



## FAQ: Vehicles / Ro-Ro

- **Demurrage period (Imports) and Cut Off (Exports)**  
Check our website [www.terminalzarate.com.ar](http://www.terminalzarate.com.ar) > [On-line Services](#) > [Ship Arrival](#)
- **Business hours:**  
Mondays to Fridays 8AM to 5.30PM – Saturdays 8AM to 12AM
- **What documents should you present in order to be registered as client?**  
You should complete form in the following link:  
[www.terminalzarate.com.ar](http://www.terminalzarate.com.ar) > Atención de Clientes > Alta de Clientes  
or send an e-mail to [facturacion@tz.com.ar](mailto:facturacion@tz.com.ar) and [comercial\\_dv@tz.com.ar](mailto:comercial_dv@tz.com.ar) including copies of: CUIT – IIBB – Impositive Exemptions.
- **Means of payment:**
  - Cash (pesos or dollars) up to USD 600 or its equivalent to the exchange rate of the date of payment.
  - Debit (VISA Card - MASTERCARD - CABAL - MODO APP)
  - Check issued in the name of Terminal Zárate S.A. –Non transferable and crossed cheques. Checks over \$200.000 (pesos) must be certified by the bank.
  - Wire transfer: Bank: HSBC BANK ARGENTINA SA  
Cta Cte: 6223-20216-8  
CBU 15006228 00062232021682  
Terminal Zárate S.A. CUIT 30-64153685-3

If paid with wire transfer, the total amount should be credited before service is performed. Please send an e-mail with proof of transfer to [facturacioncontado@tz.com.ar](mailto:facturacioncontado@tz.com.ar)
- **Where to pay**  
Port charges can be paid at:  
Cash payment (to the cashier or wire transfer already credited):  
Dr. Félix Pagola 2671 | B2800DDX, Zárate, Buenos Aires, Argentina. Queries: Phone: (03487) 42-9000 [Int. 9121- 9180 -9022] [facturacioncontado@tz.com.ar](mailto:facturacioncontado@tz.com.ar)

**Important information:**

- In cash payment condition, services must be paid in advance.
- Invoice preview request should be done at least 48 hours working hours in advance, accessing the following website: [www.terminalzarate.com.ar](http://www.terminalzarate.com.ar) > **On-line Coordination > Vehículos (Buques Ro-Ro) > Solicitud Proforma and complete the required information.**
- **What change should you consider?**  
You check our website [www.terminalzarate.com.ar](http://www.terminalzarate.com.ar) | In all cases we will apply the sell rate for Dollars according to the Banco Nación de Argentina.
- **What documents should you present for Import/Export services?**

<p><u>Import:</u></p> <ul style="list-style-type: none"> <li>- Original free debt certificate issued by shipping line.</li> <li>- B/L copy</li> <li>- Dispatch copy</li> </ul>	<p><u>Export:</u></p> <ul style="list-style-type: none"> <li>- Booking confirmation copy</li> <li>- Boarding permits</li> <li>- Packing List of the cargo</li> <li>- Photos of the cargo, if possible</li> </ul>
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- **Commercial questions:**  
For any questions regarding tariffs and services call 03487-429000 or by email to: [comercial\\_dv@tz.com.ar](mailto:comercial_dv@tz.com.ar)
- **Operative Coordination:**

Import: The shift request for the dispatch of the cargo must be made 48 hours in advance accessing the following website: [www.terminalzarate.com.ar](http://www.terminalzarate.com.ar) > **Coordinación On-line > Vehículos (Buques Ro-Ro) > Coordinación Vehículos** and complete the required information. You must then wait for the confirmation of the requested shift.

Export: The delivery and the invoice request must be made 48 hours in advance. The shift for delivery must be coordinated 48 hours in advance by sending an email to [coordinaciondv@tz.com.ar](mailto:coordinaciondv@tz.com.ar) with the previously indicated documents.

Also take into account that:

  - The representative must be present with the corresponding Permits in hand.
  - The cargo is received on the floor, the consignee must provide an operator and/or the needed resources to unload the cargo from the truck.
  - The port charges must be canceled prior to admission.
- **Verification:**  
Terminal Zarate will not be responsible for any damage or loss that may occur during the verification process since the task is carried out by personnel who don't belong to the Terminal.
- **Cargo Condition:**  
Sending the cargo condition report is not a service of Terminal Zarate, in any case it may be requested by the client, considering that it can take 5 working days from the beginning of the unloading to prepare such report. If necessary, the client may personally inspect the cargo at the time of unloading, prior coordination with operations department.  
Additionally, take into account that the inspection is carried out from outside with the cargo at rest, observing very evident damages in relation to the size of it and its outer structure. The inspection of packages consists only in the register of the state of it. No mechanical or technical damage is inspected. Unless a packing list is presented prior to the arriving of the cargo, any missing element won't be detected.  
Cargoes declared as "used cargo" will not be inspected or reported.  
The above mentioned does not impact in the days of free storage since it is not a necessary condition for starting the nationalization procedures.