

Contractual relations

The product handled at VTTI's terminal is typically owned by VTTI's customers. Part of the contracting phase is that the customer and the terminal map the activities anticipated and the products involved to ensure they are covered by VTTI's authorisations (article 17.1 GT&C's).

Part of VTTI's services is handling customs and excise formalities on behalf of VTTI's customers. To enable VTTI to handle these formalities in a compliant manner, the customer is required to provide VTTI timely with the correct and complete data needed to lodge a particular customs or excise declaration (article 17.2 GT&Cs).

VTTI's General Terms & Conditions are included [here](#).

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