



DHL Freight Terms & Conditions

1. Prohibited Goods

DHL Freight does not accept the following: certain classes of dangerous goods (see clause 7), weapons and ammunition, wastes, living botanicals, livestock, animals, derivatives of endangered species (e.g.: skin, fur, teeth, shell, feathers or blood and parts of some plants, e.g. seeds), bulk material, removal goods, money and/or valuables, cheques, ready to use credit-cards, coins, fiscal stamps, valid telephone cards, any means of payment, securities (guarantees), precious metals, precious stones, jewelry, art, antiques or tobacco products.

2. Applicable Law and Jurisdiction

The services are governed by the laws of the country where the billing DHL Freight entity has its domicile and the courts of such country shall have exclusive jurisdiction to settle claims. Any local freight forwarding conditions of that country shall also apply. For the international transportation of goods by road, the provisions of CMR (Convention on the Contract for the International Carriage of Goods by Road) shall apply, except for articles 24 and 26. Particular attention is drawn to the paragraphs below on Cash on Delivery and Delivery Against Documents, for which DHL Freight's liability follows exactly articles 11 and 21 of the CMR also for national transports. For intermodal transport using rail, the General Terms and Conditions of Carriage for International Freight Traffic by Rail (GTC-CIM) apply, Appendix B to the Convention concerning International Carriage by Rail (COTIF 1999). For transport contracts for dangerous goods, the applicable rules and conditions of all involved countries apply.

3. Capacity Clause

If DHL Freight is not able to provide the service at any given moment as a result of supply shortage, DHL Freight will immediately provide proof of this shortage but DHL Freight shall not be obliged to provide services.

4. Cash On Delivery (COD)

COD is only available for the DHL FREIGHT EUROCONNECT service and in limited countries. COD is not available for the DHL FREIGHT EURAPID and DHL FREIGHT EUROLINE services. Delivery is exclusively effected against receipt of proof of payment or payment in the agreed manner The

Customer assumes responsibility for the respective instructions to the consignee and for the respective written instructions to DHL Freight. Furthermore the Customer is responsible for all costs resulting from, but not limited to, seizure, refusal of acceptance, insolvency, or refusal to pay on the part of the consignee. For the processing of such COD shipments a COD fee will be charged.

5. Claims and Claim Deadlines

Apparent damage, loss or shortage must be notified upon delivery. Any non-apparent damage, loss or shortage must be notified latest within 7 days after the delivery date, Sundays and public holidays excluded.

6. Collection and delivery

Shipments may not be sent from private households to private households (C2C). No access restriction to pick-up or delivery point is permitted. Special equipment, booking-in and time-window deliveries are not included in the basic freight rates.

7. Dangerous Goods

If the Customer offers hazardous goods for transportation, he has to comply with all statutory rules and regulations. He is responsible for the correct labeling, approved packaging, relevant transportation documents, shipper's statement and danger signs, in the required languages. The standard extra charge for a shipment containing hazardous goods has to be determined by arrangement, and additional costs, such as ferry or tunnel costs, may be added. Even if the shipment is sent from a non-ADR country, the Customer must adhere to all ADR-rules or in case of a sea-freight-voyage the IMDG-Code regulations in addition to applicable national dangerous goods rules. The following classes of Dangerous Goods are excluded from transport by DHL Freight:

- Class 1 (with the exception of UN codes 0014, 0323, 0325, 0431, 0432, 0454, 0503)
- Class 2.3
- Class 4.1 (UN codes 3231 to 3240, UN 3533, UN 3534, UN 3364, UN 3365, UN 3367 and UN 3368)
- Class 5.2 (UN codes 3111 to 3120)
- Class 6.1 (Packaging Group 1)
- Class 6.2
- Class 7
- Class 9 (UN codes 2212, 2590, 2315, 3151, 3152)

In certain countries some of the above restrictions may not apply to domestic transportation. The transportation of Dangerous Goods in Russia is currently not offered by DHL Freight.



In any case, the transportation of Dangerous Goods is always subject to specific agreement prior to transportation.

8. Transit Times

The regular transit times shown in the timetables are given in good faith but with the exception of DHL FREIGHT EURAPID are not agreed time limits but non-binding standard lead times.

