is the higher of those two Shipment-level totals, subject to the applicable minimum billable weight.

4.2 The Airline-confirmed total chargeable weight shown on the Air Waybill, once recorded and finalised through the Air12 source-airport workflow, is the authoritative final commercial chargeable weight for the Shipment.

4.3 After the Air Waybill final chargeable weight is finalised, Air12 recalculates the Shipment using the pricing basis frozen in the accepted Quote. An increase in payable amount creates one consolidated DELTA. No negative DELTA or automatic refund arises where the recalculated amount is equal to or lower than the MAIN commercial position. Airline handover is withheld until a positive DELTA is paid or validly waived.

5. Documents and e-way bill

5.1 The Sender shall provide the correct invoice or delivery challan and all permits, declarations and statutory documents required for the Goods.

5.2 Where an e-way bill is required, the Sender shall generate it using correct information and Air12's applicable transporter particulars. Air12 may update Part B or transport details for the pickup road leg, air leg and destination road leg using the operational information available for the Shipment, to the extent permitted by law and the portal.

5.3 The Sender remains responsible for the accuracy and validity of the invoice, challan, e-way bill and underlying tax treatment and shall promptly provide any required correction or replacement.

6. Prohibited goods

6.1 The following Goods are prohibited from standard Air12 service and must not be tendered:

6.2 Explosives, ammunition, detonators, fireworks, flares, gunpowder and explosive devices or components.

6.3 Firearms, ammunition, weapons, weapon parts and articles intended primarily to injure, incapacitate or threaten.

6.4 Illegal narcotics, psychotropic substances, controlled drugs without lawful authority, contraband and goods whose possession, transport or delivery is unlawful.

6.5 Radioactive material, nuclear material and substances presenting radiation risk.

6.6 Infectious substances, cultures, pathogens, untreated biomedical waste, human remains and body parts.

6.7 Compressed, liquefied or dissolved gases; flammable gases; toxic gases; and gas cylinders, cartridges or canisters not expressly approved for carriage.

6.8 Flammable liquids and solids, self-reactive substances, substances liable to spontaneous combustion, substances dangerous when wet, oxidisers and organic peroxides.

6.9 Toxic, poisonous, corrosive or environmentally hazardous chemicals and substances, including undeclared pesticides, acids, alkalis and industrial chemicals.

6.10 Loose lithium cells or batteries, damaged or defective batteries, recalled batteries, power banks or battery consignments not expressly approved and packed in accordance with applicable requirements.

6.11 Cash, currency, bearer instruments, negotiable securities, bullion, precious stones, jewellery, antiques, works of art and other irreplaceable valuables unless Air12 has expressly approved the category in writing.

6.12 Live animals, birds, fish, insects, plants requiring quarantine control and biological material not expressly approved in writing.

6.13 Perishable food, frozen goods, medicines or other temperature-controlled Goods where required temperature integrity cannot be maintained through the booked service.

6.14 Obscene, counterfeit, pirated or infringing goods; stolen property; and goods prohibited by customs, tax, wildlife, environmental, aviation or other law.

6.15 Any article prohibited by the Airline, airport, security authority, applicable dangerous-goods rules or other law, whether or not specifically named above.

7. Restricted goods

7.1 The following Goods are not accepted through ordinary booking unless Air12 and the Airline have given prior written approval and all required declarations, packaging, labels, permits and handling arrangements are in place:

7.2 Electronic equipment containing installed lithium batteries, battery-powered mobility equipment and other battery-containing articles.

7.3 Aerosols, perfumes, cosmetics, paints, inks, adhesives, alcohol-based products and other liquids or articles that may be classified as dangerous goods.

7.4 Medical devices, diagnostic specimens, pharmaceuticals, vaccines and temperature-sensitive products.

7.5 Magnets, magnetised material, engines, machinery containing fuel or oil, dry ice and articles producing heat or gas.

7.6 High-value commercial cargo, fragile goods, artwork, precision instruments and Goods requiring special security or handling.

7.7 Liquids, powders, granules or chemicals whose composition cannot be readily verified from proper documentation.

7.8 Food, agricultural produce, seeds, plants, animal products or Goods subject to quarantine, health, food-safety or other regulatory controls.

7.9 Any Goods that the Airline, insurer, airport, security authority or Air12 classifies as requiring special acceptance.

7.10 Prior written approval for one Shipment does not constitute approval for another Shipment. Booking, payment, pickup or insurance processing does not by itself amount to approval of restricted Goods.

8. Inspection, refusal and legal compliance

8.1 Air12, the Airline, airport or security authorities may inspect, screen, open, test, detain, refuse, return or surrender Goods to authorities where required for safety, security, law or operational compliance.

8.2 The Sender bears responsibility for consequences arising from prohibited, undeclared, misdescribed or unlawfully tendered Goods, including detention, disposal, return, penalties, damage, delay and third-party claims.

9. Air carriage and estimated timings

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9.1 The Airline controls cargo acceptance, screening, flight allocation, offloading, carriage and release. Air12 cannot guarantee acceptance on a particular flight.

9.2 Pickup, flight, arrival and delivery dates or time windows are estimates, not guarantees. Air12 will use reasonable efforts to communicate material changes when known. Delay alone does not create an automatic refund, compensation or service credit.

10. Delivery

10.1 The Sender shall provide an accurate delivery address and an available, authorised Receiver. Delivery may require Receiver verification through the approved Air12 process.

10.2 Where delivery cannot be completed because the Receiver is unavailable, refuses delivery, provides an incorrect address or cannot lawfully receive the Goods, Air12 will handle the Shipment in accordance with the available operational process and applicable law. Additional action is not guaranteed unless separately agreed.

11. Changes and contact

11.1 A revised version of this Policy becomes effective when published and applies prospectively. Any change to the prohibited or restricted goods list requires publication of a new version.

11.2 Operational questions may be sent to info@air12.in.