

	SERVICES		
PARAMETERS	TK SMART	TK PREMIUM	TK URGENT
Service Type	A2A	A2A	A2A
Definition	Lean service offered for standard shipments	Privileged service offered for important shipments	The fastest service offered for critical and last minute shipments
Motto	Optimum service, smart solutions.	Privileged capacity, premium service.	Top-priority service, urgent solution.
SCC Codes	SMR	XPS	URG
Size & Weight Limitations	No cargo weight and size limits (subjects to aircraft type and capacity)	No cargo weight and size limits (subjects to aircraft type and capacity)	No cargo weight and size limits (subjects to aircraft type and capacity)
Capacity	guaranteed flexibility	* Any weight/volume guaranteed (subject to aircraft limitations) for available flights * Guaranteed up to 300 kgs for freighters and 200 kgs for wide-body aircrafts for closed flights	* Any weight/volume guaranteed even the flight is closed (subject to aircraft limitations) *For booking requests on closed flights, contact with TK URGENT Team or local sales representatives.
Priority	Low	High	Highest & non- offloadable
Late Booking	up to LAT *no any booking change last minute	up to LAT - if flight is not closed Contact with local sales representatives - if flight is closed	up to LAT - if flight is not closed contact with TK URGENT Team or local sales representatives - if flight is closed
Cargo and document cut off time (IST)	8 hours - Wide - body aircrafts and freighter flights 5 hours - Narrow - Body aircrafts	Short cut off time 4 hours - For 0-3 tonnes of shipments with freighters and narrow - body aircrafts 4.5 hours - For 0-3 tonnes of shipments with wide - body aircrafts	Shortest cut off time 1.5 hours up to 0-300 kgs per 32 kg shipments with freighters, wide - body and narrow- body aircrafts * For LAT of other weight breaks, contact with TK Urgent Team or local sales representatives
Connection/Transit Time (IST) * Bulk/Thru Units	10 hours * 4 hours	4 hours * 3 hours	3 hours * 2 hours
Special Handling Service	Standard operation	Advanced operation process	Dedicated TK URGENT Team and Operation Team
Special Ramp Service	Standard operation	Standard operation	Dedicated Vehicles
Drop-off Time* (IST)	from 6 hours after landing	from 4 hours after landing	from 4 hours after landing
Quality Guarantee	No FAB guarantee	100 % FAB guarantee (Flown as Booked)	100 % FAB guarantee (Flown as Booked)
Delivery Time	3-5 days in transit shipments (subjects to shipment route)	1-2 days in transit shipments (subjects to shipment route)	same or next day (subjects to shipment route)
Tracking & Tracing	eTracking 24/7 online + standard customer service + Cargy	eTracking 24/7 online + standard customer service + Cargy	24/7 supported by TK URGENT Team (TKURGENTCARGO@THY.COM) +90 850 333 07 77
Money Back Guarantee	No money back guarantee	money back guarantee (in accordance with our Terms and Conditions)	100% money-back guarantee (in accordance with our Terms and Conditions)
Service & Product Combination	only for General Cargoes	with TK Fresh, TK Care, TK Vulnerable, General Cargo, TK Pharma, TK Courier	with all cargo products except Human Remains (HUM) and Exceptional (SHL, LHO etc.)