9. Delivery Against Documents (DAD)

DAD is only available for the DHL FREIGHT EUROCONNECT service and in limited countries. DAD is not available for the DHL FREIGHT EURAPID and DHL FREIGHT EUROLINE services. Delivery will be effected only against receipt before delivery commences of the documents specified by the Customer. The Customer assumes responsibility for the respective instructions to the consignee and for the respective written instructions to DHL Freight. Furthermore the Customer is responsible for all costs resulting from, but not limited to, seizure, refusal of acceptance, insolvency, or refusal to pay on the part of the consignee. DHL Freight declines any liability resulting from the accuracy of the contents or genuineness of documents received. For the processing of such DAD shipments, a document collection fee will be charged.

10. Pallet Exchange

The countries offering a pallet exchange service are determined by the branch accepting the order. There is no obligation for DHL Freight to perform such a service.

11. Documentation

In order that the order can be correctly processed, the Customer is required to provide:

- a. Printed labels according to PDF procedure for groupage shipments via DHL FREIGHT EUROCONNECT;
- b. Transport order, duly completed;
- c. Copies of the commercial invoice if necessary;
- d. Export customs documents or other necessary accompanying documents (if applicable).

The Customer is required to advise addresses, marks, numbers, as well as the number, type and contents of each individual package, the characteristics of the goods and all other important information necessary for the orderly processing and safe carriage of the shipment. The Customer is responsible for all consequences resulting from missing or incorrectly

completed documentation. The completion of particular documents by DHL Freight will be separately invoiced.

12. Liability

For international road transportation, DHL Freight is or shall be deemed to be entitled to the limitations and exclusions of liability provided by the provisions of CMR. For domestic road transportation, the terms of the relevant national freight forwarders association shall apply to limit DHL Freight's liability. In absence of such terms, DHL Freight's liability shall be deemed to be limited by the CMR. However, nothing in these terms disappplies any mandatory provisions of domestic transport law. DHL Freight does not accept any liability for consequential losses and damages in addition to its liability as set out above.

13. Not Binding Offer

Our tariff proposal is not binding.

14. Packaging

All goods must be adequately packed for transport, and able to be dispatched if it is groupage cargo. The Customer is required to show clearly in an un-removable way on the individual packages, necessary identification information so that the order can be processed in the required way. This information should include the consignee's address, marks, numbers, symbols for handling and characteristics of the good. All identification information must be spaced apart or otherwise clearly shown. Liability for damage resulting from inadequate packaging rests with the Customer. If goods are not stackable due to improper packaging or otherwise, the paying weight will be calculated on the basis of the number of loading meters occupied in the truck.

15. Payment Term

Our standard payment terms are 30 days net from date of invoice with weekly invoicing. In case payments are not received within the agreed payment term, DHL Freight will charge a Standard Interest Rate & Administration Fee.

16. Cargo Insurance

To secure the value of your shipments during transport, we offer you the possibility to insure your goods. This Cargo Insurance will cover for the lesser of the actual repair or replacement costs, up to the insured value, in the event of any physical loss or damage to the shipment. Shipment insurance covers



physical cost compensation, consequential costs are excluded.

17. Temperature Sensitive & Perishable Goods

Such shipments can be accepted only by prior arrangement and at a surcharge.

18. Termination of Agreement

If an agreement is reached both parties shall be entitled to terminate this agreement at any time with 5 days written notice.

19. Terms of Delivery

DHL Freight refers to the Incoterms, latest version.

20. Validity of Tariffs

Once an agreement is reached, the validity of the tariffs will be extended to the expiry date stated on the tariff sheet of the proposal. DHL Freight, however, retains the right of increasing the tariffs at any time by ten days advanced notice.

21. Compliance

In addition, the Customer confirms that the provision of the service by DHL Freight will not constitute a breach by the Customer or DHL Freight of any sanction, embargo, or export control laws imposed by any government or other competent authority (“Sanctions”) which apply to the Customer or to DHL Freight. The Customer confirms that he observes and is responsible for compliance with all applicable laws and regulations (including but not limited to foreign trade regulations and any sanction or prohibition imposed by any state, country, international governmental organization or other relevant authority) and shall not maintain any connections with persons or organizations against which restrictive measures in the fight against terrorism or any other Sanctions have been imposed. Each party shall act in accordance with its own Code of Conduct, failing which the Customer shall evidence it is compliant with the principles contained in Deutsche Post DHL’s Code of Conduct which can be found on www.dhl.com/en/about_us/code_of_conduct.html.



