

	SERVICES		
PARAMETERS	TK SMART	TK PREMIUM	TK URGENT
<b>Service Type</b>	A2A	A2A	A2A
<b>Definition</b>	Lean service offered for standard shipments	Privileged service offered for important shipments	The fastest service offered for critical and last minute shipments
<b>Motto</b>	Optimum service, smart solutions.	Privileged capacity, premium service.	Top-priority service, urgent solution.
<b>SCC Codes</b>	SMR	XPS	URG
<b>Size &amp; Weight Limitations</b>	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)
<b>Capacity</b>	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.
<b>Priority</b>	Low	High	Highest & non- offloadable
<b>Late Booking</b>	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
<b>Cargo and document cut off time (IST)</b>	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
<b>Connection/Transit Time (IST) * Bulk/Thru Units</b>	10 hours * 4 hours	4 hours * 3 hours	3 hours * 2 hours
<b>Special Handling Service</b>	Standard operation	Advanced operation process	Dedicated TK URGENT Team and Operation Team
<b>Special Ramp Service</b>	Standard operation	Standard operation	Dedicated Vehicles
<b>Drop-off Time* (IST)</b>	from 6 hours after landing	from 4 hours after landing	from 4 hours after landing
<b>Quality Guarantee</b>	No FAB guarantee	100 % FAB guarantee (Flown as Booked)	100 % FAB guarantee (Flown as Booked)
<b>Delivery Time</b>	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)
<b>Tracking &amp; Tracing</b>	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
<b>Money Back Guarantee</b>	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)
<b>Service &amp; Product Combination</b>	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.)