DHL FREIGHT EURAPID Specific Trading Conditions

For the cross-border product DHL FREIGHT EURAPID, additionally to our general Terms and Conditions, some specific trading conditions apply which have precedence to our General Terms and Conditions where applicable. For shipments which comply with the DHL FREIGHT EURAPID Specific Trading Conditions below, the agreed transit times are binding, subject only to the applicable exclusions below.

In case the shipment does not comply with the DHL FREIGHT EURAPID specific trading conditions below, DHL Freight will ask for instructions. In case no instructions are received from the Customer within a reasonable period of time, DHL Freight will treat the shipment as DHL FREIGHT EUROCONNECT, against the applicable rates and with non-binding standard lead times, as long as the shipment complies with DHL FREIGHT EUROCONNECT specific trading conditions.

1. DHL FREIGHT EURAPID Service scope

DHL FREIGHT EURAPID service is available only from specified locations to specified post code destinations (or towns where no post codes are available). The geographic scope of DHL FREIGHT EURAPID (and the more limited scope of the Pre-12 delivery option) can be found in the DHL Freight Lead Time Calculator at www.dhl.com/leadtime.

2. DHL FREIGHT EURAPID maximum shipment weight and dimensions:

- a. Maximum weight per shipment: 2.500 kg (chargeable weight);
- b. Maximum measures per item: 240 cm length, 120 cm width, 220 cm height;
- c. Maximum weight per item: 1.000 kg (gross weight).

3. DHL FREIGHT EURAPID Service conditions

DHL Freight is only obliged to deliver the goods within the agreed transit times if the following conditions are fulfilled:

- a. Reasonable traffic conditions;
- b. Shipments must be ready for pick up at the agreed pick-up time during standard working hours (Monday to Friday 08:00 – 18:00 hrs). Upon specific Customer request and when the booking is made before 12:00pm, shipments can be collected on the day of booking. The same day pick-up areas and respective latest booking times are determined

- by each DHL Freight branch. Details are available with your DHL Freight Customer Service contact;
- c. Recipient must accept delivery of the shipment during standard working hours, immediately after truck arrival at his premises;
- d. Shipment must be clearly pre-advised and marked by Customer as a DHL FREIGHT EURAPID shipment.
- e. Customs requirements at clause 8 must be met.

4. DHL FREIGHT EURAPID transit times

The DHL FREIGHT EURAPID transit time commences with collection from the consignor and ends with delivery at the consignee. The indicated lead time is based on the regular operational capabilities of DHL Freight. It excludes weekends, bank holidays and planned seasonal limitations. It does not consider unplanned influences to transport operations. Standard transit times for FREIGHT EURAPID can be looked up in the Lead Time Calculator at www.dhl.com/leadtime.

5. Pick-up & delivery outside standard working hours

Collections and deliveries outside standard working hours or to restricted areas will be carried out by special arrangement only. They are subject to a surcharge. Please contact your DHL Freight customer service contact for the details. Indicated transit times are not binding in case of collections and deliveries outside standard working hours.

6. Additional exclusions for DHL FREIGHT EURAPID:

- a. Delivery to private households (B2C);
- b. Temperature sensitive and perishable goods;
- c. Collection on wheels (COW) and/or Delivery on wheels (DOW);
- d. Delivery against Documents (DAD);
- e. Cash on Delivery (COD);
- f. Delivery on a day specified by the Customer which deviates from the delivery day stated in the Lead Time Calculator;
- g. Unpacked goods or goods not adequately packed for transport;
- h. Shipment must not contain dangerous goods;
- i. Shipments which have to be delivered within a specific time window
- j. Shipments which require a delivery pre-advice
- k. Pallet exchange



7. Customs Clearance restrictions DHL FREIGHT EURAPID

DHL FREIGHT EURAPID only accepts shipments under customs clearance when DHL Freight is responsible for the customs clearance. Only the following Incoterms are allowed for such shipments: DDP, DAP and EXW. A transit time will only be binding for shipments under the following conditions:

- a. All customs documents are available;
- b. All pre-payments and required guarantees are effected;
- c. No physical documents and/or goods inspection;
- d. No time delay due to block of shipment by customs administration;
- e. No customs clearance due for settlement by the recipient.